

## 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' progress towards delivery of the CQC recommendations as follows:

### Quality Improvement Plan - Progress Summary

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

- 5 (7%) are Blue – completed and evidenced
- 4 (6%) Red – actions have been started not yet complete
- 28 (42%) Amber – actions are underway
- 25 (37%) Green – actions are completed and are currently being evidenced.

A Performance Dashboard is in its last stages of development which has the ability to provide live updates for almost fifty discrete metrics, some of which relate to multiple recommendations.

### Safety Week and External Reviews

During the week commencing 10th December, the Trust will be holding a Quality Week where an external company, Enable East, will undertake an extensive peer review across the Trust and feedback to staff at the end of the week.

The Enable East Team will review the Emergency Department, Medicine, Surgery (including critical care), Maternity and also look at some cross cutting themes including, Governance structures, Safeguarding, equipment checks and medicines management (including medicines storage checks), uniform compliance and infection control.

In preparation for a CQC visit we have arranged a series of unannounced clinical reviews in November and December. There will be visits to wards and departments across the Trust, and off-site clinical areas. Feedback will be given to the clinical areas and Divisions on any following required actions. Several internal unannounced visits will take place in the weeks leading up to Safety Week. The first took place early November in Critical Care. The inspection was overwhelmingly positive, and feedback and learning/action points were shared with the ward team.

### Communications

At the beginning of November we launched a newsletter, 'Sharing The Learning', which informs staff about the quality improvement programme. A variety of communication channels are being employed, to ensure that we reach as many staff and service users as possible.

## Sharing the learning

Read about some of the latest initiatives to improve patient care in our new monthly [newsletter](#) - and share your own suggestions for improvements.



## **Presentations**

'Deep dive' presentations to the OAG updated on Urgent and Emergency Care and the Digital Strategy.

**Urgent and Emergency Care update included:** responding to challenges such as: leadership, safety and processes, departmental structure and capacity, workforce and managing patient flow and discharge effectively.

**The Digital Strategy update included:** the challenge of digital maturity, digitally enabling the workforce, regional integration and collaboration, providing timely data and analysis, creation of a digital innovation hub and appropriate digital infrastructure.

The next OAG meeting takes place on 20<sup>th</sup> December and the presentations will focus on Older People's Medicine and the wider Medicine Division.