

**GOVERNING BODY
PART 1 MEETING
ON WEDNESDAY 22 JUNE 2016**

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| 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 & Patient Safety Committee 10 June 2016 | |
| Executive Summary: | This report is provided to advise the Governing Body of areas of patient quality and safety. | |
| Financial / Resource Implications: | N/A | |
| 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: | NELFT Staffing Care Homes | BAF Ref: QPS17 QPS03 |
| Actions Required: | | |
| Recommendation to the Committee: | This report is provided for information | |

THURROCK CCG

INDIVIDUAL PLACEMENTS

This service is provided on behalf of the CCG, by Mid Essex CCG who continue to work with key stakeholders to improve commissioning pathways. An activity report was provided for May 2016 with no exceptions to report to the Governing Body.

CHILDREN'S AND YOUNG PEOPLES CONTINUING CARE SERVICE ANNUAL REPORT 2015/16

This service is hosted by Mid Essex CCG for the seven Essex CCGs. An annual report was provided to the Quality & Patient Safety Committee on 10 June 2016.

It was noted that Thurrock CCG commissioned care packages for 9 children during 15/16. There has been no increase in the number of cases from the previous year. Care packages commissioned during 15/16 ranged from 5 hours per week to a planned 2:1 24 /7 package provided by a nurse and a carer jointly funded with social care.

The majority of care packages are jointly funded with social care. Where children have needs beyond that which a learning support assistant can be trained to deliver, health in partnership with education support the commissioning of support to ensure safe access to education.

In January 2016, the Department of Health published a revised framework to support the assessment, commissioning and delivery of Children and Young People's 0-17 years continuing care. Whilst the principles underpinning the previous framework published in 2010 continue to be relevant, the revision of the framework addresses changes in national commissioning structure and a policy in particular the Special Education, Needs and Disability (SEND) Agenda.

QUALITY ACCOUNTS

The Department of Health requires providers to submit their final Quality Account to the Secretary of State by uploading it to the NHS Choices website by June 30 each year. The requirement is set out in the Health Act 2009. Amendments were made in 2012, such as the inclusion of quality indicators according to the Health and Social Care Act 2012. NHS England or Clinical Commissioning Groups (CCGs) cannot make changes to the reporting requirements. Providers are required to send their Quality Accounts to commissioners in order for them to provide commentary.

Thurrock CCG has provided commentary for North East London Foundation Trust (NELFT) Quality Account as lead commissioner for community services across south west Essex with a contribution from BB CCG. The CCG has also provided commentary for:

- Basildon & Thurrock University Hospitals Foundation Trust (BTUH)
- South Essex Partnership Trust (SEPT) Mental Health Services
- Barking, Havering & Redbridge University Hospitals Trust (BHRT)
- Southend University Hospital Foundation Trust (SUHFT)
- East of England Ambulance Services (EEAST)

THURROCK COUNCILS PUBLIC HEALTH GRANT REDUCTIONS 2016/17

A summary paper was presented to the Quality & Patient Safety Committee outlining the reductions to the Public Health Grant for 2016/17 and the impact of the reductions across commissioned public health services.

Thurrock CCG will support the re-modelling of 0-19 services.

OFSTED REVIEW OF THE EFFECTIVENESS OF THE LOCAL SAFEGUARDING CHILDREN BOARD (LSCB)

The review found that the LSCB in Thurrock was effective and innovative and had a clear understanding of the key safeguarding priorities across partner agencies. A renewal of governance and terms of reference in 2015 brought helpful clarity and demonstrated continued progress, following a review of the board in 2013.

The report stated that 'There was a clear collective ownership of safeguarding across all partners, who were positively engaged in action and reflection to support children, young people and their families. The board was chaired well by an influential chair who both supported and challenged partners, and accountability is high. Strong and efficient support is offered by a committed business team. Partners report clear and collective responsibility, and a high degree of challenge, scrutiny and accountability. This was described by one board member as 'good transparency and honesty.'

There were two recommendations:

- To improve further the strategic learning available from the multi-agency audits through overarching evaluation and analysis of outcomes and impact.
- To undertake a comprehensive evaluation of the training provided in order to demonstrate the impact on frontline practice.

ADULT SAFEGUARDING

ADULT SAFEGUARDING CONFERENCE

There was a regional conference held on 18 March in Stansted. This event was used to launch the 'Adult Safeguarding Best practice guidance for provider of Healthcare in East Anglia and Essex', this has since been released as a free app which has been shared with primary care.

ADULT SAFEGUARDING REGIONAL UPDATE MAY 2016

The regional group are to review how the educational budget for adult safeguarding training is to be utilised, there was consideration for a further conference as well as the development of master classes, with the NSPCC sessions to be repeated.

The overarching safeguarding priorities for 2016-17 are FGM, Looked after Children, CSE and MCA. Discussions centred on the strengthening of the adult network and the publication of the intercollegiate document in the near future, with a phased implementation of actions.

NORTH EAST LONDON FOUNDATION TRUST (NELFT)

SAFER STAFFING

In April 2016, out of around 2100 shifts, 30 were reported on datix under the category 'adverse events that affect staffing levels'. This included 6 from the Essex community hospitals.

Incident reports have shown a number of occasions where agency staff are cancelling shifts at short notice. Weekly analysis being undertaken to determine route causes Safer staffing continues to be an issue and the Trust is undertaking further robust recruitment campaigns.

PATIENT SAFETY THERMOMETER

There was an improvement in the percentage of harm free care at both Mayflower Community Hospital (MCH) and Thorndon Ward (Brentwood Community Hospital) in April 2016 which was directly related to a decrease in pressure ulcer prevalence.

COMPLAINTS

The CCG is awaiting sight of the NELFT Annual Complaints Report with themes and trends.

FRIENDS & FAMILY (FFT)

In March 2016, 95% of patients said they would recommend NELFT for Community Services which was in line with the average nationally. The response rate for NELFT was 2% (based on 1,074 responses from 55,362 eligible) which was slightly lower than the national average of 3%.

Information extracted from a report presented to NELFT's Board Meeting in May demonstrates that from the monthly 5 x 5 survey, well over 90% of patients in the Thurrock and Basildon/Brentwood localities would recommend the Trust to friends and family. The figure was slightly lower for Emotional Wellbeing and Mental Health Services (EWMHS) at 81%.

NHS CHOICES

The overall rating for Orsett Hospital decreased from 4.5 stars out of 5 stars to 3.5 stars at the end of May 2016. There was a negative review from a patient relating to pain management.

BASILDON & THURROCK UNIVERSITY HOSPITALS FOUNDATION TRUST (BTUH)

CARE QUALITY COMMISSION (CQC) INSPECTION

The report has now been published following the return inspection on 16 February 2016. The CQC did not undertake a full comprehensive inspection of the trust, this inspection focused solely on the general Critical Care Unit. The CQC found that the service had made significant improvement in the delivery of the service and changed the rating of the service to 'Good'. The change to the ratings of the critical care service has also changed the overall trust rating for the key question of 'is the service safe?' to Good overall.

SAFER STAFFING

The ongoing recruitment issues continue to be monitored by the Trust for the different divisions.

NHS CHOICES

In May 2016 there were positive reviews for:

‘extremely helpful, understanding and professional staff at Mulberry Assessment Centre

- ‘wonderful treatment’ at Endoscopy
- ‘extremely well run’ Breast Unit
- ‘big thank you’ for hospital transport
- ‘excellent service’ at Renal Unit
- ‘well done A&E’
- ‘brilliant’ nurses at dermatolog

However, there were negative reviews relating to:

- ‘rude and disengaged nurses and ‘non-existent doctors’ at Neurology
- ‘blood tests in chaos’
- ‘awful treatment of my husband’ following admittance from A&E

BARKING, HAVERING & REDBRIDGE UNIVERSITY HOSPITALS TRUST (BHRT)

SAFER STAFFING

Staffing issues are monitored on a weekly basis via the Trust’s Chief Executive Team Meeting.

NHS CHOICES

The overall rating for Queens Hospital had not changed since the previous report.

In May 2016 there were positive reviews for:

- ‘grateful to the staff in Children’s A&E’
- ‘excellent, caring and professional’ weekend doctor cover at A&E
- ‘assistance with breastfeeding’ following caesarean section
- ‘second to none care’ provided during birth

However, there were negative reviews relating to:

- ‘being on hold for an hour’ for Sexual Health Services
- ‘waiting time’ and ‘very rude’ triage nurse in A&E
- ‘waiting time’ for Surgical Assessment Unit

SOUTH ESSEX PARTNERSHIP FOUNDATION TRUST MENTAL HEALTH SERVICES

SAFER STAFFING

Issues continue to be monitored at Clifton Lodge and the MHU at Basildon which have remained as hotspot together with Grangewater which has also been identified at a potential emerging risk.

PATIENT SAFETY THERMOMETER

In April 2016, SEPT Mental Health Services achieved 98.6% harm free care which was in line with the previous month when this was 98.1%.

FRIENDS AND FAMILY TEST

In March 2016, 81% of patients said they would recommend SEPT Mental Health Services which was below the national average of 87%.

INDEPENDENT PROVIDERS

SPIRE WELLESLEY, SPIRE HARTSWOOD, NUFFIELD HEALTH

There were no concerns relating to Friends & Family, Patient Safety Thermometer (PST) data or NHS Choices.

CARE HOMES

CARE QUALITY COMMISSION (CQC) INSPECTIONS

There have been three reports published recently for homes in the Thurrock Area with all three establishments receiving an overall rating of 'Good' within all areas assessed.

- The Homesteads, Stanford-le-Hope
- The Coach House in Grays
- Merrie Loots in Tilbury.