

**NHS DORSET CLINICAL COMMISSIONING GROUP**  
**GOVERNING BODY MEETING**  
**MATTERS ARISING - PART ONE**

Report of the Chair on Matters Arising from Part 1 of the Minutes of the NHS Dorset Clinical Commissioning Group Governing Body meeting held on 20 July 2016.

**1. Purpose**

To report to the Governing Body on any matters arising from the draft minutes of the last Governing Body meeting.

**2. Recommendation**

That the Governing Body notes this report and directs any action it sees fit.

**3. Background Information**

This report covers all outstanding action points contained in the minutes and is required in order that the Governing Body can be satisfied that all action points in the action column have either been done, are being done or will be done in accordance with the timescale contained in the minute, if any.

**4. Minutes**

4.1 The minutes of the meeting held on 18 May 2016 were **approved** as a true record, subject to the following amendments:-

- Dr S Tomkins was physically present at the meeting rather than by proxy.

**CGL – Actioned.**

**8. Strategy**

8.1 **Clinical Services Review (CSR) – Community Site Specific Consultation Options**

8.1.15 Questions received by e-mail

The first question asked if the Governing Body could set out the benefits to the people of Dorset of the loss of their integrated health hub and how this was compatible with the recommendations set out by Keogh et al in the Urgent and Emergency Care review?

The Director of Service Delivery suggested the issue be addressed more fully outside the meeting but said the Keogh integrated hub model was about aligning the 111 model with the GP out of hours and that would not be affected by the despatch changes.

**MW – Actioned.**

## 9. Delivery

### 9.1 Quality Report

9.1.5 The number of pressure ulcers reported at Poole Hospital NHS Foundation Trust (PHFT) had increased during quarter 4 and a root cause analysis was being undertaken to identify any underlying issues. An update would be provided at the next meeting.

**SSh - Actioned. Included in the Quality Report.**

9.1.7 There was concern regarding performance monitoring of the Children and Adolescent Mental Health Services (CAMHS). The Director of Service Delivery said the trajectories for improvement had been agreed with DHUFT and this information would be included in future Performance reports.

**PV – High level performance metrics for the CAMHS service will be included in future Performance reports.**

9.1.8 There was concern regarding the reduction in stroke performance at Yeovil District Hospital NHS Foundation Trust (YDH). The Director of Nursing and Quality was directed to provide a post meeting note.

**SSh – Actioned. A post meeting note was circulated to the Governing Body members on 03/08/2016. An update has been included in the Quality Report.**

### 9.5 Revised Governance Arrangements

9.5.3 The Governing Body Secretary was directed to amend standing orders to reflect a three year appointment for the post of ACC with final approval to the wording of the change delegated to the Chair and Chief Officer.

**CGL – Actioned.**

### 9.8 Customer Care Annual Report (including complaints)

9.8.4 The Governing Body directed that a complaints benchmarking exercise be undertaken with other CCGs of a similar size.

**SSh – This was currently being undertaken by the Customer Care Team.**

## 9.11 Staff Survey Results 2015

- 9.11.2 There were a number of actions being undertaken to address the issues raised within the Survey and the Director of Engagement and Development would update the September meeting.

**CS – There is an action plan in place with all elements being progressed by the organisation and reviewed by the workforce team.**

- 9.11.3 A number of teams came into direct contact with service users and there was concern that three staff had experienced physical violence from services users on more than one occasion.

- 9.11.4 The Governing Body directed that the Director of Engagement and Development consider how to monitor the position regarding the number of staff who had reported experiencing bullying, harassment or discrimination.

**CS - This is monitored in two ways; as and when we receive details of staff experiencing bullying, harassment or discrimination (of which there have been reported instances) and via the annual staff survey. 2015/16 did see an increase in reporting and we are exploring approaches to monitor the position more frequently.**

- 9.11.5 The Governing Body directed that a benchmarking exercise be undertaken with other CCGs for comparison purposes.

**CS - The CCG has benchmarked the staff survey results with those in other NHS organisations in Dorset, but will look to complete a wider piece of work with comparable CCGs. As advised at the meeting, CCGs are able to opt out of completion of the staff survey and 53 of 209 completed the national staff survey in 2016.**

## 9.12 Commissioning Support Services Annual Report 2015-16

- 9.12.3 The Governing Body directed that a thank you be included in the Chief Officer's next 'blog'.

**TG - Actioned.**