

# 9.1

**NHS DORSET CLINICAL COMMISSIONING GROUP  
GOVERNING BODY MEETING  
QUALITY REPORT**

<b>Date of the meeting</b>	15/07/2020
<b>Authors</b>	J Swarbrick, Head of Nursing and Quality (Patient Safety and Risk)
<b>Purpose of Report</b>	To provide a summary of safety in commissioned services during the Covid-19 response.
<b>Recommendation</b>	The Governing Body is asked to <b>note</b> the report.
<b>Reason for inclusion in Part II</b>	N/A
<b>Stakeholder Engagement</b>	N/A
<b>Previous GB / Committee/s, Dates</b>	N/A

### Monitoring and Assurance Summary

<b>This report links to the following Strategic Principles</b>	<ul style="list-style-type: none"> <li>• Prevention at Scale</li> <li>• Integrated Community and Primary Care Services</li> <li>• One Acute Network</li> <li>• Digitally Enable Dorset</li> <li>• Leading and Working Differently</li> </ul>		
	<b>Yes</b> [e.g. ✓] <i>Copy &amp; paste tick</i>	<b>Any action required?</b>	
		<b>Yes</b> Detail in report	<b>No</b>
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓		✓
People/Staff	✓		✓
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
<b>I confirm that I have considered the implications of this report on each of the matters above, as indicated</b>	✓		

Initials : JS

# System Quality Report

20 June 2020

Section A: Quality





### Dorset County Hospital:

- Standardised Hospital Mortality is at 1.154 with consistent improvement for 4 months. 'Expected Number of Deaths' has increased progressively, reflecting improvements in coding.
- Delays to fractured neck of femur surgery. This is thought to be mainly due to increased turnaround times in theatres for enhanced IPC measures.
- There has been a successful pilot of improvements to recording of VTE assessments which is to be rolled out across the Trust in July 2020.

### Poole Hospital:

- Work continues to align and standardise risk and governance processes across Poole and Bournemouth.
- Never Event reported in June; wrong implant insertion. This case has been reviewed jointly with a similar incident reported earlier this year.
- Reported compliance with national risk stratification for waiting lists and electives.

### Bournemouth Hospital:

- Never Event reported in May 2020; wrong site drain insertion. A further 2 Never Events reported in June; wrong site biopsy and wrong site femoral puncture. Each is under review and immediate actions taken.
- Despite formal pause, still achieving response to complaints within agreed timescales 61% of the time.
- Reporting compliance with National risk stratification for waiting lists and elective procedures.

### Dorset Healthcare:

- IPC – DHC has had three outbreaks which have identified different areas of learning which is being shared system wide. Looking to reopen services that have been stepped down.
- There has been a noticeable increase in acuity and occupancy in MH beds.

### Primary Care:

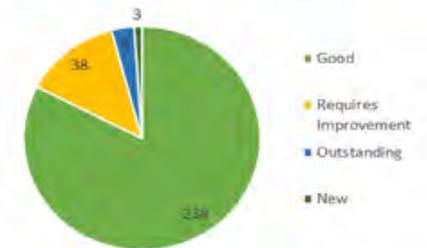
- CQC ratings – currently only one practice in Dorset is rated as Requires Improvement.
- Primary Care networks are supporting the enhanced health in care homes project which has been accelerated during the C19 pandemic. A named clinical lead for each care home has now been identified.

### SWAST:

- Although still below activity levels compared to last year, demand continues to increase.
- SWAST have reviewed and the Call Stack risk remains at 20.
- A shadow Quality Assurance Group (QAG) has been established to support oversight of quality and safety of ambulance services.

### Independent Providers:

289 Independent Care Providers



There is significant work taking place in collaboration with the Local Authorities to support the independent care sector.



## **Quality monitoring**

Formal contractual quality reporting and many national KPIs, audits and confidential enquiries are still suspended, no confirmed date to restart this. The BI [Quality Overview](#) represents the most recent available data. Ongoing review of quality information is in progress and is planned to be included as a monthly update in the Dorset System Report.

## **Quality Accounts**

The deadlines for Trusts to publish their 2019/20 Quality Accounts have been revised. At QSG the CCG supported the NHS E/I recommendation of a publication date of 15 December 2020.

## **Urgent and Emergency Care**

Demand has increased across the County with Emergency Departments reporting high numbers of 'walk in' attendances. In part this has been influenced by attendance at Minor Injury Units requiring an appointment to attend. The Urgent Care Group are currently looking at this area with a view to standardising the patient offer.

## **Mortality**

Changes have been made to the Pan Dorset Mortality group which will also focus on excess deaths reported in the Covid period at its next meeting. A pilot has been agreed to extend existing Medical Examiner services to review the community deaths occurring in Dorset Healthcare. Trusts are scoping ways to record the impact to patients of delayed presentation and extended waiting times during the pandemic response.

## **Patient Safety**

Review and reporting of Never Events continues; Trusts to consider potential system actions and standardisation in relation to WHO and local checklists for safer surgery and procedures taking place outside of theatre settings. The progress on the action plan for the recommendations made in the 2019 NE Review by NHS E/I is included at Appendix A.

A Patient Safety Workforce Transformation Project Lead role, funded by HEE will be advertised to support national milestones for the implementation of the Patient Safety Incident Response Framework.

## **IPC**

IPC teams across the county continue to support the system focus for COVID 19. Focus is also on prevention of other non- COVID infections. An IPC cell has been established, Chaired by the DoN from Dorset HealthCare. Focus has been on scrutiny of system IPC issues and gaining a Dorset wide view on topics such as information leaflets and plans for reopening services. There has also been a very successful care home focused training refresher offer over May /June which has been successfully adapted by many homes in Dorset. Feedback has been very positive and will assist a second phase rollout to domiciliary care and supported living providers. Work has also commenced to plan for the flu vaccination programme later this year.

## **Safeguarding**

Adults -Domestic abuse up 20% and evidence of increased incidences of self neglect. Issues with Anti- Social Behaviour and Homelessness now emerging as lockdown has eased. Awaiting confirmation that two recent murders are likely to be Domestic Homicide Reviews.

Children – Significant increase in referrals to MASH of children not previously known to services. Areas of concern include hidden demand related to Child Sexual Abuse, Child exploitation rings and children now having to be a carer to an adult.

A number of media campaigns have been supporting messages relating to areas of concern and general Live Well messages.

## **Looked After Children**

Numbers of children coming into the Care System pan Dorset continues to increase and currently stands at 1,028 children up to 18 years of age and a further 334 children who are placed in Dorset by other Local Authorities. Increased numbers of these children are going missing and there is also an increase in the number of placement breakdowns.



### **Dorset Quality Surveillance Group Items for note - May Meeting**

- SWASFT enhanced surveillance to be reviewed once call stack risk is reduced.
- Care homes and Domiciliary Care providers remain in enhanced surveillance due to the significant pressures faced in the sector currently.
- Integrated Urgent care service moved back to routine surveillance as key performance and partnership working has improved.
- COVID 19 – Mutual aid established across the system and strong governance noted. IPC to be standing agenda item for QSG.
- Focussed deep dives/ updates at the May meeting were:
  - Adult Mental Health
  - Safeguarding Adults including MCA and LAC
  - Children's services including CAMHS and Transition (16-25's)
  - Learning Disability
  - Urgent Care
  - Patient Experience
  - Freedom to Speak Up