

Name of Meeting:	Quality and Safety Committee
Date of Meeting:	19 June 2019
Prepared by:	Dr Maggie Helliwell, Chair of Quality & Safety Committee/Non-Executive Director

Highlights from the meeting

The Committee received the Annual Reports from:

- Retention of Human Tissues and Organs Group
- End of Life
- Complaints
- The Quality and Safety Committee.

The Committee commended the clarity of the Retention of Human Tissues and Organs Group report.

The Committee commended the Trust's Palliative Care Team for its overall national high regard and results. Notwithstanding these excellent results the members discussed possible improvements, particularly in training.

The Committee was pleased to see that the complaints team is focusing its efforts on access by and communication with patients and the public on the mechanisms of making complaints. They also discussed presenting some of the statistical information in ways that more fully reflect the demographic details of patients within the hospital.

The Committee discussed the Internal Audit Committee Effectiveness Review and was pleased that the Trust had obtained Significant Assurance in this area. The Committee considered the frequency of its meetings and for the present decided to keep them as monthly with the exception of August. This decision will be reviewed on completion of the Board Assurance Framework which will further delineate the Board's expectations of its tasks. The Committee considers that it is still evolving.

The Committee discussed the Serious Incident position statement .They requested that the reporting table be modified to include the source of the Serious Incident and whether it had derived from or led to a complaint.

The Patient Safety score card remained stable. The Committee was assured that the Trust was already examining the potential reasons underlying a 'spike' in complaints.

The Committee was pleased that a Quality Improvement Review was being carried out across WYAAT. The Assistant Director of Healthcare Governance attended the first meeting and the Trust is hosting the second meeting. At present this review is focusing on Never Events and Serious Incidents.

The Committee discussed the work plan and are considering a possible modification of the format to re-introduce more regular 'deep dives' into areas of concern highlighted by the quality and safety metrics and matching the Trust's quality priorities.

Assurances gained at the meeting

The Committee requested assurance that the Trust was carrying out a review of Maternity Incidents. They were assured that a meeting had been arranged and any concerns and learning would be escalated through appropriate channels .

The Significant Assurance from the Internal Audit Committee Effectiveness Review.

The assurance gained from the completion of the majority of the Internal Audit Review of actions from the Quality Audit requirements from 2016 to date. Only recent actions within the due dates are not yet completed.

Challenges from the meeting

The Committee received the CQC Update. They requested that in future this report could be crisper with increased clarity in respect of its wording. They also requested a report for the next meeting detailing the Trust's overall progress

The Committee required assurance that the Trust had communicated its current position to the general public in relation to the national Listeria public health outbreak.

The Committee requested clarification of the exact role of the Quality Review Group in the Committee reporting structure.

The Committee is pleased that a supportive but in depth review is being carried out into the investigatory processes and standards around complaints and Root Cause Analyses.

How do we ensure that our staff have the time and freedom to carry out essential quality training in all required areas?

As the Committee is delegated to carry out assurance to the Board in all areas of Quality and Safety how does it ensure that its agenda and work plan enable it to carry out this work with confidence?

New / Emerging risks

None noted this month.