

### Quality Assurance Committee Update

<b>Trust Board</b>	<b>Item: 12.2</b>
<b>26<sup>th</sup> November 2014</b>	<b>Enclosure: P</b>
<b>Purpose of the Report:</b>	
To report on the main areas of discussion at the Quality Assurance Committee meeting held on the 29 <sup>th</sup> October 2014.	
<b>For</b>	
<b>Information</b> <input checked="" type="checkbox"/> <b>Assurance</b> <input checked="" type="checkbox"/> <b>Discussion/decision</b> <input type="checkbox"/> <b>Performance</b> <input type="checkbox"/> <b>For Approval</b> <input checked="" type="checkbox"/>	
<b>Sponsor (Executive Lead):</b>	Candace Imison, NED, Chair of Quality Assurance Committee
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<b>Risk Implications – Link to Assurance Framework or Corporate Risk Register:</b>	Links to Strategic Objective 1 in the Board Assurance Framework
<b>Legal / Regulatory / Reputation Implications:</b>	N/A
<b>Link to relevant Corporate Objective</b>	Strategic Objective 1: to deliver quality, patient centred healthcare services with and an excellent reputation.
<b>Document Previously Considered By:</b>	n/a
<b>Recommendations:</b>	
<b>The Trust Board is asked to:</b>	
<ol style="list-style-type: none"> <li>1. <b>Note</b> that the November QAC meeting was brought forward to October due to the date of the Board Development Forum</li> <li>2. <b>Note and discuss</b> the main areas of discussion at the October 2014 Quality Assurance Committee meeting and the assurances gained</li> <li>3. <b>Note</b> that the next meeting of the Quality Assurance Committee is due to take place on 14<sup>th</sup> January 2015</li> <li>4. <b>Note</b> that in January 2015 Chris Streather will be taking over from Candace Imison as Chair of the Committee</li> </ol>	

## Update to Trust Board November 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 October 2014.

The QAC noted that the key quality risks continue to have significant managerial attention and focus, and that there continues to be close monitoring of quality indicators. However, to ensure that the Committee is adequately sighted of all emerging issues and actions it was agreed, where required, that the exception reports would include the following three stage management approach: Identification of the 'problem', agreement of the actions and implement them, and in the next quarter review the results of the actions taken and outcomes.

The Quality Assurance triangulation presentation continues to be well received by the Committee.

The Committee received a presentation on enhancing the healing environment, with particular reference to patients with dementia, the details of which are given below.

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

- Good progress on the Quality Account 2014/15 priorities and the plan for developing the 2015/16 priorities
- Concerns about documentation being a common theme in Clinical Audit results
  - The Committee gained assurance that post audit action plans will identify actions to improve documentation

There were no specific items for escalation to the Trust Board, other than to confirm that the Committee has undertaken its annual review of effectiveness.

The Committee thanked Candace Imison for her work as Chair and welcomed her continued input into the Committee. Chris Streather is the new Chair of the Committee.

Risk Issues Discussed	Actions / Update / Comments
Overview of Clinical Quality and Safety	<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, including new risks, Nursing scorecard, preparation for the new style compliance visits, the draft December 2014 Intelligent Monitoring Report, 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; use of the WHO checklist in Radiology, VTE assessments, Food and Nutrition, and pressure ulcers. It was noted that there is an improving picture with regard to VTE and that this will be helped with the CRS 'hardening' from 1<sup>st</sup> November 2014. However, it was noted that this will not impact on all areas e.g. Maternity.</p> <p>The Committee discussed the concerns, the quality triggers and gained assurance around actions being taken to address them. Wards of</p>

	<p>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 Committee questioned if the correct things are being looked at and are sufficiently challenged, as some members had felt unsighted on the Cancer target issues. It was agreed that exception reports will include a three state approach; Identification of the 'problem', agree the actions and implement them, and in the next quarter review the results of the actions taken and outcomes.</p> <p>The Committee gained assurance from the Dr Foster's Mortality data for 2013-14, which shows the Trust is within expected range for weekend HSMR<sup>1</sup> and lower than expected for weekday HSMR.</p> <p>The Committee also received South West London benchmarking information on the Trust's Healthcare Associated Infections, which showed good performance by the Trust.</p> <p>The Committee noted concerns escalated by the Clinical Quality Improvement Committee and the actions being taken to address these.</p> <p>The Committee also discussed how to improve links between the Governors Quality Scrutiny Committee and itself.</p>
Clinical Audit Q2 2014/15 report	The Committee received a paper outlining the results of clinical audits undertaken in Q2 2014/15. Assurance was given around actions to address the red rated audit results.
Deep Dive on the Care Environment	<p>The Deputy Director of Nursing, Emergency Services gave a presentation on enhancing the healing environment, with particular reference to patients with dementia. She described how the environment impacted on the staff and patients. She highlighted the areas that needed consideration, and noted the first and next steps to improving the current environment.</p> <p>The presentation provided excellent oversight of the issues. The Committee also made the link to patients who leave the ward area, which the Director of Nursing and Patient Experience confirmed was also a security issue and that swipe access is being considered.</p> <p>The Committee were reminded that the dementia funding appeal will be launched on 26th November 2014.</p>
Review of The Risk Management Strategy	The Corporate Risk Manager presented a paper outlining minor changes to the Risk Management Strategy, mainly reflecting recent organisational changes. The Committee approved the changes.

<sup>1</sup> Hospital Standardised Mortality Ratio

Quality Account 2013/14 progress and plan for 2014/15	The Director of Nursing and Patient Experience presented a paper which outlined progress with regard to achieving the 2013/14 Quality Account priorities as well as the plans for developing the 2015/16 priorities. The Committee felt that the report was helpful and informative, and as such recommended that it be presented to the November 2014 Trust Board.
Self-Assessment of Committee effectiveness	The Committee undertook its annual review of effectiveness. General consensus was that the committee was effective. The Committee discussed ways to continue to improve the meetings, and how to maximise the value of Divisional Director attendance.
January 2015 meeting forward plan	<p>The Committee agreed the following items would be discussed at the January 2015 meeting:</p> <ul style="list-style-type: none"> <li>• Governance Structure</li> <li>• Deep Dive into End of Life Care</li> <li>• Quality Account update</li> </ul>
Change of Committee Chairman	<p>Candace Imison informed the Committee that this was her last meeting as the Committee Chair, and confirmed that Christ Streater will be taking over from her.</p> <p>The Committee thanked Candace Imison for her excellent chairmanship.</p>