

ENCLOSURE: 9

AGENDA ITEM: 11

Bromley Borough Based Board

DATE: 18 January 2022

Title	Quality Update: Bromley	
This paper is for information/decision/discussion		
Executive Summary	<ul style="list-style-type: none"> The paper presents a Quality Update with points of interest for Bromley commissioners 	
Recommended action for the Committee	<ol style="list-style-type: none"> To note the national guidance on governance for quality in the ICS and that this is being developed for the ICB To note the emerging work on the patient safety strategy and ask for support from boroughs/place with this 	
Potential Conflicts of Interest	Some members of the Board may be employees of referenced organisations in the report.	
Impacts of this proposal	Key risks & mitigations	Quality Assurance Risks – Quality Assurance Framework
	Equality impact	<i>None</i>
	Financial impact	<i>None</i>
Which corporate objective does this item link with? (please mark the relevant line with an x in the right hand box)	1: To ensure we commission services which meet the health and wellbeing needs of the population and reduce health inequalities	X
	2: To work in partnership to maintain and improve the quality of our commissioned services, and ensure all safeguarding protections are in place	X
	3: To enhance collaborative working with other health and care organisations to develop and deliver an effective ICS – able to deliver national, ICS and local objectives - with our population at the centre	X
	4: Strengthen our partnership working and develop a culture which embraces lessons learned and surfaces and embeds best practice	X
	5: To secure the active participation and visibility of patients and local people, including from diverse and seldom heard groups, in the planning and design of local services	X
	6: To ensure that clinical leadership is embedded in our ways of working and our change programmes including the involvement of member practices and system partners	X
	7: Develop an organisation and workforce capable of delivering the CCG's objectives and ensure members of the organisation feel valued and enjoy coming to work.	

	8: Ensure that the CCG meets its commitments with regards financial and performance improvement, maintains effective governance within the organisation and across partnerships, and optimises progress against the delivery of NHS constitutional standards		X
Wider support for this proposal	Public Engagement	None	
	Other Committee Discussion/Internal Engagement	<i>Some of the issues included have previously been reported to the CCG Quality and Safety Subcommittee</i>	
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Executive sponsor:	Kate Moriarty-Baker		

South East London CCG Quality Update

January 2022

Version: 0.3

Quality Governance in the ICB / ICS

The **National Quality Board** has published guidance for evolving quality governance arrangements and a summary is included here.

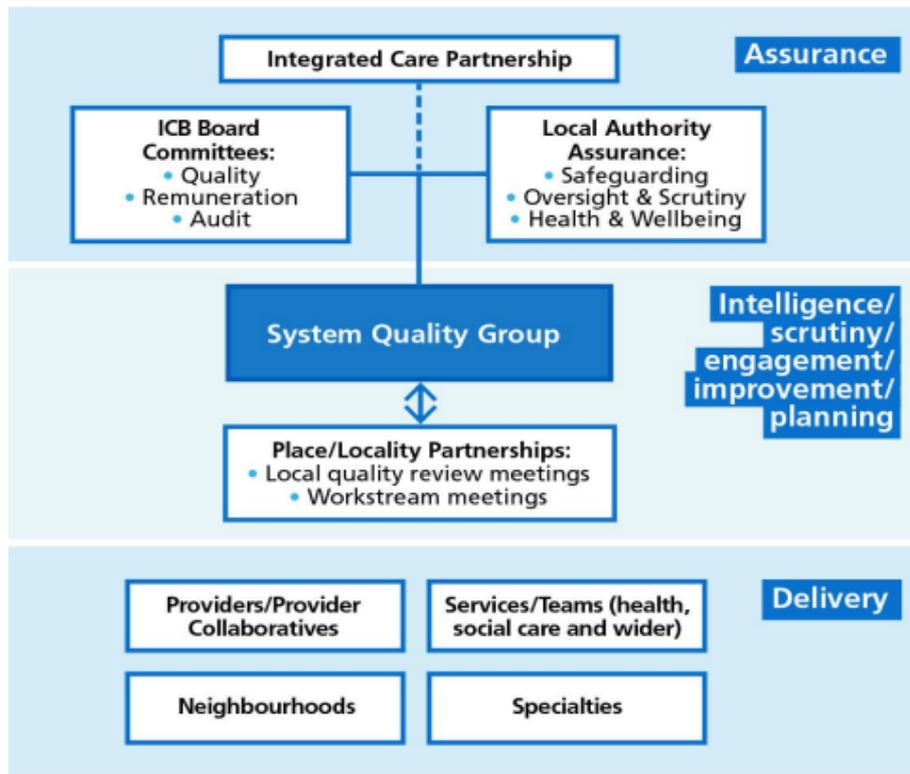
April 2021

1. [Position Statement for ICSs](#)
2. [Shared Commitment to Quality](#)
3. [System case studies](#)

December 2021

4. NQB National Guidance on System Quality Groups
(This report is available on the NHS Futures Platform and includes Terms of Reference for Place based quality groups.)

System Quality Group (SQGs): Governance

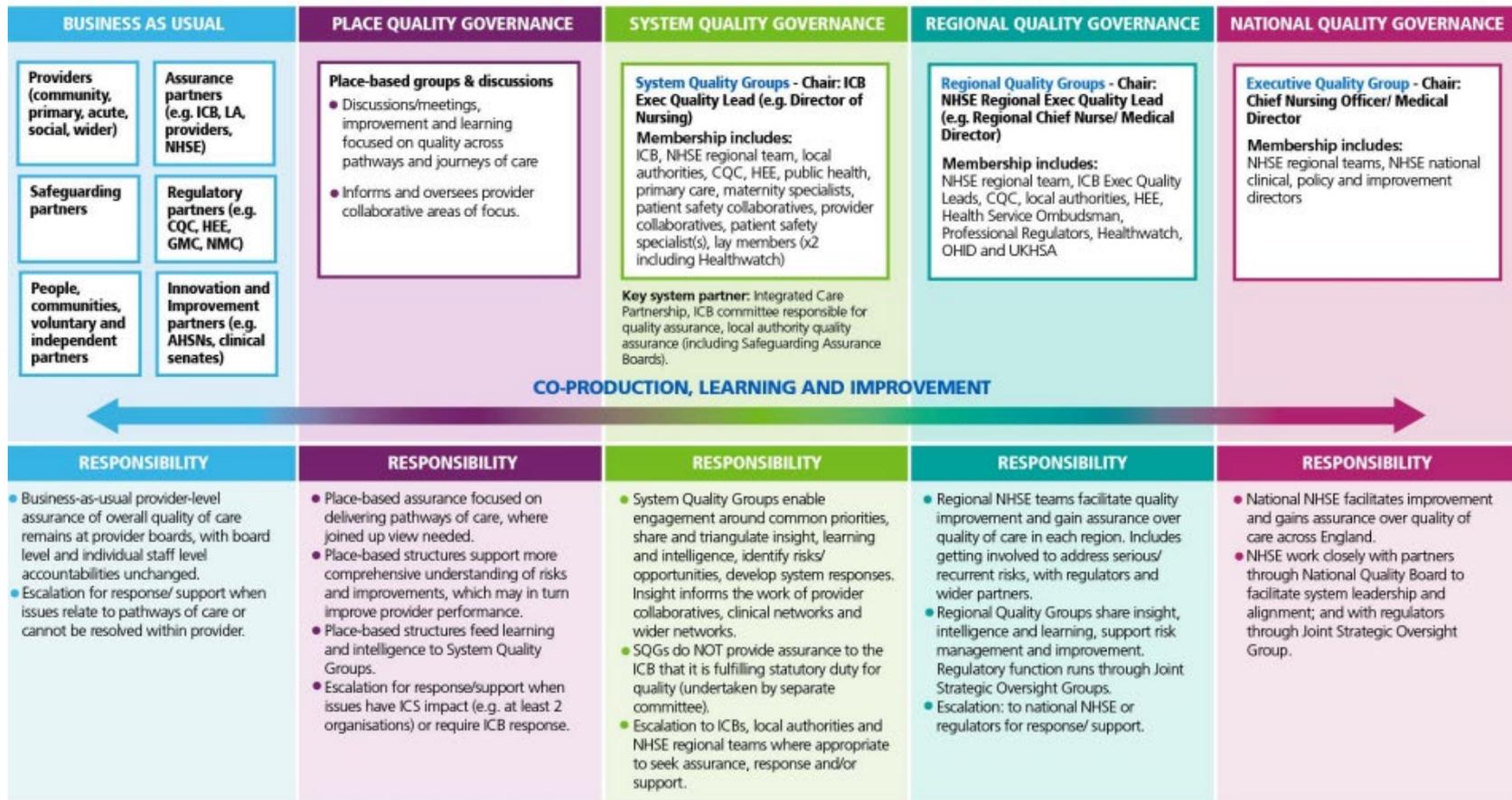


In each ICS, there must be:

1. A **System Quality Group (SQG)**, which reports to the ICB, local authority and Regional NHSE teams. Chaired by the ICB Executive Lead for Quality
2. A designated **ICB Executive Lead for Quality** (e.g. Medical Director, Director of Nursing), responsible for ensuring that the ICB delivers its statutory responsibilities for quality.
3. **Effective governance and systems to manage quality concerns/ risk**, which are aligned, streamlined and widely recognised
4. An **ICB committee covering quality assurance**, which is separate to the System Quality Group.

Quality Governance in the ICB / ICS

System Quality Group (SQGs): Wider Governance Landscape



The national guidance on quality in the ICS issued in December 2021 outlines how quality could operate at place:

There should be a forum at Place at which place-based partners from across health, social care, public health and wider can;

- Routinely share insight and intelligence into local quality matters,
- Identify opportunities for improvement and concerns/risks to quality
- Develop place based response to support ongoing quality improvement for the local population

The forum will provide timely insight into quality concerns or issues which need to be addressed, responded to and, if appropriate, escalated to the ICS System Quality Group.

Patient Safety Strategy and Patient Safety Specialists

Members will be aware that NHSE/I published a **National Patient Safety Strategy** in July 2019 and although this has largely been delayed by Covid, some progress has been made.

The CCG's Quality and Safety Sub Committee received a progress report in December 2021 and a copy of the full report is available by request.

- Key quality improvement programmes just underway include managing deterioration, maternity and neonatal, adoption and spread, medicines safety and mental health.
- The CCG has two Patient Safety Specialists; Miren Querejeta-Lopez (Quality Manager) and Graham Hewett (Associate Director of Quality)
- A network led by the CCG has been established across the ICS for all Patient Safety Specialists with a view to joint working where appropriate and the sharing of best practice. At the first meeting of the network there was a discussion about taking a joint approach to recruiting and supporting lay Patient Safety Partners.
- Training from the national patient syllabus is essential for all provider staff and strongly recommended for other ICS staff. The training is available here: <https://portal.e-lfh.org.uk/>

Work will begin in the New Year to develop and implement a more detailed South East London CCG / ICB Patient Safety Specialist Work Plan with place based colleagues

Quality Update – December 2021

- IT issues continue to be reported via Quality Alerts and Serious Incidents. Work is being undertaken to review Serious Incidents at a regional level to understand the impact on patients across London. Some of the issues of concern include delays in communication between hospital services and primary care. Issues have been addressed and resolved as they emerged, and the CCG is now working across the system to develop a more strategic response to prevent reoccurrence.
- Providers have reported the measures they are taking in response to staffing pressure across the system due to the increase in sickness rates related to Covid-19. These have included redeploying staff to priority areas.
- Teething problems have been reported following the launch of the new pathology services and work has been undertaken to resolve the issues as they arise.
- A local GP quality alert about Minor Surgery services for the removal of skin lesions resulted in system improvements that have resulted in GPs and patients receiving more timely results and advice on the next steps for patients.