

Chief Officer's Report May and June 2018

Purpose

This paper provides a summary of the key areas of business led by the Chief Officer of the NW London Clinical Commissioning Groups covering:

- Quality and Patient Safety;
- Prescribing of medicines that can be purchased without a prescription (Over The Counter medicines)
- General Data Protection Regulation (GDPR) across NWL CCGs;
- North Kensington and Grenfell support; and
- Leadership changes across the CCGs.

Nb. detail in regard to the NW London Sustainability and Transformation Plan (STP) now appears in a separate report.

Quality and Patient Safety

Equalities and Patient Experience –

Have your say on the North West London equality objectives at public workshops

The North West London CCGs were committed to working with local residents and community groups on producing the CCGs equality objectives. 'Equality objectives' were the goals set to ensure that work is undertaken in an inclusive way to meet the diverse needs of our local residents.

Under the Public Sector Equality Duty (PSED) of the Equality Act 2010, there was a requirement to prepare and publish specific and measurable equality objectives every four years.

Engagement had already been carried out with a wide range of local residents, both face to face and via survey, to ask their thoughts on what our priorities should be. The NW London CCGs remained keen to work with our populations and check they were happy with our objectives, also to start planning how we will make these objectives a reality over the next four years.

Recognising that North West London was not a small area, three opportunities, in different locations and at different times, had been arranged, to assist residents to take part in these workshops:

Hillingdon, Monday 25 June, 2pm – 4pm:

<https://www.eventbrite.co.uk/e/north-west-london-ccgs-equality-objectives-workshop-tickets-46284771999>

Hounslow, Tuesday 26 June, 1pm – 3.30pm:

<https://www.eventbrite.co.uk/e/north-west-london-ccgs-equality-objectives-workshop-tickets-46284855248>

Westminster, Thursday 28 June, 5.30pm – 8.30pm:

<https://www.eventbrite.co.uk/e/north-west-london-ccgs-equality-objectives-workshop-tickets-46285127061>

Safeguarding – Good News Story

We were pleased to announce that Hounslow CCG Designated Nurse for Safeguarding Children (Julie Hulls) was successful in the London wide nomination to become the new co-chair of the London Designate Children Network.

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Patient Safety Team – Innovation in New Systems (NHSI)

The CWHHE Patient Safety Team had offered to pilot the beta phase (expansion, testing and development) of the 'new Patient Safety Incident Management System' (PSIMS) currently being developed by NHS Improvement (NHSI). This would be the single system to collect information about harm and risk to enable more effective data usage and sharing to enable improvements in the way the NHS provides patient care, removing as many barriers to reporting as possible and to meet stakeholders' expectations about overarching NHS principles, such as transparency. PSIMS would replace the National Reporting and Learning System (NRLS) where patient safety incidents were currently reported, and the Strategic Executive Information System (StEIS) where all serious incidents should be reported and investigations monitored. Current timelines for pilot testing were from Q3 2018/19 onwards.

Leading Change, Adding Value Framework (LCAV)

The Quality Team had been engaged in a high profile initiative launched by NHSE in 2016; its purpose was to identify positive outcomes arising from the framework but also to identify areas that may require further support.

The Quality Team have had some positive outcomes from applying the LCAV framework to our specific areas of Safeguarding, Patient Safety, Medicines Management and Infection Control during 2017/18. We were able to demonstrate areas of partnership working with internal and external providers (sharing the learning and supporting training) in acute settings and care homes which have had a positive impact on staff, patients and the healthcare sector as a whole (reducing variation and freeing up resources). The collation of data is underway and feedback would be provided to the LCAV Programme Lead on the positive contribution we have made in reducing patient harm and enhancement of the patient experience.

Quality Assistant Directors – Clinical Visits to acute and community Providers

Quality ADs continued to undertake clinical visits in acute and community Provider settings to give support in areas where the Provider might be experiencing challenges in delivering a safe, high level service to patients. The work was intended as an enabler and not punitive; promoting the communication of specialist knowledge across all specialties within our Quality and Medicines Management Teams.

Prescribing of medicines that can be purchased without a prescription

(Over the Counter medicines)

During and following NWL CCGs' public engagement last year, we said that if national guidance on Over the Counter (OTC) medicines was issued we would adjust our Prescribing Wisely approach to align with that guidance. NHS England and NHS Clinical Commissioners published guidance on OTC medicines on 29 March 2018: <https://www.england.nhs.uk/medicines/conditions-for-which-over-the-counter-items-should-not-routinely-be-prescribed/>

Adjustments to be made in our approach to align with that guidance are:

- Adoption of the guidance's list of medical conditions for which OTC medicines should not be routinely prescribed. A table of the conditions with a column showing examples of OTC medicines used for each condition will be circulated.
- Adoption of the national list of exceptions where the treatment should be prescribed.

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Update on North West London CCGs' General Data Protection Regulation (GDPR) across NWL CCGs

The NWL CCGs Data Protection Officer continued to meet with information asset owners who deal with personal information to assure best practice and catalogue information use. GDPR assurance was a continuing activity for NWL CCGs with the need to consider DP regulations as part of any new project, system or process which uses personal data.

For GPs a weekly blog was a catalogue for the process of assuring GDPR compliance within one practice so that other practices can follow the process. A GDPR pack of materials inclusive of Fair Processing Notices and templates had already been circulated to every practice.

Grenfell Tower tragedy – stand together and support

Thursday 14 June marked one year since the Grenfell Tower fire tragedy, which had a lasting effect on the North Kensington community. Since June 2017 a number of staff at West London CCG have had roles dedicated to supporting North Kensington Recovery.

NWL colleagues were invited to take part in a reflection with West London CCG, on the impact as well as the NHS response and support offered. A seventy-two second silence was held at noon to pay respects to those lost and whose lives were devastated.

There was an increase in NHS presence in the area over the anniversary period, in the event that the community required further support.

For more information about the NHS response to the Grenfell Tower Fire, visit www.grenfell.nhs.uk

On Friday, 15 June, a 'Green for Grenfell Day' was held. Staff were invited to wear something green and to share their tribute using the hashtag [#GreenForGrenfellDay](https://twitter.com/GreenForGrenfellDay).

Leadership changes

Since the last report, there have been a number of senior leadership changes, not least my taking up the mantle of Chief Officer of the NW London CCGs. I should like to express my sincere and warmest thanks to both Clare Parker and Rob Larkman, my predecessors, for both their significant achievements as well as their support of my recent transition to the role.

Earlier in the year, as you will recall, Lizzy Bovill was appointed as Director of Performance for NW London Collaboration of CCGs and Neil Ferrelly took up the post of Chief Finance Officer for the Collaboration.

I am delighted to announce that Diane Jones has been appointed to the Role of Director of Quality & Safety for the NW London Collaboration of CCGs. Diane has been the Director of Quality & Safety for the BHH CCGs since March 2017 and prior to that has held a number of senior Nursing leadership roles in both commissioning and provider organisations.

We are also very pleased to announce that Juliet Brown has been appointed to the STP Director role (interim for 6 months) and will take up her position from the 18 June.

Mark Easton

Chief Officer

NWL CCGs

26 June 2018