

## Oversight and Assurance Group – April Update

### Introduction

In April 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 April, of the 82 Must do and Should do actions:

- 40 (44%) are Blue – completed and evidenced
- 18 (24%) Red – actions have been started not yet complete
- 9 (12%) Amber – actions are underway
- 7 (9%) 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 28 March and 4 April to review evidence and assess its suitability.

### Communications

The focus of the March/April edition of 'Sharing the Learning' (the NNUH improvement newsletter) features case studies on sepsis, cleaning, maternity and leadership and culture.

### Presentations

The 'Deep dive' presentation featured: Leadership and Culture.

**The Leadership and Culture presentation included:** updates on the Organisational Developmental work at the Trust, for example, staff health and wellbeing through Schwartz Rounds, Mental Health First Aid and physio services; staff co-design of a new anti-bullying policy "Communicating with PRIDE"; values-based training for line managers "Leading with PRIDE", appointment of a full time Speak Up Guardian, staff recruited for a Trust-wide culture change project and continued focus on actions from the NHS Staff Survey.

The next OAG meeting takes place on 23 May 2019.