

Date	15 May 2018
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Title of paper	Quality & Performance Committee Report
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Confidential	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> (items are only confidential if it is in the public interest for them to be so)

The Governing Body is asked to:
Note the report.

Summary of purpose and scope of report

This report summarises the Quality & Performance Committee’s work since the last Governing Body meeting in March 2018.

The Committee is responsible for assurance on the quality, safety and performance of services commissioned and for promoting a culture of continuous improvement and innovation with respect to safety of services, clinical effectiveness and patient experience. It supports the CCG’s aim of ensuring that high quality services are commissioned and provided for patients as outlined in the North West London Sustainability & Transformation Plan:

- Radically upgrading prevention and wellbeing;
- Eliminating unwarranted variation and improving long-term condition management;
- Achieving better outcomes and experiences for older people;
- Improving outcomes for children and adults with mental health needs;
- Ensuring we have safe, high quality sustainable services;
- Ensuring the system has the capacity and capability to deliver (workforce, OD, IT primary care etc.).

It does this through receiving and acting on feedback about services commissioned by the CCG to improve service quality and patient experience.

Points of note are:

- The CCG is contributing to the development of Chelsea & Westminster Hospital NHS Foundation Trust’s Quality Account;
- Chelsea and Westminster Hospital NHS Foundation Trust’s ratings by the Care Quality Commission (Good) and by the NHS Improvement (Outstanding);

- LCW Media Incident inspection findings.

1 Quality, performance & patient experience

1.a Chelsea & Westminster Hospital NHS Foundation Trust: Quality Account

- Representatives from the Trust presented the draft overview of the Trust's achievements against the priorities outlined in its 2017/2018 Quality Account;
- Trusts are required to seek Commissioners' views on performance in quality priorities and developing Quality Accounts for the next year;
- Progress is monitored by the Clinical Quality Group;
- Discussion with the Committee included:
 - Improving complaints management;
 - The Trust achieved the following 2017/2018 priorities; Reduction in falls (Frailty Quality Plan) and reduction in Still births (Maternity Plan).
 - Comments and agreement on the following priorities identified for 2018/2019:
 - 1) Reduction in falls will continue
 - 2) National Safety Standards for Invasive procedures (Admitted Surgical Care) will continue
 - 3) (new) 10 safety actions set out by the Clinical Negligence Scheme for Trusts to improve patient safety for all those using the Trust's Maternity services
 - 4) Reduction in E.coli infections by 50% by 2021; and
 - 5) Improving complaints management (continuing from 2017/2018)
 - Other priorities from last year will continue to be reported and monitored through the Clinical Quality Group.

1.b Patient Safety Quarterly Report, Quarter 3 of 2017/2018

- The CWHHE Patient Safety Team reviewed themes from Trusts' investigations of slips/ trips/ falls in from 2016 to 2017. Advice to Trusts included:
 - Gaining assurance that risk assessments are completed on admission and following a change in the patient's condition, and configuring clinical IT systems to support this;
 - Further investigation of the reasons for patients not appearing to ask for help prior to a fall, in order to identify solutions to this contributory factor;
- NHS England Serious Incident Overview Dashboard (London Region) published;
- Revised Never Events framework came into effect 1 February 2018;
- Number of serious incidents reported by all Trusts are declining; the CWHHE CCGs' Patient Safety team is working with Trusts to identify causes and seek assurance that reporting/governance processes are reviewed, and action taken;
- The team worked with Imperial College Healthcare NHS Trust to reduce overdue Serious Incident investigation reports, resulting in overdue reports now at the lowest level in over eight months and

continue to work with other Providers to improve reporting.

1.c Clinical Quality and Groups report

- Chelsea and Westminster Hospital NHS Foundation Trust's overall Care Quality Commission rating of 'Good' across all domains as part of the inspection in December 2017 and January 2018;
- Chelsea and Westminster Hospital NHS Foundation Trusts rated by NHS Improvement as 'Outstanding' in their inspection for use of resources.

1.d Integrated Quality & Performance reports (month 11, February 2018)

- Continued strong performance at Chelsea and Westminster Hospital NHS Foundation Trust A&E, with the Trust in the top ten performers in the country;
- West London CCG almost meeting referral to treatment (RTT) target, with good performance at Chelsea and Westminster Hospital NHS Foundation Trust;
- Diagnostics waiting times remain challenging; there is a slight issue with the Chelsea and Westminster Hospital NHS Foundation Trust (West Middlesex Hospital site) and unlikely to affect West London CCG patients;
- There was an issue relating to transfer of data to UNIFY (NHS central data submission tool), which will be monitored to ensure that it does not affect the Chelsea and Westminster hospital site.

1.e LCW Media incident

- The final report of the external review, commissioned by Enfield CCG on behalf of North Central London and North West London CCGs was shared with stakeholders;
- The report confirmed the findings of the provider's report, concluding that there was no patient harm and no significant failings identified. It acknowledged that there were some care and service delivery issues and that recruitment procedures and pre-employment checks could be improved;
- The provider has been implementing an action plan to address the issues raised, and progress will be reported through the Clinical Quality Group.
- Contract management and quality assurance of LCW transferred to NHS Hounslow CCG for all eight North West London CCGs on 1 April 2018.

1.f Chelsea & Westminster Hospital NHS Foundation Trust: Care Quality Commission inspection/ NHS Improvement inspection

- NHS West London CCG leads the commissioning of the Trust in partnership with NHS Hounslow CCG; the reports will inform the work and focus of the Clinical Quality Group for 2018/19;
- The Trust is the first NHS hospital in London to gain 'Good' across all categories under the Care Quality Commission's new framework ('well led') and 'outstanding' from NHS Improvement;
- Chelsea & Westminster Hospital NHS Foundation Trust is ranked in the top ten best performing Trusts in the country for performance against the 4 hour Accident & Emergency, 18 week Referral To Treatment and 62 day Cancer standards.

1.g Introduction of Yoga and Indian Traditional Medicine to St Charles Centre for Health and Well Being

The Committee approved the proposed addition of ayurvedic dietary advice to the self-care programme, subject to clarification of dietician input.

3 Governance and assurance

3.a Position Report re CCGs’ Implementation of Children and Families Act 2014

The Act seeks to improve services for vulnerable children and families, and is underpinned by a new Special Educational Needs and Disability (SEND) Code of Practice.

The Committee received an update on West London CCG’s progress in the following:

- Joint commissioning of services for children and young people with Special Educational Needs aged 0 to 25 years;
- Ensuring that information on health services are included in the Local Offer published by the local authority;
- Ensuring that arrangements are in place for health services to contribute to Education, Health and Care (EHC) needs assessments and plans;
- Introduction of personal budgets for children with EHC plans and those who meet continuing healthcare criteria.

3.b The Committee received the following minutes:

- CWHHE Quality & Patient Safety Committee meeting, 5 October 2017;
- Chelsea & Westminster Hospital NHS Foundation Trust Performance & Contract Executive, 26 February 2018.

Quality & Safety/ Patient Engagement/ Impact on patient services:

The Committee is responsible for monitoring quality of services the CCG commissions, and uses patient and clinician feedback to do this. The Committee ensures stakeholders are involved in its work through:

- Having patient, lay and third sector representation on the Committee;
- Clinical representation via GP members;

Receiving regular reports from the Patient & Public Engagement Committee, quarterly patient experience reports, Commissioning Learning Sets and complaints from service users.

Financial and resource implications

None identified for this report.

Equality / Human Rights / Privacy impact analysis

Not required for this report.

Quality impact analysis reports are presented to the Committee for review.

Risk

The Committee is responsible for the review and scrutiny of key risks outlined in the Board Assurance Framework.

Supporting documents

Integrated Performance and Quality Report, Month 11

North West London CCGs and West London CCG acute scorecards

Governance and reporting (list committees, groups, or other bodies that have discussed the paper)

Committee name	Date discussed	Outcome