

## Briefing Arising from the South Yorkshire & Bassetlaw Quality Surveillance Group (QSG) Meeting Held on 12<sup>th</sup> August 2013

The QSG is an information sharing and risk management forum involving commissioners, regulators and other organisations with a direct interest/role in the quality of local health care provision. It provides a mechanism of early warnings to the system supported by clinical and managerial insight and accountability. It aims to reduce variation in quality across South Yorkshire & Bassetlaw and to prevent avoidable repetition of quality related indicators across the system.

**Eleri de Gilbert**  
**Director (Interim) NHS England South Yorkshire & Bassetlaw & QSG Chair**

### QSG Membership

Organisation	Represented at this meeting
NHS England SY&B Area Team	Yes
Barnsley CCG	Yes
Bassetlaw CCG	Yes
Doncaster CCG	Yes
Rotherham CCG	Yes
Sheffield CCG	Yes
Monitor	Yes
CQC	Yes
Public Health England	Yes
Local Education and Training Board	Yes
Barnsley MBC	No
Doncaster MBC	Yes
Nottinghamshire County Council	No
Rotherham MBC	Yes
Sheffield City Council	No
Healthwatch Barnsley	No
Healthwatch Doncaster	Yes
Healthwatch Nottinghamshire	Yes
Healthwatch Rotherham	Yes
Healthwatch Sheffield	Yes
Health Education England	Yes
NHS Trust Development Authority	Yes

# **Key Issues Considered by the QSG at its meeting on 12<sup>th</sup> August 2013**

## **QSG Members Charter**

A model Charter was considered by the QSG which described the expectations of members in terms of behaviours, inputs, outputs and commitment to make the QSG a highly effective forum for the oversight of health quality across the South Yorkshire & Bassetlaw system. Some amendments were agreed to the charter which will be brought back to the next meeting for endorsement. The success of the QSG will be measured by a better informed system, which can demonstrate action taken, reports back, and is accountable for improved outcomes for the population of South Yorkshire & Bassetlaw and for specialised commissioning to the wider population served.

## **Quality Dashboard**

The most recent NHS England (North Region) quality dashboard was considered which provided information across a range of quality and performance indicators. The QSG recognised this was not a complete set of quality indicators and the value of the other intelligence held by member organisations. Nevertheless, the data is a helpful benchmark against other areas in the North of England.

## **Doncaster & Bassetlaw Hospitals Foundation Trust (DBHFT) Thematic Review of Serious Incidents (SI)**

Following information suggesting DBHFT was an outlier in terms of the number of reported SIs when compared to their statistical neighbours, a thematic review was undertaken by Doncaster CCG and NHS England Area Team. The review looked at systems and processes in place to report and learn from SIs. The review identified a number of key themes:

- The Trusts focus is often on isolated incidents rather than system wide learning across the organisation.
- The investigations within the Trust often did not involve whole teams but tended to be uni-professional
- Governance arrangements had at times been unclear
- Risk had been inappropriately assessed in a number of examples
- A number of themes and trends emerged from incidents themselves relating to communication, documentation, escalation and policy review

DBHFT have worked positively with commissioners to respond to lessons emerging from the review and the QSG heard how the themes were now being used in terms of the Trusts strategic plan and priorities and in learning and development. It is already evident that learning from, and the quality of investigation is already much improved with DBHFT having moved on considerably from snapshots of SIs reviewed

## **Doncaster Safeguarding Adults & Children Safeguarding Boards Independent Multi Agency Review Group Report Regarding Miss G**

The QSG reviewed a report which was produced for the Safeguarding Boards in Doncaster to provide assurance of the various agencies action plans arising from the independent multi agency review commissioned following the case of Miss G and the

tragic death of a young person in a public place. The Safeguarding Boards will shortly make a public statement regarding implementation, lessons learnt and service improvements in Doncaster arising from this tragic case.

### **CQC Update Report Regarding Care Homes**

The QSG received a verbal update from the CQC regarding issues and concerns relating to care homes in the area.

### **Patient Experience & Engagement**

The QSG was updated around NHS Englands local arrangements for patient experience and engagement feedback, tapping into existing arrangements at local level, harnessing the skills and experience in the individual Healthwatch organisations and local CCGs.

A South Yorkshire & Bassetlaw Patient Experience Network is now in place and a strategy for patient engagement and experience is being drafted. Particular areas needing further consideration include feedback regarding optometry, pharmacy and specialist commissioned services.

QSG were also provided with the Q1 results for the Friends and Family Test which so far focuses on acute trusts and A&E departments and inpatient facilities. It is envisaged it will shortly be rolled out to maternity care and then primary care. Results can be seen on <http://www.england.nhs.uk/2013/07/30/nhsfft/>

QSG had an update on arrangements in place within NHS England and effectively respond to complaints particularly focusing on a backlog of complaints since 1<sup>st</sup> April 2013. These complaints are now being investigated and dealt with on an interim basis locally with the Area Team but consideration is still being given to the arrangements for 2014/15.

### **NHS Belongs to the People – Call to Action**

NHS England and CCGs have started a period of engagement with local stakeholders and communities on developing a vision for the NHS that will deliver the change necessary to improve quality of NHS care, meet everyone's healthcare needs, maintain financial sustainability and build an excellent NHS now and for future generations.

The QSG recognised the challenges faced through an aging society, rise in long term conditions, increasing expectations, increasing cost of care, limited productivity gains and constrained public resources.

QSG members welcomed the opportunity for their respective organisations to be engaged in this consultation and for real and honest discussion. The discussions will take place August to November and will culminate in CCGs 3-5 year local plans and on NHS Englands national vision in the new year.

### **Sharing Intelligence**

QSG members shared intelligence around local issues and concerns aimed at highlighting areas for further consideration, reporting to future QSG Meetings.

## **Specialised Commissioning Update**

QSG was updated on the likely impact of the new national commissioning specifications for specialised services. A fuller impact assessment will be shared at the next meeting.

## **Next QSG Meeting**

16<sup>th</sup> October 2013