

**MINUTES OF A MEETING OF THE  
QUALITY IMPROVEMENT COMMITTEE  
Tuesday 6 December 2016 at 1.30 pm  
Main Lecture Theatre, Moor Lane Mills, Lancaster**

**PRESENT:**

Dr D Knapper	GP Lead - Quality (Chair)
Dr M Flanagan	Secondary Care Doctor for the Governing Body
Dr A Maddox	GP Executive Lead - Contracting, Finance and Quality
Mr K Parkinson	Chief Finance Officer/Director of Governance
Mrs J Thompson	Senior Manager - Planning and Partnership
Mrs M Williams	Chief Nurse

**In attendance:**

Mrs B Carter	Corporate Affairs Manager (Minutes)
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**Action**

98/16 **WELCOME AND INTRODUCTIONS**

Dr David Knapper (DK) welcomed members to the Quality Improvement Committee (QIC).

99/16 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Sue McGraw, Lay Member and Alex Rocke, Healthwatch Lancashire.

100/16 **DECLARATIONS OF INTEREST**

Declarations of interest were requested that would be relevant to the items to be discussed on the agenda. No declarations of interest were made. Recorded declarations of interest can be viewed on Lancashire North CCG's (LNCCG) website.

101/16 **MINUTES OF THE LAST MEETING HELD ON 4 OCTOBER 2016**

The minutes of the last meeting held on 4 October 2016 were agreed as a correct record subject to the following amendment:-

Item 87/16 - Progress Update - Mersey Internal Audit Agency (MIAA) Serious Incidents and Safeguarding Report. First paragraph at the top of page 4 to read "KP said that because of the implications of some of these recommendations MW has been asked to attend the Audit Committee to discuss the response being made".

## 102/16 **MATTERS ARISING INCLUDING REVIEW OF ACTION SHEET**

### Action Sheet

The action sheet was reviewed and updated as follows:-

Item 68/16 - Quality Improvement and Assurance Report. On today's agenda. Complete.

### Matters Arising

Margaret Williams (MW) gave a brief update on the following items:-

Item 87/16 - Progress Update - Mersey Internal Audit Agency (MIAA) Serious Incidents and Safeguarding Report. Four recommendations are still outstanding. The recommendation relating to the GP Lead for Safeguarding will remain as an outstanding recommendation. Two of the recommendations are linked to Boundary Change and the final recommendation is linked to Lancashire-wide policies. MW confirmed that she attended the Audit Committee to discuss the recommendations.

Item 88/16 - Quality Improvement and Assurance Report. University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT). A meeting has been arranged to meet with Clinicians on 11 January 2017.

Item 89/16 - Joint CCG's CQC Stakeholder Feedback on UHMBT. MW confirmed that the CCG's return was submitted on time. No verbal reports have been received from the CQC or from UHMBT following the inspection held on the 11, 12 and 13 October 2016.

Item 96/16 - Any Other Business. Personal Health Budgets (PHB's). MW stated that a considered approach will be undertaken through the IPA Programme Board for LNCCG's 11 PHB's.

## 103/16 **ASSURANCE FRAMEWORK AND RISK REGISTER UPDATE**

MW presented the report which updates the Quality Improvement Committee of changes to the Assurance Framework (AF) and Risk Register (RR) since the last report and provides assurance around Risk Management.

MW stated that there had been very little change to the report and highlighted the following areas:-

Assurance Framework - there are currently 14 risks which include 8 red risks. There have been no changes to the Assurance Framework.

AF57 Governance - Failure to advance transparency in health care delivery and enhance the learning culture of services commissioned (all providers). Currently mapping what is required to strengthen the

risk via the Boundary Change process.

AF80 Operations - Unknown staffing capacity for delivery of Better Care Together strategy, new models of working care delivery (Vanguard). Looking to reduce the risk. A meeting has been held with the Antimicrobial Strategy Collaborative Group and the Education, Learning and Innovation Group.

AF147 Clinical - Ability to recruit and retain Registered Professionals across the health economy of providers. Looking to reduce the risk.

RR69 Clinical - Adolescents with mental health problems are being managed on acute paediatric wards either whilst awaiting a Tier 4 bed or needing a “place of safety” eg because home placement has broken down. MW to invite Julia Westaway (JW) to the next Quality Improvement Committee to provide an update on CAMHS services.

**MW**

A detailed discussion was held on CAMHS services. It was agreed to request JW to update the Quality Improvement Committee on the following three areas:-

- 1) System views levels 3 and 4.
- 2) Links between CAMHS and third sector, including links within social care.
- 3) Where does CAMHS belong, mental health or children?

MW confirmed that the report had been presented to the Audit Committee on the 10 November 2016.

**RESOLVED:**

**The Quality Assurance Committee noted and agreed the following:-**

- **Noted the updates since the last report.**
- **Agreed changes to risks as described, noted actions to mitigate and offered comment on the report.**
- **Agreed new Assurance Framework risk entry.**

104/16 **QUALITY TRANSITION UPDATE**

MW gave a summary position on the report which provides an update on the systems and processes in place to support assurance surrounding the Quality and Safety assurance through transition.

The report ensures continuity of the quality monitoring of services presently commissioned by LNCCG and those service providers that fall within the Cumbria CCG (CCCG) footprint. The framework also notes elements of CCG statutory deliverables that fall within the Chief

Nurse portfolio.

MW outlined the templates at Appendix 1 and 2 which are specific to the types of service provided. Once the templates are completed they will provide a baseline measurement of the present quality and safety performance of each provider commissioned across the Bay footprint. The templates will continue to be updated on a regular basis and will inform the newly forming Morecambe Bay CCG (MBCCG) on the level of quality assurance from each provider using a RAG rating.

It was noted that LNCCG must continue to provide assurance on its own statutory functions in relation to Quality and Safety as it moves through transition.

Discussions were held on the Quality and Safety transition reporting structure and timetable.

**RESOLVED:**

**The Quality Improvement Committee received and noted the contents of the report.**

105/16 **MERSEY INTERNAL AUDIT AGENCY (MIAA) ASSURANCE AND ACCOUNTABILITY REPORT**

MW stated that LNCCG received the Final Assurance and Accountability assignment report in November 2016. A summary of the findings and recommendations were highlighted with a focus on the quality and safety aspects. Overall MIAA gave a rating of significant assurance in regard to this audit.

The main recommendation related to the CCG's website. Some items that were out of date and required updating due to new guidance being issued. These items would be picked up by various leads and through the Boundary Change Group.

Issues around accessing the website using Internet Explorer were discussed as only certain areas can be accessed by using Google Chrome. As GPs only use Internet Explorer it was noted that the website was not fit for purpose as GPs are encountering problems accessing policies and guidelines.

Jacqui Thompson (JT) agreed to review LNCCG's website and investigate why some areas can only be accessed by using Google Chrome.

**JT**

**RESOLVED:**

**The Quality Improvement Committee noted the summary.**

106/16 **QUALITY IMPROVEMENT AND ASSURANCE REPORT**

MW presented the report which ensures the Quality Improvement Committee, Governing Body and Executive Team are informed of

LNCCG's quality activity, monitoring and actions. The areas covered align to the delegated duties of the Executive Chief Nurse. The following areas were highlighted from the report:-

Antimicrobial Resistance Stewardship - the Antimicrobial Resistance Stewardship Collaborative (ARC) continues to develop its delivery plan. The ARC aims to reduce the misuse and overuse of antibiotics, improve IPC practices and minimise HCAs. At the meeting the focus will be on Benchmarking from CDiff and E-Coli.

Infection Prevention Control - Clostridium Difficile (CDiff) the group will review its governance and monitoring arrangements as the CCG progresses through Boundary Change. More detail is required regarding CDiff in South Cumbria.

Quality Transition - the first meeting of the Quality Transition Group was held on 26 October 2016 between LNCCG and Cumbria CCG (CCCG) Quality representatives. A programme of activity has been agreed. Safeguarding will be the first detailed report fed into the Transition Executives for consideration.

Datix System - during October and November Datix updated their national IT system which led to some IT issues for administrators and reporters. This is being addressed directly with Datix.

Primary Care - the Quality Improvement Group are scheduled to meeting in two week's time.

Care Homes Sector - eight LNCCG providers are currently in the multi-agency RADAR process:-

- Three nursing homes.
- Two residential homes.
- Three dual registered (Residential/Learning Disabilities).

Of those:-

- Three providers placed under CQC special measures.
- One rated as high risk due to level of concern (no CCG commissioned placements).
- Two under formal suspension for new placements (no CCG commissioned placements).
- Two residential providers in QIP process.

From November the LNCCG Adult Safeguarding lead will attend RADAR.

LNCCG has acquired a temporary resource to map the total Care Home provision across LN and South Cumbria, not exclusively CHC/FNC.

Cancer of Unknown Primary (UHMBT Peer Review) - a meeting of key Clinicians to review progress will be held on 11 January 2017.

12 Hour Breaches - UHMBT continue to report 12 hour breaches, frequency of reports has reduced. NHS England has confirmed that 12 hour breaches do not need to be StEIS reported unless harm occurred to the patient. A&E Delivery Board will receive an updated position report in January 2017.

**RESOLVED:**

**The Quality Improvement Committee agreed the following:-**

- **Agreed the detail covered in the report supports LNCCG to:-**
  - ❖ **Deliver its statutory duty.**
  - ❖ **Demonstrating outcomes which show the effectiveness of the services commissioned, the safety of the services provided and the quality of the experience of the patient.**
- **Agreed to forward to Membership Council and Governing Body.**

107/16 **SERIOUS INCIDENTS STEIS QUARTER 2 REPORT**

MW presented the report which provides the Quarter 2 (Q2) update report of Serious Incidents (SIs) and a brief update on the work undertaken with LNCCG in the overview and performance management of SIs and patient harm as reported through the contract and on the Strategic Executive Incident System (StEIS). It was noted that the report only focuses on LNCCG residents. There is now a local SI review panel that meet on a regular monthly basis.

Never Events - there have been no never events reported in Q2 concerning LNCCG residents. UHMBT have reported one Never Event which was related to a CCCG resident.

**RESOLVED:**

**The Quality Improvement Committee received and noted the contents of the report.**

108/16 **MATERNITY ASSURANCE UPDATE**

MW presented the report for information purposes and stated that the report informs the Quality Improvement Committee of the current areas of focus and actions that have been taken and are planned as a result. MW highlighted the following areas:-

UHMBT reported two maternity incidents on the StEIS system, one a Neo-natal death (NND) and the other a Post-Partum Haemorrhage (PPH) relating to Cumbria residents accessing services at Furness General Hospital.

In October 2016 CCCG raised a concern with LNCCG stating that the incidents had not received the required assurance that previous incident learning had been applied following the Kirkup report.

Dr D Walker presented a summary report outlining actions from all investigation reports and progress against incident recommendations to the Assuring Quality Group (AQG). An urgent Director level meeting between the Trust and the CCGs took place on the 21 November 2016 to plan local action. The CCGs met to agree actions for KLOE. Any residual assurance issues will be presented and discussed at the AQG on 16 January 2017.

Feedback and results from this assurance process will be presented to the Quality Improvement Committee on the 7 February 2017.

**RESOLVED:**

**The Quality Improvement Committee received and noted the contents of the report.**

**109/16 KEY ISSUES REPORTED INTO OTHER CCG MEETINGS**

The following items are reported into other CCG meetings:-

- Quality briefing to the Executive Team.
- Quality Improvement and Assurance Report to the Membership Council.
- Quality Surveillance Group reports to NHS England.

**110/16 EQUALITY AND ENGAGEMENT UPDATE**

JT highlighted the following areas:-

Equality Inclusion Listening Group - training has now been received to enable the Equality Inclusion Listening Group to support the CCG's annual Equality and Inclusion annual assessment.

Accessible Information Standards - now working with Practice Managers to support them in applying accessible information standards.

Asylum Seekers Dispersal Programme - Lancaster City Council have now informed the CCG that approximately 150 asylum seekers will be placed in Lancaster. JT and Lancaster Practice Managers will meet to discuss arrangements for the asylum seekers and how to share them amongst the Lancaster Practices. It was noted that there are

significant language barriers with the asylum seekers. JT is scheduled to meet with SERCO (appointed by the Government) on Thursday 8 December to ensure a proactive approach to support the registration of the families and individuals across the system. It was noted that approximately four or five unaccompanied children will be placed within Lancaster.

From April the district will also begin to accommodate refugees. In 2017 the CCG will work with Lancashire County Council to ensure that the CCG have appropriate notification to ensure the best possible care is provided for any refugees placed within the district. There will be a financial budget with Syrian refugees due to translation issues.

MW stated that Cumbria CCG report at the moment that they would not be receiving any unaccompanied children.

Complaints - the complaint which was sent to the Ombudsman on Continuing Care was not upheld.

An independent review is being carried out on another complaint received regarding Continuing Care.

Two further complaints have been received.

MP Letters - these are on-going with the majority relating to Medicines Management issues.

Freedom of Information Requests - continue to be received by the CCG.

Patient Service Stories - to be resumed on the Quality Improvement Committee agenda.

111/16 **SAFEGUARDING DASHBOARD**

Received for information.

112/16 **QUALITY PREMIUM/QUALITY GATEWAY**

Received for information. MW stated that these are tracked through the Performance and Delivery Group.

113/16 **UHMBT CQUIN UPDATE 2016/17 QUARTER 2**

Received for information. UHMBT are unlikely to meet CQUIN in Quarter 3. Graham Atkinson is currently looking into this.

114/16 **ANTI-MICROBIAL RESISTANCE BAY WIDE COLLABORATIVE MINUTES 20 SEPTEMBER 2016**

Received for information.

115/16 **LANCASHIRE NORTH CCG BTH COMMUNITY SERVICES CONTRACT SERVICE PERFORMANCE, DEVELOPMENT AND QUALITY MINUTES 16 JUNE 2016 AND 4 AUGUST 2016**

Received for information.

116/16 **LANCASHIRE SAFEGUARDING ADULTS BOARD MINUTES 2 SEPTEMBER 2016**

Received for information.

117/16 **UHMBT ASSURING QUALITY MEETING MINUTES 19 SEPTEMBER 2016 AND 17 OCTOBER 2016**

Received for information.

118/16 **MATTERS TO BE DRAWN TO NEXT GOVERNING BODY MEETING**

The following items are to be drawn to the next Governing Body meeting:-

- Quality paper.
- Overview of Quality Transition.
- Assurance Framework and Risk Register.
- Good news story relating to the MIAA report.

119/16 **ANY OTHER BUSINESS**

There was no other business.

120/16 **DATE AND TIME OF NEXT MEETING**

Tuesday 7 February 2016 at 1.30 pm in the Main Lecture Theatre, Moor Lane Mills, Lancaster.