

**WOLVERHAMPTON CLINICAL COMMISSIONING GROUP
QUALITY & SAFETY COMMITTEE**

Minutes of the Quality and Safety Committee Meeting held on 8th March 2016
Commencing at 10.30am in the Main CCG Meeting Room, Wolverhampton Science Park

Present:

Dr Rajcholan	(RR)	WCCG Board Member (Chair)
Jim Oatridge	(JO)	WCCG Lay Member
Manjeet Garcha	(MG)	WCCG Executive Lead Nurse
Mr Tony Fox	(TF)	WCCG Surgeon/Secondary Care Consultant
Annette Lawrence	(AW)	WCCG Quality and Safety Manager
Pat Roberts	(PR)	WCCG Lay Member Patient & Public Involvement
Geoff Ward	(GW)	Patient Representative
Kerry Walters	(KW)	Public Health Governance Lead Nurse
Liz Hull	(LH)	WCCG Administrative Officer

Part Attendance:

Maxine Dansk	(MD)	WCCG Head of Individual Care
Peter McKenzie	(PMc)	WCCG Corporate Operations Manager

Apologies:

Dr Helen Hibbs	(HH)	WCCG Chief Officer
Marlene Lambeth	(ML)	WCCG Patient Representative
Sarah Southall	(SS)	WCCG Head of Quality & Risk

Declarations of Interest

QSC471 There were no declarations of interest raised.

RESOLVED: That the above is noted.

Minutes, Actions from Previous Meetings

QSC472 The minutes of the Quality and Safety Committee held on Tuesday 9th February 2016 were accepted as a true record with two minor amendments as follows:

- Page 7 - SS reported that both RWT and WCCG are over trajectory at the end of Quarter 3 (2016/2016) for Cdiff. It was noted there has been problems with a Wolverhampton Patient being affected by Cdiff at Dudley, this information had not been shared. Since this incident communication between the two CCGs has been strengthened.
- Geoff Ward to be included as being present.

The Action Log from the Quality and Safety Committee held on Tuesday 9th February 2016 were discussed, agreed and an updated version will be circulated with the minutes.

RESOLVED: That the above is noted.

Matters Arising

QSC473 There were no matters arising.

RESOLVED: That the above is noted.

Feedback from Associated Forums

- QSC474**
- a) **Draft Governing Body Minutes – 9th February 2016**
The minutes were provided for information. PR clarified that WCCG have applied for the Respiratory Innovation Promoting a Positive Life Experience (RIPPLE) project but have not yet received confirmation about it.
 - b) **Health and Wellbeing Board Minutes – 10th February 2016**
The minutes were provided for information.
 - c) **Quality Surveillance Group Minutes**
The next meeting is due to take place on 17th March 2016. It was noted that Dr Helen Hibbs attended the meeting in January 2016 and The Royal Wolverhampton Trust and Black Country Partnership remain on written observation.
 - d) **Draft Primary Care Operational Management Group Minutes – 16th February 2016**
The minutes were shared for information.
 - e) **Draft Clinical Commissioning Committee Minutes – 28th January 2016**
The minutes were shared for information.
 - f) **Commissioner Mortality Oversight Group Minutes – 23rd February 2016**
The minutes were shared for information. MG advised that going forward it is being considered how Primary Care can be included in the Royal Wolverhampton Trust Mortality meeting when there is an avoidable death that involves Primary Care so that any learning can be fed back.

- g) Area Prescribing Committee Minutes**
Deferred until the next meeting in April 2016.

RESOLVED: That the above is noted.

Assurance Reports

QSC475a

Monthly Quality Report

AL presented the Monthly Quality Report and highlighted the following key points to the Committee:

Royal Wolverhampton NHS Trust – February 2016

For February 2016 RWT remained on a Concern Level 2 for the following reasons:

- Infection Control (Cdiff)
- Pressure Ulcer Prevalence
- Recurring Serious Incidents (treatment days)
- Never Events
- Quality Indicators (A&E/Cancer)
- Workforce/Safer Staffing

Mitigating actions have been identified to address the issues

- 11 new Serious Incidents were reported by RWT including 1 Never Event
- 2 Grade 4 Pressure Ulcers were reported by RWT
- 2 Slip/Trip/Falls were reported – A joint investigation has been requested with BCPFT following a missed fracture and currently awaiting the outcome of the Root Cause Analysis.
- 2 confidential information breaches reported.
- Several breaches were reported against the Cancer Target.
- The sanction for Ambulances in January was £20,000.
- December saw a small decrease in patients who would recommend the A&E services at RWT.

A discussion took place about the Urgent Care Centre with regards to an earlier opening date and staffing issues.

Black Country Partnership Foundation Trust

As of 29th February 2016 the Trust were reporting at Concern Level 1.

- 1 new Serious Incident was reported relating to a Slip/Trip/Fall resulting in serious harm at Penn Hospital. As already mentioned, a joint investigation has been requested with RWT.
- There are currently 5 CQUINs for which WCCG is awaiting further feedback or evidence. Remaining CQUINs are all reporting green.

- The theme of the Clinical Quality Review Meeting in February was CAMHS
- All CQUIN outlines are showing as Green with the exception of CQUIN 1a – Improving Physical Healthcare – Cardio Metabolic Assessment and Treatment for Patients with Psychoses. Whilst waiting for information from the provider this outline will remain Amber.

Private Sector/Other Providers – Clinical Quality Review Meetings

- NSL (NEPTS) – reporting as Level 2 Concern
- Poplars Medical Practice – reporting as Level 1 Concern. The Practice is now rated as Good overall following another CQC visit on 18th November 2015
- Primecare – reporting as Level 1 Concern
- Compton Hospice – reporting as Level 1 Concern
- Coalway Road – reporting as Level 2 Concern in relation to GP Patient Survey, Friends and Family Test, Serious Incident and complaint severity 3
- Whitmore Reans Medical Practice – reporting as Level 2 Concern following a CQC inspection. Requires improvements for providing safe, effective and well-led services

Care Quality Commission (CQC) Notification or Advice from Monitor

- The formal CQC report from the inspection undertaken week commencing 23rd November 2015 is still awaited
- Feedback is expected to be imminent in response to the Trust's appeal to the CQC report dated September 2015. A copy of the Action Plan has been shared with WCCG and the majority of actions will be closed by the end of March 2016.

Care Homes

- Only 6 homes participated in the NHS Safety Thermometer during January 2016. The benefits of utilising it have been promoted and the QNA team will continue to offer advice and support to increase participation.
- 27 homes provided data for the Quality Indicator Survey Monkey questionnaire in relation to attendance at A&E and admissions to hospital from care homes. The main reasons for attendance at A&E were Chest Infection, Falls and Heart problems. The reasons for admissions were Chest Infection, UTI, Falls, Confusion, Stroke, and Heart problems. The designated QNA will be supporting the respective homes with any internal issues identified.

PR asked for clarification with regards to the public being assured that the Care Homes in the City are a safe place for relatives. AL

responded and advised that there will be fewer homes in the new framework adhering to higher standards than currently. It was suggested that PR and GW work with the Quality Nurse Advisors to have an input into work around this area.

User and Carer Experience

- There have been 2 new complaints received during February 2016, which have been reported on Datix and investigations are taking place.
- 2 complaints on-going and 1 complaint closed

Communications & Engagement

- Work was prepared to inform all stakeholders and the general public of measures taken by the CCG and its providers to ensure delivery of healthcare across the borough during the Junior Doctors' Strike on 10th February 2016.
- A joint communications and engagement plan has been developed to communicate the changes in the Urgent Care services that are due to take place.
- The first edition of the Practice Nurse bulletin was circulated in February and was well received.

Quality Matters

- There have been 18 new Quality Matters raised during February 2016.

Item Escalated to Contract Meetings

- Mental Health – Safeguarding training compliance breach and IAPT
- RWT – 62 day cancer performance and A&E performance
- NEPTS – Staffing issues

Primary Care

- NHS Friends and Family Test – In December the percentage of patients who would recommend services in Wolverhampton dropped slightly but is in-line with national results.
- December saw the number of practices failing to make a return via CQRS. However, the CCG has been made aware of some practices experiencing submission issues with this.

CCG Risk Register

- The Risk Register entries as of 1st March 2016 were as follows:
 - 111 open risks
 - 8 red risks

- 63 amber risks
- 40 green risks
- 10 overdue risks

RESOLVED: That the above is noted.

QSC475b National Report and Enquiries Report
This item was deferred.

RESOLVED: That the above is noted.

QSC475c Business Continuity Update Report
This item was deferred.

RESOLVED: That the above is noted.

QSC475d Quality Assurance in CHC Quarterly Report

MD presented a report to provide an update on the service provided by the Individual Care Team and to assure the Committee that the statutory requirements of the CCG are being met with regards to the NHS Funded Care. The following key points were noted:

- The Team have been providing Children's Continuing Care assessments and arranging care packages for very complex children. However, this responsibility will now sit with the new Children's Commissioning Manager and Children's SEND Programme Officer.
- The Team are delivering the assessment and commissioning of NHS Continuing Healthcare in line with the requirements of The National Framework. The 28 day timescale for all new referrals is met in all but exceptional cases, which equates to less than 5% of assessments annually.
- The number of referrals, assessments and appeals received by the Team are increasing.
- Previously Un-assessed Periods of Care are nearly complete. There are currently 2 cases which require consideration by other CCG areas prior to WCCG looking at them.
- The number of Personal Health Budgets being agreed is slowly increasing. There are now 26 individuals receiving a direct payment for healthcare and these are all being moved onto a full personal health budget.
- The Children's Continuing Care Nurse is assessing all referrals within the 28 day timescale and to date has assessed 30 children and young people, resulting in 11 individuals being found eligible Continuing Care.

- NHS England has purchased a web based tool called CHAT which allows the CCG to be measured against the National Assurance Framework for NHS Continuing Healthcare. This is currently being populated by the Individual Care Team.
- Two days of training will be delivered, commissioned jointly by WCCG and WCC, for health and social care staff in Wolverhampton. This will ensure all practitioners have a clear understanding of the National Framework and can work together effectively to meet the needs of patients.
- The Nursing Home Framework Any Qualified Provider tender closed on 4th March 2016. There has been considerable interest in the tender and the CCG is hopeful that a number of care homes will be able to join the framework. This should assist the CCG in assuring the quality of care provided and it is anticipated to be in place by 1st June 2016. Patients will be able to stay in their current Care Home if they do not join the framework and their care will continue to be monitored.
- It was confirmed that there are approximately 4 adults placed Out of Area, which are reviewed by the CCG without any problems.

RESOLVED: The report was well received and the contents of the report noted.

QSC475e Information Governance Toolkit Submission

PM presented the Committee with a report to request that approval of the sign off of the CCG's Information Governance (IG) Toolkit submission is delegated to the Senior Information Risk Owner (Chief Finance and Operating Officer).

The Committee has received regular reports from the CSU Information Governance Team on their work throughout the year. This included signing off the improvement plan that addresses the requirements of the toolkit. The progress reports have demonstrated that the CCG is on track to meet the target of 91% compliance with the toolkit requirements by 31st March 2016.

In order to meet a number of requirements in the toolkit, as well as closing off a number of elements of the Improvement Plan, the IG Team produce an Annual Report. This report will summarise work throughout the year, including details of the Information Risk Assessment and Management Programme and a summary of the proposed final IG toolkit submission.

It was noted that a decision has been made not to pursue training in relation to subject access requests. Peter McKenzie is the named lead for the CCG Access to Records Policy and the CCG is happy with provisions in place.

RESOLVED: The Committee approved the request to delegate approval to the Chief Finance and Operating Officer to receive the Information Governance Annual Report and approved the sign off of the Information Governance Toolkit submission.

Items For Consideration

QSC476a **DoLs Report Update**
This item was deferred.

RESOLVED: **That the above is noted.**

QSC476b **Risk Assessment with LAC Placements**
This item was deferred.

RESOLVED: **That the above is noted.**

Polices for Consideration

QSC477 There were no polices for consideration.

RESOLVED: **That the above is noted.**

Items for Escalation/Feedback to CCG Governing Body

QSC478 There were no items for escalation.

RESOLVED: **That the above is noted.**

Any Other Business

QSC479 West Midlands Specialised Collaborative Commissioning Oversight Group – West Midlands Regional Familial Hyper Cholesterolaemia: It was agreed that MG would forward a paper to RR.

Urology Cancer Waiting Times: TF referred to a letter from Mr Peter Cooke in relation to Urology Cancer waiting times. Attached for information.

Walsall Manor Maternity Services: It was reported that following a poor CQC report, Walsall Manor maternity services are being reviewed. As a result, they are required to reduce the number of deliveries by 1000 per year. RWT have expanded their maternity department and have capacity

to take 500 extra deliveries. Quality Impact Assessments are being undertaken and a profiling exercise is taking place.

RESOLVED: **That the above is noted**

Date and Time of Next Meeting

QSC480 Tuesday 12th April 2016, 10.30am – 12.30pm, CCG Main Meeting Room.

DRAFT