

MINUTES OF THE QUALITY AND PATIENT EXPERIENCE COMMITTEE MEETING

HELD ON TUESDAY, 3rd DECEMBER 2013 IN THE BOARD ROOM AT STAMFORD AND RUTLAND HOSPITAL

Present:

LM	Mrs L Moody	Chair, Director of Quality and Executive Nurse, South Lincs CCG
ML	Dr M Langdon	GP, St Mary's Medical Centre and Chair, South Lincs CCG
NW	Dr N Wilson	GP, The Deepings Practice
PC	Dr P Cregor	GP, Bourne Galletly Practice
CP	Dr C Pears	GP, The Hereward Practice
AS	Dr A Sykes	GP, Littlebury Medical Centre
WC	Mrs W Chew	Lay Member PPI, Chair of PPI Committee, South Lincs CCG
AM	Mr A Middleton	Lay Member Audit, Chair of Audit Committee, South Lincs CCG

In attendance

KD	Mrs K Duncombe	Equality and Diversity Manager, GEM
JW	Mrs J Wiseman	Research Manager, LCHS
JG	Mrs J Gunter	Consultant Nurse Safeguarding Children and Adults, South West Lincs CCG
MT	Mrs M Tilling	Deputy Head of Quality and Patient Safety, South Lincs CCG
LR	Mrs L Rogers	Complaints Manager, GEMCSU
JNK	Ms J N Kenyon	Personal Secretary, South Lincs CCG

No.	Agenda Item	Action by
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WELCOME AND INTRODUCTIONS

1. Welcome and introductions were made.

TO RECEIVE APOLOGIES FOR ABSENCE

2. Apologies were received from:
 - Mrs S Vamplew, Complaints Manager, GEMCSU – Liz Rogers represented.
 - Mrs S King, Engagement Manager, GEMCSU
 - Mrs R Scoley, Head of Communications, GEMCSU
 - Mrs J Christmas, Head of Clinical Risk and Compliance, West Lincs CCG

TO RECEIVE ANY DECLARATIONS OF PECUNIARY AND NON-PECUNIARY INTERESTS

3. None declared.

TO RECEIVE AND APPROVE THE MINUTES FROM THE PREVIOUS MEETING AND MATTERS ARISING

4. The minutes of the previous meeting, held on 1st October 2013, were approved as an accurate record.

ACTIONS LOG

5. The action log was discussed and updated accordingly, all actions completed will be removed from the action log, outstanding actions will be carried forward and circulated with the minutes of the meeting.

The following was noted: There was a discussion around face to face training and e-learning and LM confirmed that further information will be reported back in January 2014.

LM informed the Committee that a report had been circulated to GPs, which captured all of the professional feedback and LM asked for GPs to work with her to look at themes, NW agreed to undertake this piece of work with LM.

LM/NW

REPORTS

6. CQC Intelligent Monitoring Information

The CQC Intelligent Monitoring Report had been circulated with the papers and LM confirmed that the report looked at indicators for all of the Trusts and also looked at the risks and elevated risks. LM wished to bring the report to the attention of the Committee members. PC stated that the math within the report was incorrect, LM agreed to feed this back.

LM

7. QSG Public Record Statements

The Leicestershire and Lincolnshire Area Team (NHS England), Quality Surveillance Group Public Record Statements for Lincolnshire had been circulated with the papers; LM stated that the reports were a synopsis of the discussion that took place at each of the three previous Surveillance Groups to give a sense of the type of things that the Surveillance Group meet to discuss and that the QSG can instigate a rapid response review, following which the CQC may be alerted to any findings and special measures can be implemented.

8. Patient Safety and Risk Report

JC had forwarded apologies for absence and LM provided an update on the Quality and Safety Report Quarter 2, 1st July to 30th Sept 2013. LM stated that MT had worked on condensing the report and whilst it had improved, LM thought that the Risk Team could condense it further.

CP raised an query in respect of the Patient Advisory and Liaison Service (PALS), he was of the view that the patients of Hereward Practice knew how to complain but his understanding was that there were a lot of layers, i.e. CQS, GEM, PALS. LM confirmed that the complaints process was a national system and PALS could help to navigate through the system and to signpost. LM explained the difference between the PALS service offered in acute hospitals and the PALS service which had been commissioned by the commissioners.

LM added that the PALS leaflets and posters had been re-launched and redistributed to all Practices. There was a discussion around District Nurse services and LM confirmed that East Lincs CCG had picked this issue up and were dealing with it. ML stated that the Lincolnshire Sustainable Services Review (LSSR) would be the best way to look at this issue.

9. Nursing Homes: Quality Assurance Update and Report

Heather Blow was not present at the meeting and MT provided an update in her absence. The Assurance Quality and Commissioning AQP Care Homes, quarter 2, 2013/14, was circulated with the papers and MT explained which care homes the I care monitoring tool RAG ratings referred to, adding that care homes are required to attain 90% contractually but that the safeguarding team write recommendations for each care home where any element is scored as less than 100%.

JG stated that the i-care quality monitoring tool is only used in care homes where there are continuing care placements which are fully or jointly funded; these care homes are contracted under Any Qualified Provider (AQP). Care homes that do not have continuing health care funded residents (non AQP homes) are quality assured by the Local Authority (LA). ML queried whether feedback was received from the LA and MT confirmed that feedback was received and intelligence was shared with the CCG safeguarding team. MT also gave a brief progress update on the development of the SLCCG AQP Care Home Quality Surveillance which would incorporate a range of intelligence including CQC compliance status, I care results and safeguarding alerts. LM stated that South Lincs CCG were the first of the Lincolnshire CCGs to undertake the work on care homes and that it would give the CCG a good understanding of care homes in their region.

10. Safeguarding Report

JG highlighted the report which was circulated with the papers and informed the Committee of a serious case review in respect of parental responsibility for a child and the importance of establishing who has parental responsibility. JG stated that who presents a child for treatment should be documented and that consent to treat protects the Practice. PC confirmed that the protocol at Bourne Galletly had been changed and they now register who attended with the child for their appointment. PC agreed to circulate the protocol that Bourne Galletly use for any consultation with a minor.

PC

11. Equality Delivery Systems Update

KD informed the Committee that equality monitoring is the CCG's responsibility and asked whether a stronger stance should be taken with PSHFT to provide equality monitoring reports as they were the only provider who did not provide this. LM stated that this should be part of PSHFT's contract and the Committee agreed that this should be written into their contract.

KD confirmed that the Equality and Delivery System 2 (EDS2) had been delivered and asked if a small group could convene to look at it in Jan/Feb 2014.

LM agreed that MT, WC and herself would be happy to meet with KD to discuss further and KD agreed to schedule a date in respective diaries.

12. Research Activity and Governance

JW provided a presentation to the Committee and asked the Committee if there was anything that the Research Activity and Governance team was not providing. LM stated that, whilst it is noted that research is taking place, there is little feedback or knowledge of the results or how the research is being integrated into the system. JW advised that there is a monthly newsletter and they are trying to work with their Communications Team to send information out which is effective and which people want to read. LM added that this information could go on the SLCCG website.

PROVIDER QUALITY COMMISSIONING ISSUES

13. GEMCSU Complaints

LR introduced herself to the group and confirmed that the Greater East Midlands Commissioning Support Unit (GEMCSU) provided a complaints service on behalf of the CCGs and further outlined the commissioned services covered. Samantha Vamplew is the named contact for South Lincs and East Lincs CCG and Liz Rogers is the named contact for West Lincs and South West Lincs CCG. LR informed the Committee that patients were still unsure how to complain and to whom, accordingly, LR was undertaking a piece of work to develop a flowchart to be displayed in GP surgeries. LM highlighted that complaints in respect of primary care go to NHS England and LR further explained the complaints process in respect of GEMCSU. WC stated that she was very reassured to have this information and to know that patients are going to be told how to complain and would welcome a presentation in the future. There was a request for the report which was submitted as part of the papers to be more explicit and LR agreed to action this.

AM raised the issue of the problems with podiatry referrals and LM confirmed that podiatry was to be reviewed following the professional feedback report.

14. CQUIN 14/15 development

The CQUIN 2014-15 Long List for Discussion by CCG Council 6th November 2013 had been circulated with the papers and MT described the process between now and the end of March 2014. MT stated that if the Committee wished to add anything to the list, then to please let her know by the end of December. MT also asked if anyone would like to be involved in the discussions for the CCG, then to please let her know asap.

15. CQUIN and Quality Schedule performance update

To be discussed at the next QPEC meeting in February 2014.

16. Safety Thermometer and Friends and Family Test Report

The Safety Thermometer and Friends and Family Test had been circulated with the papers and LM updated the Committee further and discussed some of the issues contained in the report, with a particular reference to pressure ulcers, adding that the report helped the CCG to know which areas needed special focus. All providers in Lincolnshire take part in the Friends and Family test which allows benchmarking. LM confirmed that the Area Team had been concerned about the sample sizes in the Friends and Family Test and Peterborough had undertaken some extra work around a telephone call once the patient had left A&E, which had increased their score. ML stated that the Friends and Family test was would be incorporated in primary care from April 2014.

17. Feedback from Community Nursing Provision in South Lincolnshire meeting

Covered elsewhere in the meeting.

PATIENT EXPERIENCE

18 Listening Event

LM informed the Committee that following on from the Keogh Report, a Listening Event had been scheduled at Springfields Event Centre on 11th December 2013, which was a chance for patients to talk about the local health services and their experiences. All of the CCGs, together with providers, had been invited and everyone was welcome to attend.

19 National Cancer Survey Result and Summary

Mrs S King had forwarded her apologies for absence and MT provided an update in her absence.

20 Feedback from Patient and Public Involvement Committee/Patient Groups/Patient Stories

WC informed the Committee of the issues that were raised at the recent PPIC meeting which were hospital discharge procedures, performance improvement EMAS, DNA's, missed appointments at GP Practices, Parkinson's Nurse update and WC elaborated further on the issues. Regarding missed appointments at GP practices, a cost had been related to this which had been really powerful and some good suggestions as to how Practices handle DNA's had been received. Discussions had taken place at PPIC around the Parkinson's Nurse and the significant amount of time it had taken to put the Nurse in place and the protracted process involved.

MT informed the Committee that an advertisement for an Engagement Manager had been posted, which would be a six month fixed term contract, to support the work being undertaken by GEMCSU and to lead on behalf of the CCG and to undertake wider engagement.

21 EMPES Trust Reports and CQC Reports

There were no reports for the December QPEC meeting.

22 PALS publicity out to Practices update

This had been discussed elsewhere in the minutes.

ISSUES FOR ESCALATION TO CCG GOVERNING BODY

23 It was agreed that the following should be escalated to the Governing Body:

- Health Visitors
- Brief highlights and lowlights of provider performance, particularly the National Cancer Survey Result and Summary.
- CP also asked if the issue in respect of the fact that the community paediatrician had stopped seeing anyone with development problems between the ages of 6 – 16 years old could be addressed.

LM

MINUTES FROM OTHER FORUMS – TO NOTE

24 To receive the following Minutes relating to Provider Contract/Quality Review Meetings

- ULHT Quality Review Meeting
- LCHS Quality Review Meeting
- LPFT Quality Review Meeting
- PSHFT Quality Review Meeting

The Committee agreed:

- ❖ To note the contents of the minutes.

ANY OTHER BUSINESS

25 MT informed the Committee that PSHFT had held a 15 Step Challenge and had invited a vast array of people, which was very well attended. Every ward, with the exception of two, was visited and MT would bring the feedback to the QPEC meeting when it was available.

DATE OF NEXT MEETING

26 The next meeting will be held on Tuesday, 4th February 2014, at 1.30 p.m. in the Board Room at South Lincolnshire CCG, Stamford and Rutland Hospital, Ryhall Road, Stamford. PE9 1UA

The meeting closed at 4.35 p.m.

Please forward any apologies to jayne.kenyon@southlincolnshireccg.nhs.uk