

Quality & Safety Improvement Programme

Sep-16

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 Delivery Lead - Lois Howell
 Clinical Lead - TBC
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Programme Risk
 Level

Brighton and Sussex 
 University Hospitals
 NHS Trust

Programme Summary	
Objectives	<ul style="list-style-type: none"> • Consistent oversight and monitoring of quality safety across all Trust services. • Development and improvement in the quality and safety of all Trust services. • Prompt remediation of deterioration in quality. • Timely resolution of potential and actual issues to patients, staff and visitor safety.
Benefits	<p>There will be measurable benefits in:</p> <ul style="list-style-type: none"> • Patient safety, i.e. reduced number of incidents involving harm. • Patient experience, i.e. reduced number of complaints. • Clinical Effectiveness, i.e. improved outcomes for patients.

Progress and Next Steps	
Last Month	<ul style="list-style-type: none"> • Significant work completed on breaking down the requirements (Must and Should) and 'Just Do Its' within the report and populating the seven identified themes. The seven themes are: Experience, Environment, Fire, Governance, Medicine Management, Patient Safety and Safer Staffer. • The team started work in September 2016 on populating the project packs for all seven themes. The project pack for each theme includes a plan, list of milestones, issues and risks and QIAs. • Completed the preparation for the CQC Visit on 19 September 2016. This involved demonstrating to the CQC how we had structured the programme, how we would be reporting and demonstrating how we had captured all the requirements within the seven themes. The CQC visit that took place on 19 September 2016 went well and the frequency and format of the reporting was agreed. • The weekly CQC Steering Group meeting has transitioned into the Quality and Safety Improvement Programme Board (QSIPB). These meetings will take place once a month and the first meeting will be held on 4 October 2016. Moving to monthly meetings will enable the teams working on this programme to get on and focus on delivery. • Actions from the Section 29A Warning Notice have been transferred across into the seven themes. • Work has progressed on capturing the relevant KPIs for each theme within the programme utilising the standard Trust KPIs where possible and identifying the gaps.
Next Month	<ul style="list-style-type: none"> • Further to the feedback from the first meeting of the QSIPB, we have created the role of Board Lead and Board Challenger for each project. The role of the Lead is to give assurance to the QSIPB on the status of the project and the role of the Challenger is to assure themselves that the evidence gathered by the PMO is robust and stands up to scrutiny. The first meeting with the Lead and Challenger for each theme will be arranged and take place before 21 October 2016. • The PMO will be focusing on completing the project packs for the seven themes focusing on milestones, KPIs, issues and risks and actions. The packs need to be completed by 21 November 2016. • We need to complete Equality Impact Assessments and Quality Impact Assessments for all seven themes and we will be discussing this in more detail this month. • Work will progress on refining the highlight report that we use for the seven themes. • Work will commence on addressing how we create and store evidence.

Issues and Risks						
		Description	Mitigation	Date to review	Owner	RAG Rating
Issues	1	Project packs for the seven themes have not yet been fully completed due to the scale of the task and resources within the PMO.	We have agreed a plan to ensure that all the project packs are completed by 21 November 2016.	01-Nov	CS	
	2	Ability to be able to meet the Board Lead and Board Challenger in time for the next QSIPB.	We will try to book as many meetings as we can before 21 October 2016. To avoid this difficulty moving forwards, we will be booking meetings in advance from November 2016 - March 2017.	21-Oct	CS	
Risks	1	Scale of the programme and resources across the Trust to deliver the programme.	Once we have developed all seven project packs for the seven themes we will be in a better position to understand and address any gaps.	30-Nov	CS	
	2	We haven't yet created the Communications and Stakeholder Engagement Strategy	The priority is to create the project packs for the seven themes before we can create a Communications and Stakeholder Engagement Strategy. In the meantime, we will be setting up a PMO inbox to enable one point of contact for the Trust to raise queries or send information/evidence	01-Nov	CS	

Matters for Escalation
N/A