

## Northern Locality Commissioning Board. Patient Safety and Quality Report: April 2013.

The Patient Safety and Quality Report attempts to provide the Locality Commissioning Board with an monthly update in respect to aspects of safety and quality at National, Regional and local level.

The April Report contains the following areas:

- **Quality Scorecard.**
- **Stroke Update: Northern Devon Healthcare NHS Trust.**
- **Patient & Carer Experience: (PALs and Complaints reporting).**
- **Patient Safety & Quality of Care (SIRI incidents, Never Events, Safety Alerts & Provider feedback through Clinical Quality Review Meetings, (CQRMs).**

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### 1.0 Quality Scorecard:

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- 1.1 The Quality Dashboard, covering a number of key patient safety and quality performance indicators for all the main NHS service providers was developed by the outgoing NHS Devon Cluster and will continue to be used by North, East & West (NEW) Devon Clinical Commissioning Group, (CCG) to demonstrate and compare performance across a range of indicators and services.
- 1.2 It has been recognised by the Patient Safety and Quality and Performance Teams that the current structure of the dashboard and the performance areas focussed upon needed to be reviewed in respect to the new locality focus.
- 1.3 In order to support the Locality Board in understanding the information presented each area of the new Quality Scorecard will be accompanied by a narrative summary and exception report, (for a detailed summary of the Patient Safety and Quality areas covered by the new reporting structure, please see **Appendix One**).
- For a copy of the existing Quality Scorecard report for March 2013, (please see **Appendix Two**).
- 1.4 Whilst certain providers/services are predominately locality focussed, patients from each locality will be seen by a range of services throughout Devon and it is crucial that we are able to capture this patient experience appropriately.

- 1.5 As such, the Locality Board Patient Safety and Quality Report will be revised and updated accordingly, reflecting the pertinent patient quality and safety issues affecting the people of North Devon, irrespective of where that care is delivered.
- 1.6 Work is also underway within the CCG to ensure that all providers report performance activity on a locality basis; this will support local reporting of services that are provided across Devon (for example Devon Partnership Trust & Children's Services (Virgin Healthcare)), and support the Locality Board in seeking appropriate assurances that patient's needs are being met.

**Action:**

- **First draft of the new Quality Dashboard will be shared with the Chief Nursing Officer for the CCG in early April.**
- **It is intended that this new reporting structure will be shared with the Locality Board once the content has been finalised, with a view to moving to this new reporting structure no later than the June Locality Board.**
- **The Locality Board are asked to provide comment back to the Patient Safety and Quality Team in respect to the summary document shared under Appendix One.**

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**2.0 Stroke Update: Northern Devon Healthcare NHS Trust.**

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- 2.1 Stroke is the largest single cause of adult disability with around 300,000 people in England living with moderate to severe disabilities because of a stroke. (DOH) In the UK, stroke is a major cause of premature mortality, accounting for one in twenty deaths under the age of 75. 110,000 people have a stroke each year, around a third of who die. It is estimated that around 1.1m people in the UK are living with the consequences of having had a stroke.
- 2.2 The Locality Board were presented with a full stroke update report at the March Board. Since this report North Devon Healthcare NHS Trust have again reported a drop in performance in respect to the Acute and North key performance indicators for Stroke; (Month 11 reported figures overleaf):

### February 2013 Stroke Performance Figures:

	2011/12	Q4	Q1	Q2	Q3	Target	Jan	%	Feb	%	Direction
Stroke >90% stay on stroke unit - Acute						80%		69%		55%	
Stroke >90% stay North super spell						80%		69%		45%	
Stroke >90% stay on stroke unit - East community						80%		55%		81%	

2.3 It was reported at the March Board that a further update of the composite action plan had been formally requested through the Clinician to Clinician Group but at time of preparation of the report; had not been received by the Urgent Care Lead.

The updated composite action plan is still outstanding and as such this matter has been formally raised with the provider through the Contract & Performance Meeting held on the 3<sup>rd</sup> April 2013.

2.4 As Commissioners; our main concern remains that any noted short term improvement in performance does not appear to be, as yet, sustainable. The provider has cited an increase of 14% over the last twelve months with regards to stroke admissions and a number of other variables have been raised by the provider in respect to rehab unit provision/re-provision and shortened lengths of stay impacting on performance.

2.5 We are still aware of the need to ensure that further improvements are made by the provider to ensure that there is a stroke service in place that is both, robust in respect to performance delivery and sustainable in respect to on-going pressures on bed demand.

#### Action:

- The updated composite action plan is still outstanding and as such this matter has been formally raised with the provider through the Contract & Performance Meeting held on the 3<sup>rd</sup> April 2013.
- The Chair of the North Devon Locality Board has also requested a further update and clarification in respect to the proposed re-designation of Stroke Unit.

### 3.0 Patient and Carer Experience, (including patient stories & Patient Advice and Liaison Service and Complaints (PACT) reporting).

#### 3.1 PACT: Complaints – North Locality (March data): One complaint was raised with the PACT Team relating to the Northern Locality.

	General Dental Services	Total
<b>Safe high quality care</b>	1	1
Treatment	1	1
<b>Totals:</b>	1	1

#### 3.2 PACT: PALs – North Locality (March data 2013): Eleven issues were raised with the PALs Team in respect to the Northern Locality patients and their experiences with providers both within the Locality and across Devon.

	General Dental Services	Finance, Commissioning & Funding).	General Practice	Royal Devon and Exeter Hospitals	Total
<b>Access and waiting</b>	0	0	0	1	1
Transport	0	0	0	1	1
<b>Safe high-quality care</b>	3	0	1	0	4
Diagnosis	0	0	1	0	1
Equipment and appliances	1	0	0	0	1
Policy issues	1	0	0	0	1
Treatment	1	0	0	0	1
<b>Information, communication and choice</b>	1	1	2	0	4
Financial reimbursement, enquiries, benefits etc.	0	0	1	0	1
Interpreting services - format	0	0	1	0	1
Signposting	0	1	0	0	1
Information provision - clarity, relevance, usable, useful	1	0	0	0	1
<b>Building relationships</b>	0	0	2	0	2
Attitude - staff, patients, breakdown of relationships	0	0	2	0	2
<b>Totals:</b>	4	1	5	1	11

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#### **4.0 Central Alerts System (CAS) Safety Alerts and Hazard Notices.**

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- 4.1 The Central Alerting System (CAS) enables alerts and urgent patient safety specific guidance, issued on behalf of the Medicines and Healthcare products Regulatory Agency, the National Patient Safety Agency, NHS Estates and the Department of Health, to be accessed at any time
- 4.2 NEW Devon CCG recognises the value of learning from errors and harm events reported inside and outside of provider organisations and will therefore continue to seek appropriate assurances that proper systems of management, dissemination and implementation of alerts are in place.
- 4.3 We have received confirmation that all safety alerts published were actioned appropriately by NDHT and there are no concerns in respect to alerts compliance at this time.

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#### **5.0 Northern Devon Healthcare NHS Trust: CQRM Update & Risk Update.**

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- 5.1 The next Clinical Quality Review Meeting with Northern Devon is scheduled for Thursday 11th April 2013. As such, exception reporting and identified provider risks were circulated in the last Locality Board paper, (March paper). There are no further updates at this time.

**Action:**

- **CQRM update, and Risk Report to be updated for the May Locality Board.**

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#### **6.0 Compliance with Care Quality Commission Regulations:**

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##### **6.1 Northern Devon Healthcare NHS Trust: Compliance notice: Outcome 14, (Staffing):**

As at the end of January, the Trust were still non-compliant at Moretonhampstead on in respect to Outcome 14. The Trust completed the action plan with a letter to the CQC stating that it was temporarily closing Moretonhampstead to look at the situation in more detail and did not envisage the action plan being completed and therefore being compliant with the outcome until April.

## 6.2 February CQC Visit:

The Trust were subject to a 3 day unannounced visit in the Acute hospital from CQC in February. Five standards were reviewed at around care, particularly care of the vulnerable patient. Verbal confirmation has been given that the Trust is compliant with all five areas.

### Action:

- **The CQC visit report will be shared with the Locality Board and made available to the general public through the Northern Devon Healthcare NHS Trust Website.**
- **Ongoing monitoring will continue through the Clinical Quality Review Meetings, (CQRM) where monthly compliance updates are provided to the Commissioners by the Trust.**

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## 7.0 Recommendations:

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The Locality Commissioning Board are asked to consider the actions highlighted in this report and to further note the key quality of care issues and recommend appropriate action or challenge as required.

**Mark Elster**  
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**Northern Locality**  
**NEW Devon CCG.**