

NHS Herts Valleys Clinical Commissioning Group

Approved Minutes of the Quality and Performance Committee held on Thursday, 30 April 2015 in Apsley Room, Hemel One, Boundary Way, Hemel Hempstead Herts

Present

Stuart Bloom	Lay Member (Chair of the meeting)
Alison Gardner	Lay Member
Bob Ghosh	Lay Member
Clair Moring	GP Board Member
Richard Pile	GP Board Member
Jan Norman	Director of Nursing and Quality
Alan Warren	Chief Finance Officer

In Attendance

Laura Abel	Assistant to the Head of Corporate Governance
David Buckle	Medical Director
Natalie Clennell	Chief Locality Officer (Dacorum) (<i>to item QP/52/15</i>)
Tracey Cooper	Head of Adult Safeguarding (<i>item QP/54/15 only</i>)
Dawn Crump	Risk Manager (<i>item QP/62/15 only</i>)
Diane Curbishley	Deputy Director of Quality
Mark Dillon	Deputy Director Contracting & Procurement
Kathy French	Deputy Director Nursing and Quality
Lynn Hughes	Interim Head of Corporate Governance
Annette Keen	Assistant Director, Transformation (<i>item QP/49/15 only</i>)
Aryldi Moss-Burke	Freedom of Information & Quality Systems Support Officer (<i>items QP/52/15 and QP/60/15 only</i>)
Beverly Mukandi	Deputy Designated Nurse Safeguarding Children (<i>item QP/51/15 only</i>)
Juliet Rodgers	Associate Director, Communications and Engagement
Chris Rising	Senior Manager, Baker Tilly Risk Advisory Services LLP (<i>item QP/49/15 only</i>)
Caroline Sutherland	Patient Representative (Hertsmere)
Jayne Taylor	Chief Locality Officer (Hertsmere) (<i>to item QP/58/15</i>)
Jackie Williams	Head of Quality (<i>items QP/53/15 and QP/57-59/15 only</i>)

QP/44/15 Welcome and Apologies for Absence

- 44.1 The Chair of the Committee welcomed everyone to the meeting.
- 44.2 Apologies for absence were received from C Allan, T Fernandes, S Hill, M Olson and N Schonken.

QP/45/15 Declaration of Interests

45.1 There were no new interests declared and no interests declared in relation to open items on the agenda.

QP/46/15 Minutes of Previous Meetings

46.1 The minutes of the meeting held on 26 March 2015 were accepted as a true record.

QP/47/15 Matters Arising and Action Log

47.1 Matters Arising

QP/37.3 Safeguarding

It was noted that Safeguarding would continue to be monitored through the Quality and Performance Committee. The item on the PPI Development day with regards to Safeguarding was to provide them an update and raise their awareness.

47.2 Action Log

All completed actions were agreed to be closed. Open outstanding actions were discussed in turn:

QP/19.3/15 M Dillon explained that he was pursuing the outstanding action plan update from the Ambulance Trust and would circulate it once it had been received. In response to Members' concerns regarding the continued delay of the outstanding update, M Dillon agreed to speak to East and North Herts CCG, who managed that contract and J Norman agreed to speak with D Fountain.

QP/19.4/15 It was noted that the update on the Accident and Emergency processes and plans would be circulated following review by the System Resilience Group on 7 May 2015.

QP/20.2/15 – J Norman explained that the report had not been signed off by West Herts Hospital Trust (WHHT), due to a Care Quality Commission (CQC) inspection. It was agreed that an update would be provided to the meeting on 27 May 2015 as part of the quality visit programme update.

QP/21.3/15 – J Norman explained that no positive dementia stories had been shared with the CCG to date. She agreed to discuss this further at the Integrated Health and Care Commissioning Team (formerly the Joint Commissioning Team) meeting.

QP/34.2/15 – A Warren explained that the additional detail with regards to the underspend position in mental health had been provided in the Month 12 Finance Report. Agreed to close.

QP/36.6/15 – J Norman explained that a visit to the Stroke Unit at WHHT had not been organised due to the CQC inspection which had taken place. Agreed to leave action open until completed.

QP/36.7/15 – M Dillon explained that they were still in the process of investigating the issue around availability of data and he would ensure contract levers were instigated to obtain the required data. Agreed to leave open.

QP/39.2/15 – M Dillon and J Norman agreed to discuss the issue of service variation to the Diabetes contract outside of the meeting. Agreed to leave open.

QP/39.3/15 – Action to be reassigned to J Norman as responsible director. Agreed to leave open.

47.3 It was noted that only Members of the Committee/Directors would be designated responsible officer for actions.

QP/48/15 Finance Report

48.1 A Warren presented the financial position as at 31 March 2015, which was noted. He highlighted that the CCG had met its surplus requirements, subject to audit. A Warren added that NHS England had requested the CCG to add additional activity to its operational plan for 2015/16 was due for final submission to NHS England on 14 May 2015.

QP/49/15 Quality Innovation Productivity Prevention 2015/16

49.1 A Keen presented an update on the QIPP plan for 2015/16, which was noted. NHS England had examined the plan in detail and were supportive of content. She explained that £16.2m of savings had been validated to date in conjunction with the Area Team, most of which were in Planned and Primary Care. Going forward, the process for monitoring would be via the Commissioning Executive against agreed milestones, with a checkpoint review taking place within quarter three. The monitoring process was noted would be undertaken by the Chief Finance Officer, the Medical Director and Director of Nursing and Quality together with the Lead for each Programme. It was agreed that an update report would be provided to every Quality and Performance Committee going forward.

ACTION QP/49.1/15 (A Keen)

49.1.2 J Rodgers explained that communication to the Localities about QIPP was scheduled to take place on a fortnightly basis. In addition, A Keen would attend the Locality meetings and the Chief Locality Officers would be included in the internal QIPP meetings to provide further integration.

49.2 Internal Audit 'Red' Report on QIPP 2014/15

C Rising presented the QIPP Internal Audit Report for 2014/15. He explained that the increased focus on the QIPP plan for 2015/16 was to be commended, especially with the use of external validation of the schemes by NHS England. It was noted that a further internal audit review was scheduled for 2015/16 and C Rising would attend the Quality and Performance Committee to discuss its findings once the audit had been completed.

QP/50/15 Integrated Quality, Performance and Finance Report

50.1 The Integrated Performance report as at 31 March 2015 was discussed and noted. M Dillon highlighted the improved performance in a number of areas. In response to a query from B Ghosh, M Dillon agreed to investigate the areas which had improved in order to provide learning and maintain performance. **ACTION QP/50.1/15 (C Allan/M Dillon)**

50.2 In response to a comment from C Moring with regard to delayed transfers of care, B Ghosh explained that the revamp of the Integrated Discharge Team was being progressed.

50.3 In response to a question from J Norman about handover issues at Watford General Hospital, M Dillon advised that this could be addressed through the new contract with the Ambulance Trust.

50.4 J Norman noted that there would be more information about Healthcare Associated Infection (HCAI) to the meeting on 27 May 2015.

QP/51/15 Safeguarding Children – Serious Case Review

51.1 B Mukandi presented the report which was noted. In response to a question from S Bloom, B Mukandi agreed to clarify the ‘specific roles for Chief Executives, Chairs, Board Members including executives, non-executives and lay members’ under the new Looked After Children Intercollegiate Role Framework. **ACTION QP/51.1/15 (J Norman/B Mukandi)**

51.2 It was also agreed that the Board would be notified of cases that are being progressed in advance of the final report being published at Board In Committee meetings going forward. **ACTION QP/51.2/15 (J Norman)**

QP/52/15 Quality Alert System Pilot

52.1 A Moss-Burke presented the report which provided an update on the pilot of the Quality Alert System and the Practice-wide launch on 1 April 2015. She highlighted the positive feedback received and the benefits of the system which were discussed; these included evidence of issues with providers around performance and quality.

QP/53/15 Serious Incident Report

53.1 J Williams presented the report for quarter four, which was noted. The themes and trends were discussed as well as the verbal feedback WHHT had received from the CQC following their recent inspection. She highlighted that all Quality positions at West Herts Hospital Trust had now been filled, which should help to address the governance concerns identified by the CQC, and quicker turnaround of serious incident reports. J Norman explained that K French, the CCG’s Deputy Director of Quality was working with the WHHT to assist them with improving their Serious Incidents governance arrangements.

53.2 In response to a question from R Pile with regards to the number of assaults reported at WHHT, J Norman agreed to review evidence of harm in light of the new national guidance. **ACTION QP/53.2/15 (J Norman)**

53.3 In response to a question from A Gardner about avoidable pressure ulcers, it was noted that these needed to be considered as part of the integrated adult community service model. **ACTION QP/53.3/15 (J Norman)**

QP/54/15 Learning from Serious Incidents (a case study)

54.1 T Cooper presented the report, which was noted. The Hertfordshire-wide learning disability conference was discussed. It was agreed that a further update would be provided to the meeting on 30 July 2015. **ACTION QP/54.1/15 (J Norman)**

QP/55/15 Transforming Care for people with Learning Disabilities

55.1 J Norman presented the update report which was noted. She highlighted the proposal to set up a county-wide Transformation Board with a remit to include the design of care to meet the needs of individuals. J Norman agreed to submit regular updates to the Committee.
ACTION QP/55.1/15 (J Norman)

QP/56/15 Continuing Healthcare/Retrospective Cases

56.1 J Norman presented the report on progress made on Continuing Adult Health Care and Retrospective Claims to 1 April 2015 which was noted. She highlighted that the completion date for assessments had been moved to September 2016 which was still within the Department of Health deadline. In response to a question from S Bloom, A Warren confirmed that payments would be met by the legacy pool held by NHS England.

QP/57/15 Francis Report Update

57.1 J Williams provided an update on the key steps taken by the CCG in response to the Francis Report. In response to a comment from C Sutherland, J Norman agreed to consider how to use Patient Groups to promote awareness of and engagement with GP member practices.
ACTION QP/57.1/15 (J Norman)

QP/58/15 HVCCG Complaints and Enquiries Report

58.1 J Williams presented the quarter four report which was noted.

QP/59/15 Process for raising Serious Incidents/Never Events at the Board

59.1 S Bloom highlighted that the Board needed to be made aware of Serious Incidents at the earliest opportunity rather than being informed when final reports had been published. D Curbishley explained that the Serious Incident Policy was being reviewed and it was agreed that the Board requirement would be included as part of the escalation process.
ACTION QP/59.1/15 (J Norman)

QP/60/15 Freedom of Information Report

60.1 A Moss-Burke presented the quarter four report which was noted. She highlighted the 100% compliance with the 20 working day response deadline. J Rodgers and A Moss-Burke agreed to discuss what information could be published on the website in order to reduce the number of responses required.
ACTION QP/60.1/15 (J Rodgers/A Moss-Burke)

QP/61/15 Herts Health Economy Infection Control Group Minutes

61.1 The minutes of the 20 January 2015 meeting were noted.

QP/62/15 Corporate Risk Register

62.1 D Crump presented the Corporate Risk Register report to 31 March 2015, which was noted. She agreed to highlight any concerns raised in the next report and would include a narrative explanation for those risks that had reduced scores.

ACTION QP/62.1/15 (J Norman/D Crump)

62.2 D Crump agreed to circulate the Terms of Reference of the Risk Management Group and the Risk Management Strategy to the Committee for comments prior to submission to the Audit Committee for sign-off.

ACTION QP/62.2/15 (J Norman/D Crump)

QP/63/15 Actions for Commissioning Executive/Localities

63.1 J Rodgers explained that as part of the communication and engagement activities it had been agreed that a monthly locality briefing system would be introduced. In order to obtain content for the briefing, Chairs of the Board Committees and Commissioning Executive Group had been asked to add an additional agenda item to agree three or four key areas of information from the meeting.

63.2 It was noted that the information would be compiled and issued to locality by the Communication department for cascade to practices.

63.3 The Committee agreed the following items for inclusion in the first briefing:

1. QIPP 2015/16

A Keen provided an update on the QIPP plan including the monitoring arrangements. The committee noted that practices and localities would receive communications on the QIPP schemes, including written notes and simple slides for locality meetings. An update on QIPP will be provided to the meeting every month.

2. 2014/15 Finance Update

A Warren reported on the successful achievement of a 1% surplus at year end in line with the plan (subject to final audit by PricewaterhouseCoopers the CCG's External Auditors).

3. Provider performance

Concern was raised over the number of ambulances waiting to handover at WHHT, causing queues: an issue for the ambulance Trust and WHHT who need to make more progress in discharging patients in a more timely way, to improve flow through the hospital.

4. Quality Alert System

The successful pilot of the Quality Alert System was noted and the good news that it is, from April 2015, being rolled out to all member practices.

QP/64/15 Any Other Business

64.1 WHHT Chief Executive Interviews

B Ghosh explained that interviews were being held for West Hertfordshire Hospital Trust's Chief Executive at the following week and he had been invited as a member of the pre-interview panel. If anyone had any questions they wished him to raise members were asked to forward them to him by Tuesday, 5 May 2015.

ACTION QP/64.1/15 (All)

64.2 Terms of Reference

J Norman requested that the Terms of Reference be amended to include the Medical Director. L Hughes agreed to update the Terms of Reference and follow the approval the process.

ACTION QP/64.2/15 (L Hughes)

64.3 Apologies for Next Meeting

It was noted that there had been a large number of apologies submitted in advance of the next meeting on 27 May 2015. It was agreed that arrangements would be made to email members following the meeting to establish if the meeting could go ahead as quorate.

ACTION QP/64.3/15 (L Hughes)

QP/65/15 Risks Identified During Meeting

65.1 There were no new risks noted that were not currently included on the Corporate Risk Register.

QP/66/15 Date and Time of Next Meeting

66.1 The next meeting is scheduled to take place on Wednesday, 27 May 2015 at 10am in Apsley Meeting Room, Hemel One, Hemel Hempstead.