

Oversight and Assurance Group – November Update

Introduction

In November the Oversight and Assurance Group (OAG) of external stakeholders was briefed on the Norfolk and Norwich University Hospitals' (NNUH) progress towards delivery of the CQC recommendations as follows:

Quality Improvement Plan - Progress Summary

In November, of the Must do and Should do actions:

- 40% are Black – completed and archived
- 16% are Blue – completed and evidenced
- 17% Red – actions have been started not yet complete
- 7% Amber – actions are underway
- 20% Green – actions are completed and are currently being evidenced.

Quality Assurance Audits

We have revised the form and content of our Quality Assurance Audit (QAA) templates to ensure they comprehensively cover all nursing standards. Eighteen peer reviews are currently scheduled.

Evidence Group

To substantiate progress on the Improvement Plan actions, information is collated and checked by the Evidence Group. The Evidence Group met on 10 and 30 October and 7 and 13 November to review evidence and assess its suitability.

Communications

Recent communication updates for staff at the Trust include, all staff Q&A Connected events with the Chief Executive, a Trust Board summary and the Trust's first Quality Conference which included patient stories, workshops and a wide range of comprehensive posters each summarising quality improvement projects.

Presentations

'Deep dive' presentations were: Surgical Division and Children's Services.

Surgical Division included:

The deep dive presentation featured an update from the Surgical Division: this included improvements in mandatory training; innovation in role developments (e.g Physician Assistants, Operating Development Practitioners for airway management); Creating an environment beneficial to patients with dementia in pre-operative assessment, theatres and recovery; Accreditation presented by the Royal College of Anaesthetists (RCoA) after achieving 100% compliance with the ACSA standards; and improvements in sharing learning across the Division.

Children's Services included:

The deep dive presentation featured an update from Children's Services: this included improvements in staffing with a £1.2 million investment; introduction of 'Perfect Ward' to audit key standards in real time; improvements in mandatory training; and, introduction of the "Little Journey" App for children to demystify a potential hospital inpatient stay .

The next OAG meeting takes place on 8 January 2020.