



TRUST BOARD

Title: KEY ISSUES AND ESCALATION POINTS
Name of Committee: Quality Improvement and Safety COMMITTEE
Committee Chair: Anne McConville
Meeting Date: 27th February 2019

Summary of key messages:

- The committee received the Quality report with updates about Serious Incidents (2 relating to safeguarding children and 1 Never Event). All were being investigated appropriately. The IG update highlighted progress with the submission for the data Security & Protection Toolkit and training compliance at that point was at 95%.
- The Learning From Deaths update was received and it was noted that since the initial policy was approved in September 2017, a number of improvements to the mechanism to review unavoidable deaths have been identified and therefore the policy will be reviewed to reflect actual practice.
- The Complaints Policy has been substantially reviewed to strengthen our approach to local resolution alongside management of formal complaints. The Policy now has clear flow charts for staff to follow.
- A short summary of patient experience feedback was received which will bring reporting for this element into line with the revised cycle of business from April.
- The new quarterly cycle of business was approved and the terms of reference agreed.
- The annual effectiveness review was discussed.

Escalation Points:

- One risk relating to safeguarding children 2834 (resource challenges within the Cambridgeshire team) remains rated at 16 but mitigation is currently effective, supervision rates for staff have improved and it is anticipated that the rating will be reduced following recruitment to Named professional post in March.
- *NB one risk relating to safeguarding resource across the Trust (2456) was escalated to the committee as it had been considered by the strategic Safeguarding Group to be increased to 16 from 9. This has subsequently been revised to 12 and therefore not escalated to the Board.*

Emerging Risks/Issues:

None

Examples of Outstanding Practice or Innovation:

- Performance in handling complaints has continued at 100% within the target timeframe of 25 days since May 2018. There have been no complaints referred to the Ombudsman and the number of concerns resolved by local resolution has increased.

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Date:	5 th March 2019