

Oversight and Assurance Group – January Update

Introduction

In January 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:

- 20 (29%) are Blue – completed and evidenced
- 10 (15%) Red – actions have been started not yet complete
- 13 (19%) Amber – actions are underway
- 25 (37%) Green – actions are completed and are currently being evidenced.

Enable East Review

- During the week commencing 10th December the Trust held a Quality Week where an external company, Enable East, undertook the peer review across the Trust.
- Over four days and evenings their team visited wards and departments across both hospital sites, attended key governance meetings, and talked with a cross section of staff.
- Their report findings are being shared with all staff.

Communications

- The latest edition of the all staff improvement newsletter 'Sharing the Learning' focused on the feedback from Enable East, Schwartz Rounds and Safety Matters.
- Ward information boards and 'This Is Us' folders are in the final stages of preparation.
- The strategy and action plan is being communicated widely through meetings and briefings across all staff groups.

Presentations

'Deep dive' presentations were: Appraisals and Mandatory Training and Demand and Capacity.

Appraisals and Mandatory Training update included: that appraisal numbers had increased from 77% to 87% between 2015 and 2018, refresher training available for managers which covers the role of our PRIDE values in appraisals, mandatory training levels have improved from 81.7% to 86.4%, with most training subjects seeing an increase in compliance, training App available and shared with staff, and additional bespoke sessions and face to face support provided.

Demand and Capacity update included: recent trends in demand show a significant increase since 2011/12 across: ambulances to A&E (+49%), A&E Attendances (+43%), Emergency Admissions (+19%), Day Case Procedures (+29%), Inpatient procedures (+28%) Two Week Cancer Referrals (+76%). Births have decreased by 9%. Capacity at NNUH increased in December 2018 for our Gastroenterology and Research Departments at the new Quadram Institute building and patient discharge suite (Aylsham Suite); in December 2019 the Interventional Radiology Unit opens and Cromer Hospital expansion goes live in Summer 2020. Further capacity plans are underway through optimising NNUH's site, digital investment and expansion of seven day services, plus system-wide reform in Norfolk.

The next OAG meeting takes place on 21st February and the presentations will focus on Maternity, Safeguarding, Mental Capacity Act and Deprivation of Liberty.