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**NHS SOUTH EAST LONDON PCT/CARE TRUST BOARDS**

**JOINT QUALITY & SAFETY SUB-COMMITTEE**

Minutes of the second meeting held on Monday 5th September, 2011 at 1 Lower Marsh. London

**PRESENT:**

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| **Name** | **Job Title** | **Organisation** |
| Susan Free | Committee Chair and NED | NHS South East London |
| Ann-Marie Connolly | Director of Public Health | NHS South East London |
| Sonia Colwill | Pharmacy Representative | Bromley BSU |
| Paul Cutler | Non Executive Director | NHS South East London |
| Jane Fryer | Medical Director | NHS South East London |
| Sue Gallagher | Non Executive Director | NHS South East London |
| Sarah Gardner | Deputy Director Integ Governance | NHS South East London |
| James Heathcote | Clinical Lead | Bromley CCG |
| Caroline Hewitt | Cluster Chair and NED | NHS South East London |
| Donna Kinnair | Chief Nurse | NHS South East London |
| Faruk Majid | Clinical Governance Lead | Lewisham BSU |
| Adrian Mclachlan | Clinical Lead | Lambeth BSU |
| Eileen Pallen | Non Executive Director | NHS South East London |

**IN ATTENDANCE:**

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| **Name** | **Job Title** | **Organisation** |
| Maggie Aitken | Governance Lead | Southwark BSU |
| Sharon Davidson | Head of Transitional Bus Develop | Greenwich BSU |
| Mike Hellier | Governance Lead | Lewisham BSU |
| Jo Holmes | Mental Health Commissioning | Southwark BSU |
| Oliver Lake | Director of Corporate Affairs | NHS South East London |
| Sean Morgan | Director of Performance | NHS South East London |
| Loraine Rossati | Offender Health Commissioning Mgr | Lambeth BSU |
| Neil Santamaria | GP Lead for Quality | Bexley BSU |
| Marion Shipman | Governance Lead | Lambeth BSU |
| David Sturgeon | Director of Primary Care | NHS South East London |

**APOLOGIES:**

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| **Name** | **Job Title** | **Organisation** |
| Jane Cliffe |  | Southwark BSU |
| Michael Fairbairn | Quality Lead | Bexley BUS |
| Yvette London | AD Communications & Engagement | NHS South East London |
| Robert Park | Non Executive Director | NHS South East London |
| David Parkins | Clinical Governance Lead | Bexley BSU |
| Amr Zeineldine | Clinical Governance Lead | Southwark BSU |

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| **Board Membership** | | **Quorate** | **Board Membership** | **Quorate** | **Board Membership** | | **Quorate** |
| All Boards/South East London | | Yes | Bexley Care Trust | Yes | Bromley PCT | | Yes |
| Greenwich Teaching PCT | | Yes | Lambeth PCT | Yes | Lewisham PCT | | Yes |
| Southwark PCT | | Yes |  |  |  | |  |
| **1** | **Welcome and Introductions** | | | | | | |
| Susan Free welcomed members and those in attendance, to the second meeting of the Joint Quality and Safety Committee and asked members to introduce themselves. | | | | |  | |
| **2** | **Apologies for absence** | | | | | | |
| Six apologies were received and these are noted above. | | | | |  | |
| **3** | **Minutes and action log of the meeting held on 30.6.11** | | | | | | |
| Minutes – Enclosure A  The following points were raised:   * Names to be listed chronologically * Grammar to be checked * Minutes to be reviewed by someone who was not present at the meeting   Recommendations to be amended to read *The Quality and Safety Committee then approved the Business Continuity Action Plan*  Action Log – Enclosure B  0002 – Quality Assurance Processes – acute contracts: *contract leads to be provided and circulated with the minute.* This has not been actioned and the Chair will contact Sarah Cottingham and Susanna Masters.  0004 – Quality Assurance Processes – local commissioning groups: *a comprehensive map of health services and commissioning leads across the six BSUs to be produced*  Maggie to take forward with Carol Byrne and Oliver Lake. The map to be completed week commencing 19th September 2011  0005 – Primary Care Quality Report: *primary care performance issues (below and above average) by exception, including examples of good practice, to be included in next report to Joint Quality & Safety Committee.* Jane Fryer reported that there was insufficient new data to justify a meeting. An update will be provided at the next meeting of this Committee.  Dr Fryer proposed that the Quality and Safety Committee should have a part 2 confidential section, similar to that of NHS South East London Joint Boards meeting.  Work Plan (back of Enclosure B)  The work-plan will be reviewed and revised as required. Assurance will be provided by the Stakeholder Reference Group. A report from the Stakeholder Reference Group will be presented to the December meeting of this Board Sub-Committee.  It was proposed that a forward plan listing what business is to take place in the coming year would be helpful – it was proposed that this should be done at BBG/LSL level and the plan reviewed at this meeting.  Terms of Reference – Enclosure C  Item for information only. | | | | | Sarah Gardner  Sarah Gardner  Sarah Gardner  Maggie Aitken  Jane Fryer  Oliver Lake | |
| **4** | **Quality Report – Acute Providers – Enclosure D** | | | | | | |
| Concerns were raised about the reports provided to the Committee in relation to each of the NHS and Independent Providers, particularly in mental health and community services. While the BSUs had been provided with a report template for the Joint Quality and Safety Committee, it was clear that with the exception of the Bexley BSU, that there was much room for improvement. The Committee agreed that the following needs to be incorporated in future reports:   * NHS South East London to carry out further work with individual Trusts to ensure the methodology used is robust enough and will instigate retrospective surveys * The results from patient surveys to inform the experience of being a patient cared for by the NHS Providers * To tap into the information gathered by organisations such as LINKS * Reports to highlight good practices and those requiring improvement * It was reported that NICE had published a consultation on patient experience – Sean Morgan to follow up   Sue Gallagher enquired if the Institute of Health Improvement paper on *What Boards should do to demonstrate excellence in quality management* was being followed by the six BSUs. It was suggested that the quality procedures in each BSU be reviewed at a future meeting of the Committee. The Committee fed back that both Kings College Hospital and Guys and St Thomas’s were following the guidance.  South London Healthcare NHS Trust  South London was able to provide good assurances, real focus and is working hard on improving quality issues. South London Healthcare Trust has also developed and is in the process of implementing an action plan that addresses the issues raised in the recent Care Quality Commission (CQC) report.  Key improvements were reported although it was acknowledged that there is still a long way to go:   * Notable improvements including the reductions in the latest hospital mortality rates * 2010 Patient Survey suggests poor patient experiences including discharge processes * Upward trend in pressure ulcers at the PRUH site * Upward trend in Clostridium Difficile cases * The most reticent of our Provider’s to close alerts from the Central Alerting System   Guys and St Thomas’s NHS Foundation Trust  Concern was expressed at the lack of cover on maternity wards and strongly recommends that maternity care should be prioritised. Jane Fryer will lead a meeting with the NHS Foundation Trust to discuss various issues including maternity and unreported Serious Incidents  Key points noted for the NHS Foundation Trust included:   * + Mortality rates are lower than the national average   + Patient surveys are better than many other London Trusts   + Concerns over two Never Events occurring i.e. wrong site surgery   + Concerns over high levels of HCAIs particularly Costridium Difficile although they are reducing   + No standardised reporting cycle for complaints   + A report on Child and Adult safeguarding will be presented to this committee in December.   Kings College Hospital NHS Foundation Trust  Jane Fryer is in communication with Kings concerning their reporting of serious incidents. Both Jane Fryer and Donna Kinnair will be meeting with the KCH Director of Nursing within the next two weeks to discuss further. It was noted that the NHS Foundation Trust have taken action in relation to serious incidents however these may not have been formally reported.  Further work on developing a comprehensive reporting system is being investigated.   * + Less concerns on the quality of care than with other providers   + A downward trend in 2011/12 from the previously high numbers of MRSA bacteraemias   + Levels of Clostridium Difficile are higher than the target level   + Under-reporting of high grade pressure ulcers as Serious Incidents   + The most reticent of our Provider’s to upload patient safety incidents to the NPSA’s National Reporting and Learning System.   + the use of patient surveys in identifying where they are borderline would be valued   Lewisham Healthcare Trust  Key points raised were as follows:   * + 2010 Inpatient Survey showed very poor satisfaction with standards of nursing care   + The highest proportion (23%) of our Providers’ Serious Incident (SI) reports that are outstanding on the STEIS system   The Committee raised concerns with respects to improving patient experience in relation to the 2010 Survey scores. Based on documentation seen by Donna Kinnair, she can confirm that the Trust continues to work robustly to address these concerns.  Caroline Hewitt, Chair of NHS South East London was not aware that there were ongoing issues and will be scheduling a series of 1:1 meetings with Chairs of each provider organisation where identified issues will be raised. | | | | | Sarah Gardner  BSUs  Providers  Sean Morgan  Susan Free  Jane Fryer  Jane Fryer  Donna Kinnair  Caroline Hewitt  Donna Kinnair | |
| **5** | **Quality Report – Community Providers** | | | | | | |
| Guys and St Thomas’s NHS Foundation Trust  Comments were raised about Community Services at the NHS Foundation Trust including:   * How are quality and safety issues being reported within the NHS Foundation Trust? * The format of the NHS Foundation Trusts report is helpful and informative * The Sub-Committee looks forward to receiving the full range of information, including clinical information. * It is possible that some of the pressure ulcer incidents may also be linked to the Community * Links with GP services   It was noted that significant issues were inherited including District Nursing and Health Visiting vacancies and this continues to be a concern. Marion Shipman will speak with Adrian Mclachlan to agree the content of the quality schedule reports. This will include staffing levels and benchmarking reports from other organisations  Lewisham Healthcare NHS Trust  It was reported that there are long standing issues with Health Visiting and District Nursing. There is a need to establish both short and long term solutions. Key points raised included:   * + Action plan in place to reduce the backlog of cases awaiting Serious Incident investigations   + Community Health Services survey for 2010/11 identified the need for further training, availability of hand gel with further audits required and further work on the provision of appropriate information and advice on other services   Oxleas NHS Foundation Trust  The following points were noted:   * 1. Concerns about patient handovers at the UCC, Queen Mary’s Sidcup relating to the handover of information from day time to night time providers (Bexley issue)   2. IT access was an issue as well as the sharing of records which was currently not permissible (Bexley issue)   3. Commissioners are satisfied with progress to date and have signed off first quarter reporting of the Quality and Safety Improvement Plan and CQUINS goals. (Greenwich)   Bromley Healthcare CIC  The following points were noted:   * + All the targets are either being met or are well on track.   + Safeguarding issue raised by Bromley Healthcare staff who provide an in-reach service to some in-patients at SLHT. This was escalated as a serious incident by South London Healthcare and investigated appropriately. This incident has now been closed.   . | | | | | Marion Shipman  Adrian Mclachlan  Robert Park /  Adrian Mclachlan | |
| **6** | **Quality Report – Mental Health Providers** | | | | | | |
| South London & Maudsley NHS Foundation Trust  The Committee was informed that a 4 Boroughs meeting would take place on Friday 9 September where quality of reporting will be discussed. Key issues raised at the Committee were as follows:   * + Increase in reports of aggressive behaviour amongst inpatients (Lambeth & Southwark)   + Grade 3 pressure sores in April but this was not picked up by SLaM (Lewisham)   + Large proportion of complaints about the attitude to move from Borough based services to CAGs (Lambeth)   + 13 patients aged 19-35 accessing CAMHS services and 20 patients aged 16-18 accessing AMH services. A response has been requested (Lewisham)   + Complaints in Southwark continue to be higher than other boroughs (Southwark   + The best of our Provider’s for closing alerts from the Central Alerting System   + Southwark CQUINs: Easy In/Easy Out; this is being monitored and a fuller explanation is to follow.   + Service users care plan – not achieved in Lambeth or Southwark. This is being monitored.   + Ethnicity and gender details to be included   Oxleas NHS Foundation Trust  The following points were noted:   * Red rating for the target to ensure that 60% of registered carers of clients on CPA are being offered a carers assessment Quarter 1 status under target by 23% * Concerns that information around Serious Incidents are not being reported to the Business Support Unit. (Greenwich) | | | | |  | |
| **7** | **Quality Report – Prison Health Providers** | | | | | | |
| HMP Brixton - Care UK Clinical Services Ltd  (Lead Commissioner: Lambeth PCT)  It has been announced that HMP Brixton is to be re-rolled to a Category C resettlement Prison from April 2012. This will have a profound impact on the level of health need, and therefore the level of funding and provision. In future prison health commissioning will sit with the National Commissioning Board  Loraine Rossati and Jane Fryer will meet outside of this meeting to look at what is included in future reports.  HMP Belmarsh - Harmoni for Health  (Lead Commissioner: Greenwich PCT  There have been two Deaths in Custody (DIC) in HMP Belmarsh since April 2011.  There are no patient representation groups in the prison and the provider has been asked to initiate these | | | | | Loraine Rossati  Jane Fryer | |
| **8** | **Adult and Child Safeguarding – Enclosure N** | | | | | | |
| Safeguarding Assurance Framework  There is a lack of training within the Cluster. This is a first draft and comments should be forwarded to Donna Kinnair.  It was proposed that softer intelligence should be used, via contact within the various organisations to identify safeguarding issues. Caroline Hewitt to speak with Borough Vice Chairs and Non Executive Directors. | | | | | Donna Kinnair  All  Caroline Hewitt | |
| **9** | **Policy and Plan Ratifications** | | | | | | |
| Major Incident Plan – Enclosure O  Policy agreed and ratified.  Adult Safeguarding Policy – Enclosure P  This is a Cluster wide policy – some clarity is required around ownership – Point 4.2 to be revised.  The draft policy has been circulated to the Business Support Units for discussion with their Clinical Commissioning Groups.  Donna Kinnair to revise and re-circulate policy to the committee.  Serious Incidents Reporting Policy  Sarah informed the Committee that South East London Serious Incident Framework had been reviewed by the Operations Group (management group) and would require further amending before it comes to the Committee for ratification.  Once completed this will be circulated and agreed through Chairs action. | | | | | Donna Kinnair  Donna Kinnair  Sarah Gardner | |
| **10** | **Any Other Business** | | | | | | |
| Issues of Concern Reporting Arrangements  It was agreed that a summary of issues will come to future meetings of the Quality and Safety Committee. | | | | | David Sturgeon | |
| **Date of Next Meeting** | | | | | | | |
| Thursday 22 December 2011, 9.30-11.30 am at 1 Lower Marsh | | | | | | | |