

## Oversight and Assurance Group – March Update

### Introduction

In March 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 February, of the 82 Must do and Should do actions:

- 33 (44%) are Blue – completed and evidenced
- 12 (16%) Red – actions have been started not yet complete
- 16 (21%) Amber – actions are underway
- 14 (19%) 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 27 February and 7 March 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

'Deep dive' presentations featured: the Emergency Department and Infection Prevention and Control.

**The Emergency Department presentation included:** updates on departmental leadership restructure, improvements in performance, mental health care and governance, improvements in pathways – including the new Rapid Assessment and Treatment unit and Infection Prevention and Control measures and training in the department.

**The Trust's Infection Prevention and Control (IP and C) team presentation included:** improvements in cleaning audits, theatre dress code compliance (up to 99% in March), details of the IP and C improvement action plan and how the team is fostering an evolving organisational safety culture where infection prevention and control is everyone's business.

The next OAG meeting takes place on 18 April 2019.