

Oversight and Assurance Group – May Update

Introduction

In May 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:

- 7% are Black – completed and archived
- 45% are Blue – completed and evidenced
- 23% Red – actions have been started not yet complete
- 13 2% Amber – actions are underway
- 11 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 25 April and 2 May to review evidence and assess its suitability.

Communications

The Schwartz round on 26 April focused on 'Team Awesome', which highlighted some key themes surrounding appreciation following the EPMA team talking about their work and recent upgrade. A panel of four staff members from the EPMA team spoke about their roles, the challenges they face as well as highlighting some amazing work that has been achieved in recent months.

Presentations

'Deep dive' presentations featured: Mental Health Transformation and Patient and Carer Engagement and Experience.

The Mental Health Transformation presentation included: the appointment of a mental health matron and two deputy mental health matrons, training for staff caring for patients who in addition to their acute hospital care needs also have a mental health need, improved partnership working within health and social care agencies and NNUH mental health plan in place.

The Carer Engagement and Experience presentation included: the development of a plan to transform patient engagement and experience where working in partnership with patients is the norm, where there is a strong patient voice and where services and pathways are co-designed with patients, staff and other stakeholders; NNUH has in place a lead for Patient Engagement and Experience and the Chair of the Patient Panel has been recruited with panel members being confirmed shortly.

The next OAG meeting takes place on 30 July 2019.