

### Quality and Safety Committee

Key summary points from the Quality and Safety Committee Meeting held on 17<sup>th</sup> May 2017

1. Prior to the formal meeting the committee visited ward 27, the respiratory ward at RSH. Committee members talked at length to senior nursing staff.
  - a. It was evident that staffing the ward is heavily dependent upon recruiting agency staff as the ward is unable to recruit a full complement of permanent staff. Staff have some clear proposals as to how this situation could be improved, indeed the addition of a single additional role to the night shift would unlock recruitment and reduce costs to the Trust by reducing agency premium costs. The committee are keen to understand how senior clinical staff can feel empowered to make decisions with respect to staffing and how they can access business support to “unpack” and develop ideas;
  - b. Pressure on staffing expenditure has led to identified coordinator roles across shifts not having the opportunity to effect a handover. Staff feel that this is problematic with respect to patient care.
  - c. The ward itself is a very large ward that must be difficult to nurse, the committee were persuaded that the addition of extra beds into the current bays is not a feasible option as it will impact on the quality of care that can be delivered by clinical staff as well as having an adverse effect on patient’s dignity. The ward’s floor is in a poor condition with many dents in its surface.
2. The committee meeting had further discussions with the Women’s and Children’s Care Group, reviewed the Deloitte Report into Governance processes and also looked at the root cause analysis (RCA) for a theatre “Never Event”. Over the course of these discussions, the committee formed a view that there was still scope for significant improvement in the way in which significant events are investigated and reports presented. The Trust should seek to train a core group of skilled investigators who can support the use of standard best practice tools and ensure that reports are aligned to best practice. This should accompany the wider on-going development of RCA awareness across the Trust.

### Quality and Safety Committee

Key summary points from the Quality and Safety Committee Meeting held on 21<sup>st</sup> June 2017

- 1.0 The Committee visited the ITU Unit at PRH. We were impressed with the level of professionalism exhibited by the staff. Of particular note was the cross-site use of staff to manage variations in activity. Issues relating to moving people from the ITU to Wards were desisted but plans for addressing this were also being developed.
- 2.0 We received the Annual Complaints report. The Committee discussed the whole report but made particular note of complaints in which “communication” was an identified element. Actions to address this will need to be developed and assurance provided.
- 3.0 Building upon last months’ meeting further discussion resulted from the presentation of the Root Cause Analysis (RCA) for a historic Never Event. Quality and Safety members are pleased that staff training on RCA’s is being implemented.
- 4.0 The Committee was advised of escalating pressures on the number of Midwives available for shifts. This will place pressure on the Trust’s ability to offer services at Community MLU’s. There is an urgent need to present alternative service models to offer a sustainable service

David Lee  
Chairman, Quality & Safety Committee