

Governing Body Meeting in Public

Date of meeting	13 November 2013		
Agenda Item	6	Paper No	39/13

Quality Report

Purpose of paper	This report presents the key quality issues identified by the Quality and Clinical Governance Committee on the 29 August and 26 September 2013.
Aims/objectives supported by this paper	Improve services and care quality for our population
Confirmation that any financial implications have been considered by the Chief Finance Officer	The Chief Finance Officer has been informed of the content of this report. No financial implications to report.
Public involvement – activity taken or planned	The Chair of the Patient and Public Engagement group is a member of the Quality and Clinical Governance Committee.
Equality and Diversity	No issues identified.
Report Author	Alison Huggett, Nursing and Quality Director
Sponsor	Alison Huggett, Nursing and Quality Director
Date of paper	29 October 2013
Actions requested/Recommendation	The Governing Body is asked to note the report.

Quality Report

1. Introduction

- 1.1 This report presents the key quality issues identified by the Quality and Clinical Governance Committee on the 29 August, and 26 September 2013. It also includes information received in October relating to Infection Control and Serious Incidents reported. The committee receives a monthly dashboard and Quality report providing assurance that provider compliance to contractual quality requirements is monitored and actions are taken where appropriate.
- 1.2 Monthly Clinical Quality Review meetings are held with providers commissioned to deliver healthcare services to the population of North East Hampshire and Farnham. The main providers are Frimley Park Hospital NHS Foundation Trust (acute services), Southern Health NHS Foundation Trust (community services), Virgin Care Ltd (community services) and Surrey and Borders Partnership NHS Foundation Trust (mental health and learning disability services).
- 1.3 The Quality report is in development and reflects compliance against the contractual requirements for 2013/14. The report reflects quality data from the provider one month in arrears, based on the NHS contract. Information is also included from provider Clinical Governance Committees and other Quality networks within the system. The dimensions of patient safety, patient experience, clinical effectiveness and prevention are explored, with triangulation of the data available from the regulators of the service. As the report evolves benchmarking data from similar providers across Berkshire, Hampshire and Surrey is enabling further analysis and assurance. The report also provides an insight into the collaborative working across the Clinical Commissioning Groups and provider performance against the Clinical Commissioning Group Quality Premium indicators. The monthly dashboard is also developing to present the quality data against indicators in the five domains of the NHS Outcomes Framework. These are;
- Domain 1 - Preventing people from dying prematurely
 - Domain 2 - Enhancing quality of life for people with long-term conditions
 - Domain 3 - Helping people to recover from episodes of ill health or following injury
 - Domain 4 - Ensuring that people have a positive experience of care
 - Domain 5 - Treating and caring for people in a safe environment; and protecting them from avoidable harm.

2. Key highlights

The key highlights to report identified by the Quality and Clinical Governance Committee in September and October are:

- 2.1 The Quality Leads from the Hampshire and Surrey Clinical Commissioning Group networks continue to work collaboratively to further strengthen safeguarding arrangements for children and adults. In Surrey, Surrey Downs Clinical Commissioning Group host the Safeguarding Adults Team and Guildford and Waverley Clinical Commissioning Group the Safeguarding Children's Team. In Hampshire, West Hampshire Clinical Commissioning Group hosts both the Safeguarding Children and Adult Teams.

Quality indicators are being finalised to enhance monitoring and clarify areas for improvement. Processes for ensuring safeguarding incidents closely align with Serious Incident reporting are included within this work. The Quality Leads are also working with the Wessex and Surrey and Sussex Area Teams to optimise safeguarding arrangements across the healthcare system.

- 2.2 The quality of care provided within Nursing Homes remains a focus for the Clinical Commissioning Group. The quality team are linking closely with the community matrons and social services to ensure care is optimised and areas of concern escalated as appropriate.

- 2.3 Infection Prevention and Control:

- In October, Frimley Park Hospital NHS Foundation Trust has reported a third Methicillin Resistant Staphylococcus Aureus Bacteraemia (MRSAB) case against a zero threshold for 2013/14. No case involved a NHS North East Hampshire and Farnham Clinical Commissioning Group patient. The three cases have not been related.
- Frimley Park Hospital NHS Foundation Trust has also reported nine cases of Clostridium difficile against a threshold of eight for 2013/14. Actions are in place to minimise the occurrence of further cases. There is no evidence of cross infection and the Trust remains overall a good performer for minimising hospital acquired Clostridium difficile.
- In the first six months of 2013-14 (April – September) NHS North East Hampshire and Farnham Clinical Commissioning Group has a total of 13 Clostridium difficile cases against the Department of Health Objective of 29 cases for 2013-14.

- 2.4 Following the introduction of the Friends and Family Test in April 2013, the results from Frimley Park Hospital NHS Foundation Trust and the Royal Surrey County Hospital NHS Foundation Trust continue to overall reflect that the respondents are satisfied with the services provided at the hospitals. This test is for all acute providers of adult NHS funded care covering services for inpatients and patients discharged from A&E. The test asks the following standardised question: *"How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?"* From October the test has been introduced into the maternity services.

- 2.5 The number of patients falling whilst an inpatient at Frimley Park Hospital NHS Foundation Trust has increased significantly compared to the same period (April to August) in 2012. Following an in-depth review, an action plan has been developed. This includes additional staff training and patients identified with a risk of falling.
- 2.6 Community Services
- Virgin Care Limited and North West Surrey Clinical Commissioning Group (Lead commissioners) are undertaking a joint community nursing review. This aims to address the variation in delivery and staffing across the Surrey commissioning Clinical Commissioning Group areas and optimise patient safety and care.
 - Southern Health NHS Foundation Trust has developed an action plan in response to concerns raised in relation to the quality of the services that they provide. Progress continues to be monitored through the Local Clinical Quality and Contract review meetings held monthly with the Trust.
- 2.7 Frimley Park Hospital NHS Foundation Trust and the Royal Surrey County Hospital have been selected as part of the first wave of inspections under the revised Care Quality Commission process. Frimley Park Hospital NHS Foundation Trust is categorised as low risk and the Royal Surrey County Hospital NHS Foundation Trust as within a variety of risk points. The general public are invited to attend listening events to inform the inspections and the Clinical Commissioning Group has been asked to submit evidence on the quality of services provided.
- 2.8 Serious Incidents Requiring Investigation
- Twelve serious incidents requiring investigation have been reported since the last quality report to the Governing Body involving North East Hampshire and Farnham patients. These include a Never Event where the wrong tooth was extracted, three incidents relating to maternity services, an inpatient fall and the development of pressure ulcers. Investigations are underway to establish the root causes and identify appropriate actions to prevent recurrence. The Quality and Clinical Governance Committee will be updated on progress and learning.
- 2.9 A proposal has been accepted for the members of the Quality and Clinical Governance Committee's from Surrey Heath and North East Hampshire and Farnham Clinical Commissioning Groups to meet quarterly to review quality issues arising. The aim is to further enable sharing and discussion and enhance collaborative working across the Frimley healthcare system.

3. Recommendations

- 3.1 The Governing Body is requested to accept and note the report.