

NHS Ayrshire & Arran



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| Meeting: | Ayrshire and Arran NHS Board |
| Meeting date: | Monday 3 February 2020 |
| Title: | Healthcare Governance Committee meeting on 6 January 2020 - report to NHS Board |
| Responsible Director: | Prof Hazel Borland, Nurse Director |
| Report Author: | Prof Hazel Borland, Nurse Director |

1. Purpose

This is presented to the Board for: Discussion.

This paper relates to: Local policy to ensure good governance practice in reporting from NHS Board governance committees

This aligns to the NHS Scotland quality ambitions of Safe, Effective and Person Centred. Good governance practice supports the effective delivery of services across the organisation.

2. Report summary

2.1 Situation

This report provides information to Board Members on key issues discussed within the Healthcare Governance Committee remit, in order to provide assurance to the Board that those matters have been identified and are being addressed, where required.

2.2 Background

The Board Model Standing Orders advise that Board meeting papers will include the minutes of committee meetings which the relevant committee has approved. To ensure that there is no delay in reporting from committees this paper provides a timely update on key issues from committees.

2.3 Assessment

Key issues discussed and scrutinised by the Healthcare Governance Committee are provided below. Identification of any relevant organisational risks, stakeholder considerations and other impacts were included in papers to the Committee when it met. A number of these items are also routinely reported to the NHS Board.

- **Patient Experience: Complaint Handling Improvement Project**

Committee received details of the changes made to the complaints process, the resulting evidence of improvement, plans to spread this approach to both sites and how learning from complaints will be progressed. This paper is also at Board today for discussion.

The Complaint Handling Improvement project at University Hospital Crosshouse has demonstrated early evidence of improvement in all aspects of complaint handling, including increased positive feedback on complainant experience. There are plans for new governance arrangements relating to sustainable improvement and learning resulting from complaints and SPSO recommendations.

Healthcare Governance Committee members endorsed the project, recognised the rapid and significant progress made at University Hospital Crosshouse, and supported plans to spread the test of change to University Hospital Ayr.

- **Being Open final report**

Board colleagues will recall that further to the Healthcare Improvement Scotland (HIS) review of Adverse Events in Ayrshire Maternity Unit in 2018; Scottish Government agreed to fund a test for NHS Ayrshire & Arran to implement the NHS Lothian model for Being Open within Maternity Services. It was also agreed that Board would test the draft national Maternity Services Adverse Event Framework (MAEF) during this time.

The Committee received the final report on this work and noted the following key messages:

- Feedback from parents was important to shape priorities for the work.
- The draft MAEF provided welcome clarity with regard to maternity services adverse events and mapped well to local processes.
- Learning has been identified for local processes and the national guidance, with suggested amendments and improvements for local policy to be taken through the Risk and Resilience Group for ratification.
- The use of the Effective Communication for Healthcare (EC4H) communication training has been key to the success of this work and a plan is being developed to spread this training across the organisation by the Realistic Medicine Leads.

Committee members received assurance that significant adverse event reviews within Maternity and Neonatal Services were being commissioned and completed in a timely manner. The Nurse Director emphasised the need to ensure that the draft national MAEF aligned to the wider national adverse event framework and this has been shared with HIS for national adverse event work.

- **Healthcare Associated Infection (HAI) Report**

Committee members received a detailed report on infection control incidents and outbreaks since the last Healthcare Governance Committee. This report is also at Board for discussion today.

Rapid Influenza testing was noted by the Committee as having a positive impact in managing Influenza cases appropriately and minimising the length of ward closures.

The Committee was advised that staff uptake for the Influenza vaccination was at a similar level to last year and the vaccination programme continued at this time. Committee members emphasised the need to continue to encourage staff to receive Influenza vaccination.

Committee members discussed the incidents and outbreaks in detail and received assurance that there were robust procedures in place and guidance followed to manage these cases

- **Healthcare Improvement Scotland (HIS) Adverse Event Self-Assessment Report**

Healthcare Governance Committee members were advised that further to publication of a report by the Health and Sport Committee in July 2018 on “The Governance of the NHS in Scotland – ensuring Delivery of the Best Healthcare for Scotland”, Healthcare Improvement Scotland (HIS) were tasked with undertaking a national review and scrutiny of Adverse Event Management across NHS Scotland. The final report from this exercise was published in September 2019. NHS Ayrshire & Arran was the only Board that had satisfied all the criteria within the self-assessment.

2.4 Recommendation

The Board is asked to be aware of and discuss the key issues highlighted and receive assurance that issues are being addressed, where required.