

## Oversight and Assurance Group – September Update

### **Introduction**

In September 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 May, of the 82 Must do and Should do actions:

- 29% are Black – completed and archived
- 10% are Blue – completed and evidenced
- 13% Red – actions have been started not yet complete
- 15% Amber – actions are underway
- 33% Green – actions are completed and are currently being evidenced.

### **Evidence Group**

To substantiate progress on the Improvement Plan actions, information is collated and checked by the Evidence Group. The Evidence Group met on 1 August and 8 August to review evidence and assess its suitability.

### **Communications**

Recent communication updates for staff at the Trust include, news from the Chairman, a Trust Board summary and the Chief Executive's update covering quality, finance and capacity.

### **Presentations**

The deep dive presentation featured an update from the Critical Care Complex: this included improvements in staffing; introduction of innovative roles such as Operating Development Practitioners for airway management support across the hospital; improving the environment for children; comprehensive audits on infection prevention and control; and a new health and wellbeing group for staff.

The next OAG meeting takes place on 26 November 2019.