

<b>Meeting: Governing Body</b>			
<b>Meeting Date</b>	22 June 2022	<b>Action</b>	Receive
<b>Item No.</b>	10.3	<b>Confidential</b>	No
<b>Title</b>	Quality Report		
<b>Presented By</b>	Catherine Jackson (Executive Nurse, Director of Nursing & Quality)		
<b>Author</b>	Catherine Jackson (Executive Nurse, Director of Nursing & Quality) Carolyn Trembath (Head of Quality) Sarah Tomlinson (Quality Assurance Manager)		
<b>Clinical Lead</b>	Catherine Jackson/Cathy Fines		

<b>Executive Summary</b>
<p><b>Purpose</b> The purpose of this paper is to share the early development of a new Quality Dashboard and Report in relation to Clinical Quality and Safety issues across Bury capturing key challenges and actions.</p> <p><b>Key Points/Issues of Concern</b> This paper contains a brief overview of the CCG and partners achievements and significant risks and/or priorities for Quality and any actions being taken to remedy/mitigate. These risks/priorities could be around any specific organisation or system themes.</p>
<b>Recommendations</b>
<p>It is recommended the Governing Body:</p> <ul style="list-style-type: none"> <li>Note its contents for information and provide feedback on any additional development requirements.</li> </ul>

<b>Links to CCG Strategic Objectives</b>	
<b>SO1 - To support the Borough through a robust emergency response to the Covid-19 pandemic.</b>	<input checked="" type="checkbox"/>
<b>SO2 - To deliver our role in the Bury 2030 local industrial strategy priorities and recovery.</b>	<input type="checkbox"/>
<b>SO3 - To deliver improved outcomes through a programme of transformation to establish the capabilities required to deliver the 2030 vision.</b>	<input checked="" type="checkbox"/>
<b>SO4 - To secure financial sustainability through the delivery of the agreed budget strategy.</b>	<input type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	

GBAF *[Insert Risk Number and Detail Here]*

### Implications

Are there any quality, safeguarding or patient experience implications?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Have any departments/organisations who will be affected been consulted?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Is an Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
If yes, has an Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
If yes, please give details below:						
If no, please detail below the reason for not completing an Equality, Privacy or Quality Impact Assessment:						
Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on the CCG's risk register?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

### Governance and Reporting

Meeting	Date	Outcome
Bury Systems Assurance Committee	15/06/2022	Share with Governing Body for information

## Quality Highlight Report for the period to June 2022

### Achievements/Decisions Made/Items to Note:

NHS Parliamentary Award nominations made for the Integrated Neighbourhood Teams in Radcliffe, Prestwich, Whitefield, Bury North and Bury East in the 'Excellence in Primary Care and Community and Community Care Award' category

PCFT Community LD Flu and COVID Immunisation Programme nominated for The Nursing Times Award

Gorseley Clough Nursing Home – CQC rated Outstanding April 2022

Bury Local Authority Bronze award for the sustainable food programme

Practice Nurse Deborah Howarth winner of the GM PN Awards for Life-time Achievement

PCFT Mental Health Response Vehicle Pilot project has won the North West NHS Parliamentary Award for Excellence in Mental Health.

### Key Issues:

CHC targets – currently under achieving on the 28-day and 12-week (long waits) target. Action plan in place, weekly NHSEI progress meetings and workforce business case to increase team's capacity under discussion at OCO executive level.

Priory High Bank – CQC rating published May 2022 – Requires Improvement.

- Feedback requested from Priory High Bank regarding key sections of the report where CQC have raised concerns.
- Quality Assurance Visit being arranged jointly with Salford CCG.

Nazareth House – CQC Inadequate rating from 2021 still in place specifically relating to medication management.

- CCG Medication Optimisation Team are providing on-going support.

Children's Commissioning - due to commence an improvement piece of work across the CCG, Bury Children's Services and Adult Social Care on improving outcomes for complex children particularly in areas of transition from Children's Services to Adult services, high cost and out of borough placements.

### Key Information:

Northern Care Alliance –

- Quality Improvement projects of the LD/Autism Team.
- Sunflower Hidden Disability Scheme being introduced across the Bury Care Organisation. Business case under discussion at Bury Care Organisation to expand the LD nursing team to cover 7 days.

- Increased scrutiny on Oldham Maternity services due to high numbers of incidents and outlier in triangulated data. Oldham Care Organisation Maternity Improvement Board in place; Commissioners requested improvement plan and unit visit planned led by Oldham CCG.
- Assurance ongoing in relation to extended A&E waits to ensure no harm, patient dignity and safety maintained.
- Elective Care and Cancer Recovery and Reform Board focusing on reducing and managing increased waiting lists using the Waiting Well Programme.
- Assurances requested in relation to ERCP/Gastroenterology due to increased SIs. Commissioners awaiting action plan; verbal assurance provided on improvement programme.

LD Partnership Board – creating a joined-up approach to LD service provision in Bury, including translating LeDeR learning into system-wide actions and improvements.

### PCFT

Borough level Mental Health strategy developed and new borough level Mental Health Programme Board in place.

5 new Primacy Care Network workers in post, developing the community mental health offer.

Joint Response Car pilot – with reduction in inappropriate S136 use, positive patient feedback and improved collaborative working – pilot extended into Summer 2022.

### **Matters referred to the debate or further consideration:**

System wide learning from a Regulation 28 notice regarding the management of a critically unwell patient with Anorexia Nervosa and the local and GM commissioning arrangements shared with SQG earlier in this meeting's agenda.



Quality Standards															
Indicator	Description	Threshold	↓↔↑	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
IPC-Borough Outbreaks				In Development											
MRSA reported	Bury Care Org	0		0											
MRSA cumulative	Bury Care Org	0		0											
C.DIFF	Bury Care Org	1		2											
C.DIFF cumulative	Bury Care Org	TBC		2											
HSMR (12 month rolling)	Bury Care Org	100		Current issue with Dr Foster due to NCA formation being actioned by Bury CO with NHS Digital											
SHIMI	Bury Care Org			Current issue with Dr Foster due to NCA formation being actioned by Bury CO with NHS Digital											
ED 12 hour trolley waits	Bury Care Org	0		180											
ED NWAS handover delays (60 mins)	Bury Care Org			181											
Sleeping accommodation breach BCO	Bury Care Org	0		0											
Falls (borough)															
Pressure Ulcers (borough)															
Reported Serious Incidents (Acute)	Bury			2	1										
Reported Serious Incidents (MH)	Bury			0											
Reported Serious Incidents (Comm)	Bury			0	1										
DTOCs															
Never Events	Bury				1										
Regulation 28 notices	Bury	0													
Inquests Bury listed as an interested party	Bury														
PHSO complaints upheld	Bury														
CHC 28 day target				In Development											
CHC >12 week assessments				In Development											
CSPR reported				In Development											
CSPR cumulative				In Development											
SAR reported				In Development											
SAR cumulative				In Development											
DHR				In Development											
DHR cumulative				In Development											
LEDER reviews reported				In Development											
LEDER reviews out of timeframe				In Development											
Borough providers CQC rated good/outstanding	Bury			1	1										
Borough providers CQC rated RI	Bury														
Borough providers CQC rated inadequate	Bury			1											

## Exception report from Metrics

Report under development and will be expanded over the coming months.

HSMR/SHMI (mortality data) – due to the creation of the NCA from PAHT and SRFT on 1st October 2021 an issue with the Data has been identified which is now being worked through with NHS Digital to be able to report HSMR, SHMI at an individual care organisation level. Proxy

measures in place at Bury CO to give assurances in relation to patient safety and Mortality Oversight, Structured Judgement Reviews and Medical Examiner processes.

