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|  | **QUALITY AND SAFETY COMMITTEE**  **SUMMARY REPORT**  **19 July 2022** |  |
| **Committee Governance** | * Quorate – Yes * Attendance (membership) – 100% * Action completion status (due items) – 100% * Agenda completed – Yes | |
| **Current activity** | **Infection control & vaccination update**: Discussion focused on the rationale for reintroduction of COVID-19 measures on 7 July 2022 after relaxation on 4 July 2022. The management of three monkey pox infections was also discussed.  **Patient Administration and Communication**: The committee received a briefing about ongoing work to understand the key gaps and areas for improvement in the way the trust communicates with patients.  **North Divisional update**: The committee received an annual update from the North Division. This reviewed challenges, successes, and the division’s ongoing improvement plan. The plan for a new site at Stratford was also discussed.  **Bedford Glaucoma follow-up**: The committee received a presentation about improvement work to address the glaucoma backlog at Bedford. It was identified that improvement was still required and there was a need to reassess the risks to patients. The item will be discussed again at the next QSC.  **Fire Safety**: The committee received a report about the fire safety programme and the actions being taken to improve compliance with fire warden training.  **Serious Incidents update:** The committee received a presentation about a serious incident investigation relating to a patient death at Northwick Park. The presentation outlined the investigation findings and learning. Actions from the investigation will be implemented across the trust. The committee also received the serious incident and duty of candour update.  **Quality and Safety update (including Q1 Q&S reports)**: The committee received the bi-monthly updates. Also received were the following 2022-23 Q1 reports: quality and safety update, quality and safety (UAE), and complaints. The following were also shared:   * CQC self-assessment plans. * Review of the process for the management of PALS enquires. * Update on the harm review for the biometry SI (all patients have been seen or reviewed; one lens exchange has been performed and two patients dissatisfied with the outcome and have raised complaints or PAL concerns). SI report will be available for the next meeting. * New patient safety strategy will be launched nationwide soon.   **Annual Reports**: The committee received the Clinical Governance, Safeguarding (Adults & Children/YP) and Risk & Safety Committee annual report for the year 2021-22.  **Summary reports from committees**: These were received with the escalations noted from:   * Risk and Safety Committee (15 June 2022) * Clinical Governance Committee (20 June 2022) * Information Governance Committee (31 May 2022) | |
| **Key concerns** | * Concerns were raised about the management of companions accompanying patients when the trust moves to relax restrictions and introduces a risk assessment model for the management of COVID. This will be monitored to ensure patients receive adequate support whist avoiding previous overcrowding situations. * The complexity of addressing and improving communication with patients remains challenging and will take time for improvements to have an impact. Initial steps will be on reviewing what is currently in place to inform what needs to be improved and changes will be made accordingly. This forms part of the Excellence programme. * Surgical provision was highlighted as challenging in the Northeast, following the loss of access at Mile End theatres in 2020. A bid has been submitted for the development of a Northeast hub in Stratford which will include theatres. * The administrative impact of supporting CITO processes in the North was raised. Reports from the booking office are being used to identify patients as a failsafe and the trust is seeking to move to ERS, but the system still requires significant support from administrative staff. * Progress in addressing the glaucoma backlog has been made, but the committee had concerns regarding the risk of harm to patients who are waiting a long time and the scale of the task. It was agreed that these patients will require reassessment and this item will be revisited at September’s QSC. * Fire warden training remains below target. The committee recognised that actions were being taken to address this and improvement should be reflected in future reports. * Concern was raised regarding the ability of staff to recognise a deteriorating and/or unwell patient and there is a need to address this across the whole organisation. The roll-out of basic life support training for all staff and simulation sessions are planned for all sites, which will contribute to addressing this. A business case has been developed to provide additional resource for the resus team to implement and support the delivery of actions from the SI investigation. | |
| **Escalations** | * Bedford Glaucoma review. This will be brought back for discussion at the September meeting. * Improvement is required regarding how the trust communicates with patients. Regular updates will be brought to QSC. * Staff recognition of unwell or deteriorating patients and associated escalation process needs focus. Basic life support training for all staff will help address this. | |
| **Date of next meeting** | 20 September 2022 | |