

Oversight and Assurance Group – August Update

Introduction

The NNUH Executive team is now fully in place with three new appointments: Medical Director, Professor Erika Denton, (pictured with NNUH CEO Mark Davies), Chief Nurse Professor Nancy Fontaine (centre) and Chief Finance Officer, John Hennessey (right).



We have a consolidated Quality Improvement Programme (QIP) and associated action plan which includes the recommendations made by the CQC from the June report, and those from the King's Fund 'Organisational Diagnostic Review' report. We are committed to embedding a continuous quality improvement culture and capability at the Trust to enable the achievement of the QIP in full.

Governance

The governance architecture is now in place with a monthly Quality Programme Board, agreed Terms of Reference, named Executive, Delivery and Clinical Leads for all actions, dedicated support from the Improvement Team and a robust action tracker.

The Quality Programme Board will focus its agenda on monitoring the plan, removing blockers to success, injecting pace and momentum and managing risks to delivery. Regular feedback will be sought from staff and patients throughout the programme to help us assess the impact of the improvements, and to ensure that the voice of staff and patients is clearly heard.

Plans include:

- Improving governance and safety processes and sharing of learning across the organisation
- Improving risk management processes and training
- Ensuring appraisal and statutory mandatory training is achieved and remains at target level
- Improving culture including through Crucial Accountability and Leading with PRIDE training and support for individuals and teams to raise concerns early through appropriate channels.

Next Steps

Action owners and action plans are already in place for the four functional workstreams: Urgent and Emergency Care; Surgery; Diagnostic Imaging and Outpatients and also for the thematic workstreams: Governance and Assurance; Workforce and Organisational Development; Leadership and Culture and Operational Performance.

A QIP dashboard with SMART key performance indicators to demonstrate progress and delivery will soon be in place and the Quality Improvement Faculty which provides dedicated Improvement Manager support for each of the four main Executive Leads is up and running. An experienced

Programme Director will oversee the QIP. 'Deep dive' presentations to the OAG demonstrated significant progress in Mental Health Transformation and Winter Planning.

The Mental Health Transformation update included : ED environment, governance, knowledge, understanding and application of the Mental Capacity Act and Deprivation of Liberty Safeguards, partnership working and a staff mental health and wellbeing plan.

The Winter Planning update included: increasing capacity with a new modular ward and a discharge lounge, NNUH@Home – a virtual ward, longer opening hours in OPED, a dedicated Winter team and a focus on early discharge processes.

Deep dives for the next OAG meeting which is on 20th September are Leadership and Culture and Improving End of Life Care.