

South East London CCG Quality Update: Bromley Update

November 2021

Version: 1.0

Quality in SEL overview

The SEL CCG Quality team has three divisions:

1. Acute Services
2. Mental Health Services
3. Primary Care and Community services

Borough Alignment:

Bexley, Bromley & Greenwich – Susie Barker (Director of Quality Safeguarding & IPC)

Lambeth, Lewisham & Southwark – Sonia Colwill (Director of Quality)

Bexley & Greenwich – Harpinder Priest (Senior Quality Manager for Primary Care & Community)

Southwark & Lambeth – Sulaimon Quadri (Senior Quality Manager for Mental Health)

Lewisham & Bromley – Charlotte Cooper (Senior Quality Manger for Acute)

Alignment leads can provide high level activity information on Quality Alerts, Serious Incidents; Assurance Process relating to other divisions; key highlights of current, emerging or exceptional issues/themes; escalate concerns raised by boroughs.

Quality Update – November 2021

Primary Care Quality

- A draft dashboard for primary care is in development by the CCG
- Practice packs have been developed with primary care reporting information already available to the analytical team such as acute data and referrals, QOF and prescribing as well as age and gender profiles of population. The information has been converted to activity per 100,000 people to enable comparison and can be viewed at south east London, borough and PCN and practice level.
- The results of the GP survey have been reported at SEL level. Local primary care teams have access to the data at Borough level
 - Overall experience rated as good by 81%
 - Access by telephone was rated as difficult by a third of respondents
 - 29% of respondents found using websites difficult
 - 14% reported a poor experience booking appointments
 - The GP Patient Survey data did not correlate well with CQC ratings illustrating the need to look at quality from a variety of perspectives.
 - Place based Directors have noted that local boroughs are producing local improvement action plans.

Access to services – ethnic minority communities

- A local Healthwatch has produced a report and video of the Nepalese experience in Greenwich, which has useful learning for supporting minority communities in all Boroughs. Key points included:
 - Beware of digital exclusion
 - Promote language services available in practices and a role for practices to champion services for some local communities
 - Do not assume messages are being heard within all communities
 - Recognise and meet support needs of GP Receptionists
 - This work is best taken forward at Place

Quality Update – November 2021

Oxleas NHS Foundation Trust

- The Trust is moving to service lines, changes include disestablishment of the three borough service directorates. These will be replaced by three service line based directorates across Bromley, Bexley and Greenwich which cover: Adult Community Physical Health, Adult Community Mental Health, Adult Acute & Crisis Mental Health. The Adult Learning Disabilities Directorate will share a Service Director with Adult Community Mental Health. By the end of the change process they will have 6 service line directorates in total.
- The Trust has also announced that current Chief Executive Matthew Trainer has left Oxleas to take up a new role as Chief Executive for Queen's and King George Hospitals at Barking, Havering and Redbridge University Hospitals NHS Trust. Deputy Chief Executive, Dr Ify Okocha, has become the interim Chief Executive.

CQC Updates

- ED at St Thomas' Hospital- (June 2021)
- An unannounced focussed inspection of St Thomas Emergency Department was carried out on 21 - 28 June 2021. The report was published 3 September 2021. The service was not rated during this inspection and the previous rating of outstanding remains.
- A range of good practice was highlighted by the CQC and there were no 'Must Dos' identified as part of this inspection.
- ED at PRUH-(June 2021)
- A focused inspection of PRUH Emergency Department was carried out on 7 June 2021, to follow up on concerns and enforcement action taken at the previous inspection in November 2019. The report was published 11 August 2021. The inspection noted improvements in mandatory training, cleanliness, infection control and hygiene, environment and equipment, assessing and responding to patient risk etc.
- PRUH ED CQC rating improved from 'inadequate' to 'requires improvement'.

Quality Update – November 2021

CQC Updates

- ED at Denmark Hill- (July 2021)
- A focused inspection of DH Emergency Department was carried out on 26 July 2021, to follow up on concerns and enforcement action taken at the previous inspection in November 2019. The report was published 30 September 2021. The inspection noted improvements in mandatory training, safeguarding, staffing (nursing and medical), commitment to providing safe, dignified care to patients, leadership, culture, management of risk, issues and performance, etc.
- The service was not rated during inspection and the previous rating of 'requires improvement' remains

Quality Assurance of Providers

- The CCG's Internal Auditors published the report of their audit into the Quality Assurance of Providers on 3rd August 2021.
- The outcome of the audit was “Substantial Assurance.”
- Internal Audit Opinion:
 - *“Taking account of the issues identified, the Board can take substantial assurance that the controls upon which the organisation relies to manage the identified risk(s) are suitably designed, consistently applied and operating effectively.”*

Quality Alerts

- Below are some of the themes currently being monitored via the Quality Alert system:
- 2 Week wait – quality of referrals and attachment of required forms. Actions include, hints and tips information circulated via GP bulletin; link with GP IT facilitators across boroughs; bespoke training sessions available for practices if more support required on the process; regular discussion with Hospitals to ensure that alerts are submitted according to agreed timeframe for practices
- Quality of information on discharge summaries for patients at Darent Valley Hospital has been reported by some alerts. This includes limited information around medication and onward referrals. The monitoring of this issue is ongoing and is shared with commissioners.
- Alerts have highlighted that delays are being experienced by Dermatology patients at Queen Elizabeth Hospital. The Trust are aware of the issues being reported and have shared a number of mitigating actions which include: daily reports of outstanding referrals with routine slots being made available to support capacity; weekly reporting; ongoing work with community partners to review dermatology service provision across LGT and community.