

Quality Assurance Committee Update

Trust Board	Item: 12.2
24th September 2014	Enclosure: O
Purpose of the Report:	
To report on the main areas of discussion at the Quality Assurance Committee meeting held on the 3 rd September 2014	
For	
Information <input checked="" type="checkbox"/> Assurance <input checked="" type="checkbox"/> Discussion/decision <input type="checkbox"/> Performance <input type="checkbox"/> For Approval <input checked="" type="checkbox"/>	
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Risk Implications – Link to Assurance Framework or Corporate Risk Register:	Links to Strategic Objective 1 in the Board Assurance Framework
Link to relevant Corporate Objective	Strategic Objective 1: to deliver quality, patient centred healthcare services with and an excellent reputation.
Document Previously Considered By:	n/a
Recommendations:	
The Trust Board is asked to:	
<ol style="list-style-type: none"> 1. Note the main areas of discussion at the September 2014 Quality Assurance Committee Meeting and the assurances gained 2. Note that the next meeting of the Quality Assurance Committee is due to take place on 29th October 2014 	

Update to Trust Board

September 2014

QUALITY ASSURANCE COMMITTEE (QAC)

HEADLINES

This report provides the Trust Board with an overview of the key risk issues discussed and assurances given at the Quality Assurance Committee (QAC) meeting held in September 2014.

The QAC noted that the key quality risks continue to have significant managerial attention and focus, and that there is currently a stand back exercise looking at quality risks which may require escalation onto the Corporate Risk Register.

The Committee received two presentations, one on Care of the Elderly and the other on the outpatients' Improvement Plan, the details of which are given below.

The Committee did not identify any new areas of significant risk; however, it wished to highlight the following issues to the Audit Committee.

- Food being an area of focus
- Ongoing variation with regard to FFT scores
- Out of date procedural documents

The Committee gained assurance that these areas were receiving the correct level of attention to ensure that any associated risks are mitigated.

There were no items for escalation to the Trust Board.

This was the second meeting using the revised quality presentation and the committee noted the improved triangulation and greater assurance that the new format provides.

Risk Issues Discussed	Actions / Update / Comments
<p>Overview of Clinical Quality and Safety</p>	<p>The overview of clinical quality, risks and assurances presentation (and data pack) aims to provide the committee with triangulation of data and intelligence for assurance purpose. The presentation covered an overview of operational pressure points, the Clinical Quality Report, Quality Risks on the Corporate Risk Register, Nursing scorecard, preparation for the new style compliance visits, feedback from the recent Children's Services review by the CQC, as well as, the quality data published on NHS Choices and updates from each Divisional Director.</p> <p>The key areas of concern and challenge were highlighted as VTE assessments (although significant improvement was seen in July 2014), Nutrition, End of Life Care and Patient Experience. The Committee discussed the concerns and the quality triggers and gained assurance around actions being taken to address them. Wards of concern were also discussed, as were the actions being taken to address the concerns, which include additional senior support, further recruitment and redeployment of existing staff.</p> <p>The presentation also included information from each Divisional Director on key quality achievements and top risks to quality and the actions being taken to address these risks.</p>

	<p>The variability of Friends and Family Test (FFT) scores is still a concern. Where significant difference between wards is identified, deep dive exercises to understand the reasons are being undertaken.</p> <p>A stand back exercise is being undertaken with regard to quality risks on the Corporate Risk Register, which has identified additional areas for further consideration.</p> <p>The Committee received feedback from the recent CQC review of Children Services in Kingston upon Thames. The Committee was assured that although the report contained some recommendations for Kingston Hospital, there were no immediate concerns or actions required. A joint action plan with other partners involved in the review has been developed.</p> <p>The Committee noted concerns escalated by the Clinical Quality Improvement Committee and the actions being taken to address these. This included the number of out of date procedural documents, for which there is a plan to review, merge or remove documents.</p>
Clinical Audit Q1 2014/15 report	The Committee received a paper outlining the results of clinical audits undertaken in Q1 2014/15. Assurance was given around actions to address the red rated audit results.
Deep Dive on the Care of the Elderly	<p>The Divisional Director for Emergency Services and Clinical Director for Care of the Elderly gave a presentation to provide the Committee with assurance around the care received by elderly patients at Kingston Hospital, regardless of the ward that they are admitted on to. This had been previously flagged as a concern. For the purpose of the presentation the care on Bronte (a specialist ward) and Blyth (a care of the elderly ward) had been compared.</p> <p>The presentation showed that there is no evidence to support concerns that elderly patients are disadvantaged by being cared for on a non-Care of the Elderly ward, and that the favourable outcomes on the specialist wards is explained by the difference in frailty of the patients.</p> <p>Areas for improvement were identified by in the presentation, however, it provided the Committee with the assurance that the frail elderly patients are being appropriately looked after on the Care of the Elderly wards.</p> <p>The Committee valued the use of detailed audit data in the presentation and the insight to the frailty of patients on the wards and the higher levels of junior medical staffing on the specialty ward were noted.</p>
Deep Dive on Outpatients improvement plan	<p>The Associate Director for Clinical Support Services gave a presentation and 'virtual tour' of the proposed new outpatient's area.</p> <p>The Committee were impressed with the level of patient / user involvement in the project and design, this included joining Trust staff on various site visits to other outpatient departments. The Committee were assured that the space has been designed with flexibility in mind.</p> <p>The Deputy Chief Executive also gave an update on the Administration project action plan, which is being driven by a Steering Group, which also includes patient representation.</p>

Refreshing the Quality Strategy	The Director of Nursing and Patient Experience described the suggested approach to refreshing the Quality Strategy which includes staff engagement, and the move from a Quality Strategy to a Quality Improvement Strategy.
October meeting forward plan	<p>The Committee agreed the following items would be discussed at the October 2014 meeting:</p> <ul style="list-style-type: none"> • Q2 2014/15 Clinical Audit report • Inpatient survey results and action plan • Next year's Quality Account • Deep Dive into Ward environment • Review of the Risk Management Strategy • Committee self-assessment