

Oversight and Assurance Group – February Update

Introduction

In February 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:

- 29 (39%) are Blue – completed and evidenced
- 9 (12%) Red – actions have been started not yet complete
- 12 (16%) Amber – actions are underway
- 25 (33%) Green – actions are completed and are currently being evidenced.

Consolidation of Emergency Care Plans

The Trust introduced an Urgent and Emergency Care Board on 1st February. This group's remit is to provide oversight on the delivery of all action plans relating to urgent and emergency care. Existing plans will be consolidated into a single overarching plan, containing all of the recommendations from our regulators as well as those generated internally by the Trust.

External inspections

During January and February the Trust received on-site visits from the CQC, NHS Improvement and the Emergency Care Intensive Support Team; NNUH remains in the active phase of CQC inspections.

Communications

The focus of the January/February edition of 'Sharing the Learning' (the NNUH improvement newsletter) was on case studies from Older Person's Medicine, Action Against Pressure Ulcers and Learning from Incident Reporting.

Presentations

'Deep dive' presentations were: Maternity and Safeguarding, the Mental Capacity Act, Deprivation of Liberty Safeguarding and Learning Disabilities.

Maternity included: that NNUH has several specialist services – level 3 Neonatal Unit with paediatric surgery, specialist Foetal Medicine Unit, Tertiary Referral Unit for high risk pregnancies, specialist services to support care of the high risk mother, Tongue Tie referral service and Level 3 UNICEF Baby Friendly Unit. The presentation covered NNUH's participation in the National Maternity Transformation Programme and key achievements in the last 18 months in antenatal care, improving safety, postnatal care and bereavement care. Future plans include developing a midwifery discharge lounge, appointing a consultant midwife and IT development of a patient portal.

Safeguarding, the Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLS) and Learning Disabilities included: improvements in Safeguarding, MCA and DoLS training levels, and improvements in pathways for patients with Learning Disabilities.

The next OAG meeting takes place on 21 March.