

Francis Report - Update from Board Development session

1.0 Introduction

This paper provides a summary following the July Board Development session focused on the Francis Report and staff engagement. Members of the Joint Negotiating Committee were also present.

Purpose of the session;

- To update on progress in addressing the recommendations in HCT.
- To discuss the key themes applicable to HCT and identify any missing areas for further consideration.
- To discuss our approach to staff engagement.
- To review governance and assurance on the delivery of the key actions.

Outcomes from the session;

- Board engagement and input into the actions required to ensure we address the recommendations.
- Board agreement to the governance and assurance arrangements including future monitoring of the implementations of the recommendations agreed by the Board.

2.0 Glossary of Terms

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| AHP | Allied Health Professionals |
| CCG | Clinical Commissioning Group |
| CQC | Care Quality Commission |
| HCT | Hertfordshire Community NHS Trust |
| HVHC | High Value Healthcare |
| HR & OD | Human Resources and Organisational Development |
| TDA | Trust Development Authority |

3.0 Progress up to July 2013

- Director of Quality & Governance/Chief Nurse agreed as the Board lead.
- Discussions on findings in team meetings and professional networks across the trust, through Chief Executive and Chief Nurse 'all staff' emails and Staff

Noticeboard, in workshops designed to implement the 6C's national nursing strategy and in Board and committee meetings.

- Initial consideration of key issues by the Board which included a review of the previous assurance plan reported to the Board in September 2011.
- Board approved statement published on the HCT website.
- Full review of the 290 recommendations by the Director of HR & OD with the Director of Quality & Governance/Chief Nurse. This included identification of current evidence and assessment of areas for action or further embedding of approaches.

4.0 Assurance and governance arrangements

- Regular reporting to the Board, not less than once a year. Frequency to be agreed once review of the Board business cycle is completed during September 2013.
- Quarterly progress review by Director of Quality & Governance and Director of HR & OD.
- Continued internal assessment of the Quality Governance Framework including a further external assessment prior to the commencement of the TDA clinical quality review.
- Assurance reported to the CCGs as a requirement of the contract Quality Schedule.
- Board to approve HCT's 6C's Compassion in Practice strategy and monitoring of implementation.
- Appendix One sets out the delivery and assurance arrangements which illustrate delivery of the actions through the Trust's strategies.

5.0 Key themes for HCT

- Commence recruitment to values and behaviour. Build on work commenced where values and behaviours are assessed in appraisal and Individual Performance Reviews.
- Measuring cultural health - HCT to participate in national Cultural Barometer pilot.
- Focus on nursing and delivery of the 6C's which HCT will apply to all clinical staff including AHP, health care assistants and support workers.
- Caring for the Elderly – ensure senior clinicians in charge of patients, effective communication with patients and their carers. Ensure fundamentals are met – hygiene, medicines administration, food and drink, routine observations.
- Information – further implementation of the HVHC metrics across each service, increased usage of electronic records and shared data, patient access to healthcare records.

- Increased use of patient feedback and follow up of patients post discharge.
- Real time information on performance of each service against patient safety and minimum quality standards

6.0 Further questions and suggestions arising from Development Session

- How do we ensure standards are achieved and that continuous improvement and sharing of best practice builds upon existing acceptable standards?
- Which measures tell us we are at the place we want to be?
- Increased staff engagement so that everyone 'owns' quality and understands their contribution to High Value Healthcare.
- 'Become an Exemplar' – identify leading services and have tangible aspirations for services.
- Ensure CQC evidence and evidence of service 'turnaround' is used as additional evidence.
- Reinvigorate application of High Value Healthcare metrics, review trajectory and roll out across the Trust.
- Increase ability to define what good looks like through the patients eyes.
- Review of performance indicators, metrics and Early Warning Systems to ensure we have the right measures.
- Reinvigorate the Board visit programme.
- Ensure each service has an information leaflet for those entering the service to help increase self management and set expectations. Review bed based unit's patient information folders for corporate consistency.
- Building on work in bed based units, commence work to define staffing levels and skill mix across Integrated Community Teams, with other services to follow thereafter.
- Apply learning from goal setting approach, and other approaches within Therapy Services across a wide range of professions within the Trust.

7.0 Next steps

- The Board to formally approve governance and reporting arrangements at its September meeting.
- The Executive team to consider the outcomes from the session and incorporate any actions arising into the delivery plans of the Trust's strategy.

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