

UCLH Clinical Quality Review Group (CQRG) meeting report

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| Report title | UCLH CQRG meeting report | Report Date: 04 August 2017 |
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| Chair | Neeshma Shah |
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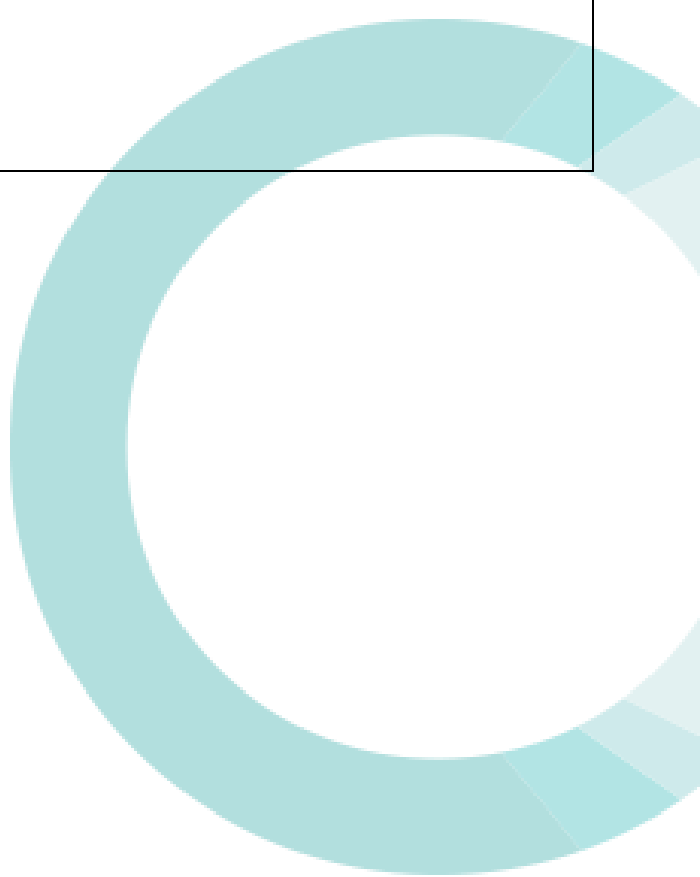
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| Report author | Leon Douglas and Deirdre Malone |
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| Report summary | This report presents a brief summary of the issues discussed at CQRG since the last Quality and Safety report to the Governing Body. |
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| Recommendation | The Committee is asked to note the report. |
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| Strategic objectives links | <p>Objective A: Commission the delivery of NHS Constitutional rights and pledges</p> <p>Objective B: Improve the quality and safety of commissioned services by identifying gaps and concerns in service provision, and seeking assurance on quality and safety improvements related to these.</p> <p>Objective C: Improve health outcomes, address inequalities and achieve parity of esteem By seeking evidence from providers and partners relating to better outcomes for patients.</p> |
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| CPPEG representative comments | Comments to be added after the CPPEG operational meeting. |
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Report of the key areas from UCLH CQRG meetings update since July Governing Body report

Are services safe?

Serious Incidents (SIs) and Never Events:

- Assurances were received at CQRG regarding changes to practice within anaesthesia, following an SI which occurred within the theatre suite last year.

Key message:

Mandatory simulation training has been implemented to support the implementation of the revised Management of the Difficult Airway guideline.

- The Trust have reported zero Never Events since March 2017.

Clinical Harm Reviews (CHR) for patients waiting in excess of 18 weeks for treatment

- The national standard for patients waiting 18 weeks for treatment is 92%, UCLH achieved 92.91% against this in June. At the end of June 2017, the number of patients waiting 18 weeks or longer for treatment was 2,955, with 56 patients waiting 40 weeks or longer. These patients have all received a CHR, to date none of these patients have suffered clinical harm, as a result of these waits.

Are services effective?

Cancer:

- The Trust continue to sustain compliance against both the two week and 31 day standard.
- UCLH failed to achieve the 62 day standard, a review of the Trusts harm review process is underway, based on practice across the sector. CQRG receive a quarterly report on cancer, this is due to be reported in September.

Are Services Responsive?

Patient Experience:

- The in-patient response rate to the Friends and Family Test (FFT) was 96.6% in May.
- The response rate within A&E has increased to 18.2 % in May, compared with 8.1 % in April. FFT data is now collected electronically in A&E, which may be reflective of the increase in responders.

Are Services Well-led?

Workforce:

Positive improvements in turnover of staff is being maintained across the Trust at 12%.

**Working with the people of Camden
to achieve the best health for all**