

**GOVERNING BODY
PART I MEETING
WEDNESDAY 27 APRIL 2016**

Title of Report:	Quality & Patient Safety Report	
Board Sponsor:	Jane Foster-Taylor Chief Nurse	
Prepared by :	Sue Cleall Quality & Patient Safety Manager	
Committees previous consulted:	Quality and Patient Safety Committee	
Executive Summary:	This report is developed to advise the Governing Body of the work being undertaken by the Quality Team to gain assurances on service provision.	
Financial / Resource Implications:	None	
Fit with CCG strategy/objectives:	Ensure that services are delivered in the right place, at the right time, at the right level of quality and that adequate systems and processes exist to address a) any deviation from high quality services or b) inequalities	
Risks identified / Outcome / Link to BAF:	Yes NELFT Staffing Care Homes	BAF Ref: QPS17 QPS03
Actions Required:	None at this time	When By:
Recommendation to the Committee:	This report is provided for information	

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THURROCK CCG

QUALITY & PATIENT SAFETY COMMITTEE

The review of the Committee Effectiveness was finalised and the outcomes of this are included within the Governance report.

MATERNITY REVIEW

The National Maternity Review was commissioned by NHS England in March 2015 as part of the NHS Five Year Forward View, which sets out a vision for the future of the NHS was published in February 2016. The first meeting of the Task and Finish Group was held on 11 April, there were representatives from BTUH, Essex County Council and the two South West Essex CCGs.

BTUH were able to provide good evidence against the recommendations, there would need to be a breakdown of the data, demonstrate compliance for Thurrock. Discussion was held relating to future meeting arrangements.

NORTH EAST LONDON FOUNDATION TRUST (NELFT) COMMUNITY SERVICES

SAFER STAFFING

In February 2016, out of around 2100 shifts, 34 were reported on datix under the category 'adverse events that affect staffing levels'.

This included 23 for the Essex community hospitals; 1 for Thorndon, 1 for Mayflower and 21 for Alistair Farquharson as detailed below:

- 6 incidents relating to staff sickness
- 3 incidents relating to late cancellations of bank/ agency
- 2 incidents where agency DNA
- 1 episode of carers leave
- 9 incidents where the reason was unclear in the Datix

A robust action plan has been in place since January 2016. This is now included within the CCG BAF.

PATIENT SAFETY THERMOMETER (PTS)

The Governing Body is reminded that Thorndon Ward did not make a submission for February 2016. This data has now been received and there were no key concerns.

ESSEX COMMUNITY SERVICES PATIENT PROFILES

A paper was presented to the NELFT Board Meeting which highlighted that:

The highest percentage of patients seen in Essex are those aged 6 to 10 years with 35% of its patients, and 21% representing those aged 5 years and under. The patient profiles for those aged under 18 is overrepresented when compared to the average population figures and underrepresented for all other age groups when compared to the local population.

Ethnicity

27.8% of the patients seen in Essex identified their ethnicity as White, compared to 90% of the population it serves. 66.8% of the patients have their ethnicity not recorded, compared to 15% last year. With the implementation of the diversity monitoring leaflets and posters to raise awareness, I was hoping to see an improvement, rather than an increase in not recorded fields.

Gender

60% of the patients are females, compared to 40% of males. There is overrepresentation of females and underrepresentation of males for community services. The Equality and Diversity team are aware of two patients in Essex who have undergone transgender reassignment, and there was some discussion on how these are reflected on SystemOne.

BASILDON & THURROCK UNIVERSITY HOSPITALS FOUNDATION TRUST (BTUH)

SAFER STAFFING

The overall figures for January and February have shown an increase in fill rate for the divisions. However Surgery has seen a decrease in day fill rate of Health care assistants across all wards. There has been active recruitment across the divisions with healthcare assistants commencing March and May. The Care Certificate education programme continues for all unregistered nursing staff. Newly qualified nurses will be due to commence during April 2016 following completion of their training.

Overall RAG rating by divisions

January 2016

February 2016

Division	Registered Nurses		HCA	
	Day	Night	Day	Night
Women	105	103	96	94
Paediatrics	96	99	99	113
CTC	98	98	89	112
Medicine	85	93	90	96
Acute Medicine	91	92	94	109
Surgery	93	96	82	93

Division	Registered Nurses		HCA	
	Day	Night	Day	Night
Women	102	100	102	98
Paediatrics	96	97	86	103
CTC	96	97	89	94
Medicine	93	94	91	94
Acute Medicine	84	86	93	116
Surgery	87	96	73	93

Red rated wards (Below 80% fill rate)

Registered nurse day fill rate: For January there 2 medical wards where the Registered nurse staffing levels were below the 80%, these were for Lionel Cosin and Bayman wards. At night in January Orsett and Kingswood wards were red rated. In February there was an increase in wards who were red rated which included William Harvey, Bayman, Elizabeth Fry, Kingswood, Lionel Cosin, Marjory Warren and Osler wards. At night the red rated wards were SRU, Orsett and Kingswood wards.

Registered nurse recruitment continues to be a challenge with all trusts finding themselves with a large number of vacancies. Currently 22 overseas nurses have been offered places at the trust with further interviews being arranged during April and May. Currently the December position is that there are 166 registered nurse vacancies which is an increase on the previous month however there are 57 nurses within the HR checking processes.

INDUSTRIAL ACTION BY JUNIOR DOCTORS

Junior doctors took part in two further days of industrial action on 10th and 11th March 2016 whereby they provided emergency care only (similar to Christmas Day service). As the result of careful planning and significant efforts from staff, the Trust was able to continue to provide safe effective care during this period. Despite every effort being made to minimise disruption to patients, a small number of outpatient clinics and episodes of elective surgery had to be rescheduled, impacting upon patient experience.

Two further days of action are planned for 26 April 2016 and 27 April 2016. Should these go ahead, junior doctors will withdraw all cover (including for emergency care) between 8am and 5pm on both days.

Whilst the Trust hopes that industrial action can be avoided, they are drawing up robust plans to ensure that risks to patient safety and access to services are minimised as far as possible.

SOUTH ESSEX PARTNERSHIPS FOUNDATION TRUST (SEPT) MENTAL HEALTH SERVICES

Rochford Hospital feedback

The following reviews were noted on NHS Choices and these have been forwarded to the Deputy Chief Nurse at CPR CCG to review and seek assurances that action is being taken by SEPT to address any concerns raised.

Absolutely DISGUSTING!!!!

'I'm so angry with the treatment of my husband at Ashingdon House. He suffers severe anxiety depression and night terrors due to a major event in his life, the Doctor was rude obnoxious and was completely on a power trip.

He was made to feel he was wasting their time and basically called a liar they wanted to start him on CBT how can you train yourself not to have night terrors they basically just thought we was trying to get meds and that's totally not the case. They have left my husband in a worse state than when he went in there as now he feels there's no help. Please if you truly have mental health problems DONT seek help there go back to your GP and ask for treatment somewhere far far away from there.

Rochford Hospital response

'Thank you for leaving feedback, I am sorry your experience was not a positive one. As you are aware your concerns are now being addressed through the Trust's Complaints Department, and you will receive a full response in due course.'

Missing Vulnerable Young Girl

'This Hospital allowed my daughter who is very vulnerable to self-discharge from their Mental Health Unit yesterday. She has been missing now for over 24hours and we are starting to be very concerned for her safety. They never contacted me (her mother) to inform me of this and I never found out she was gone until 2 hours later. How can professionals allow a young girl who had suicide thoughts out of their care? It is just not acceptable.'

Rochford Hospital response

'We are sorry to hear about your experience. Whilst we are not able to discuss individual cases outside of confidentiality consent, it is important to explain that we follow stringent risk management processes to ensure the safety and security for all our patients and we would be happy to assist you and your daughter in any way that we are able to.'

CARE HOMES

CARE QUALITY COMMISSION (CQC) INSPECTIONS

There have been four reports published since the previous meeting:

Three establishments were given an overall Rating of 'Good'

- Bennett Lodge, Chadwell St Mary
- Grays Court, Grays
- Hollywood Rest Home, Grays

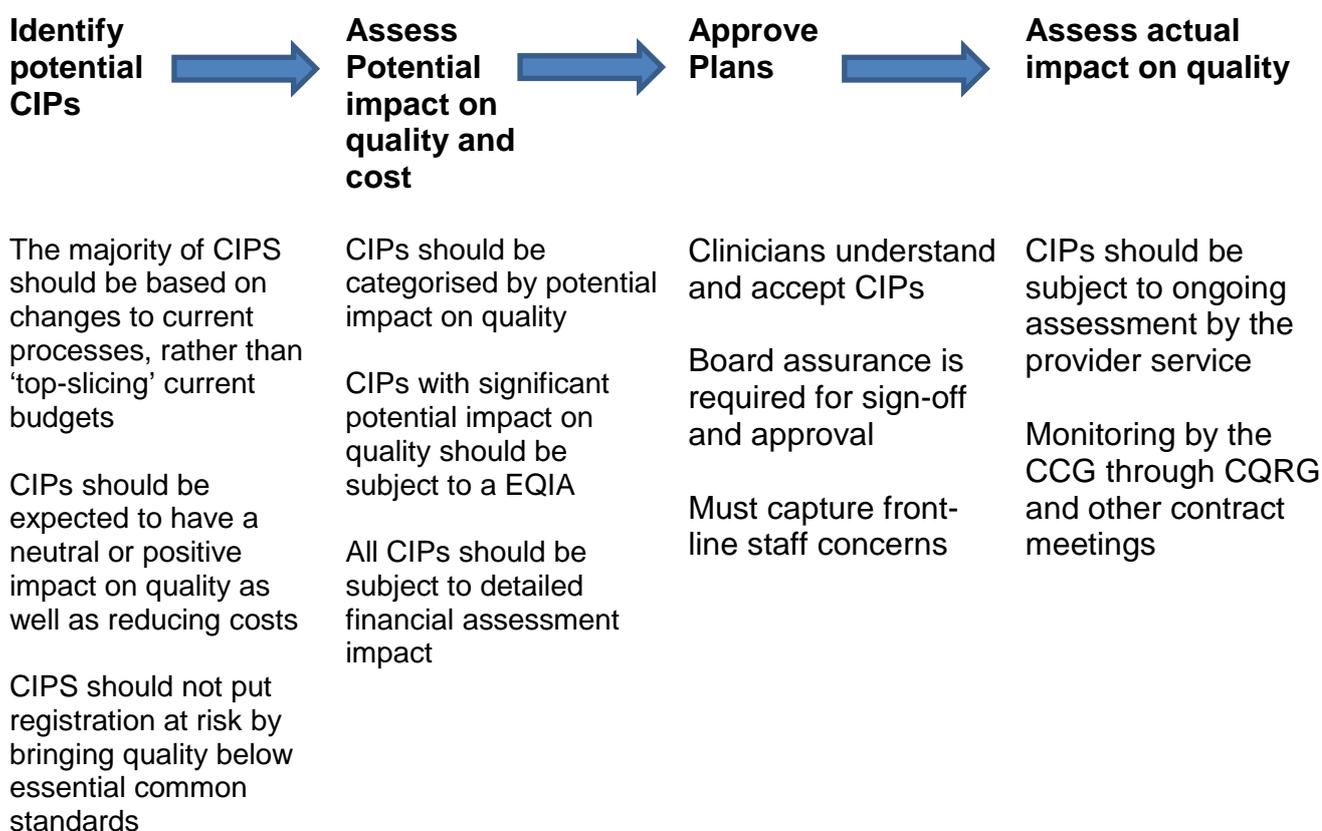
However, Willow Lodge in Tilbury was given an overall rating of 'Inadequate' resulting in it being put into special measures with a re-visit within 6 months.

Reports are awaited for the following:

- The Coach House, Grays
- Grays Court, Grays

PROVIDER CIPS

The QPS Committee was provided with a report on the process for the monitoring and agreement of Provider Cost Improvement Programmes (CIPS). The flowchart below demonstrates the process to be followed. There is a standing agenda item at the NELFT CQRG to monitor these programmes.



RECOMMENDATIONS

The Governing Body is invited to note this report for information.