

Appendix 1 - Summary of 'Off Track' Actions

Action	Resp. Lead	Due date	Mitigation	Revised completion date
Review staffing and skill mix of Pharmacy support to ED, and implement improvement plan	Chief Pharmacist	Sept 20	To be included within the ED Staffing Business Case – 2 x 8a Pharmacists required for each site to support medicines reconciliation and admission avoidance	In line with business case submission
SLA to be drafted and agreed with hospice.	Care Group Director/A COO	July 20	Memorandum of Understanding has been drafted and shared with the Hospice – awaiting final feedback and will go through the appropriate governance route. Current agreement remains in place.	January 2021
Develop daily report for moves out of hours	Deputy COO	Sept 20	Highly complex programme of work, there is an available report but this cannot be validated as being absolutely accurate. Policy re moves after 22.00 required.	December 2020
The service must have an electronic system which accurately identifies and tracks end of life and palliative care patients.	Ass. CoO SC/End of Life Lead	August 20	An electronic referral system is in place for wards to refer EOL patients. Whilst the trust does not have an electronic system specifically to track the EoL patients, these patients can be identified by using the 'no obs' list on VitalPAC although this method was not accepted by the CQC. Swan signage used across the organisation. Issue linked to the End of Life Strategy work.	Ongoing
New ED system including a Sepsis & Vitals module	ED Clinical Director, ED HoN	Dec-20	The core Vital Pac went live in ED on 24/08/20 and manual processes remain in place to monitor and manage Sepsis. Specification included in Vital 4.2. The roll out of Vital 4.2 and Careflow has been consciously postponed by Executive agreement due to the pressures on the department caused by COVID along with conflicting priorities within the digital transformation plan. Vitals 4.2 is now scheduled for go live in March 2021, and ED Careflow for roll in out June 2021.	June 2021
Review of documentation to allow capture of information. Include in requirements for new ED system	Care Group Head of Nursing	Dec-20	The roll out of Vital 4.2 and Careflow has been consciously postponed by Executive agreement due to the pressures on the department caused by COVID along with conflicting priorities within the digital transformation plan. Vitals 4.2 is now scheduled for go live in March 2021, and ED Careflow for roll in out June 2021. Ongoing work is underway around process mapping linked to the revised timescales and implementation plan.	June 2021

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Develop plans for improved reporting as part of new medway system	Care Group Assistant COO	Dec-20	The roll out of Vital 4.2 and Careflow has been consciously postponed by Executive agreement due to the pressures on the department caused by COVID along with conflicting priorities within the digital transformation plan. Vitals 4.2 is now scheduled for go live in March 2021, and ED Careflow for roll in out June 2021. Plans are being developed for the reporting requirements linked to the revised timescales and implementation plan.	June 2021
Review possibility of adding to display screen on ticker tape	Care Group Assistant COO	Dec-20	Ongoing issues linked to contractual challenge with display screens. To be reviewed as part of Careflow implementation in June 2021.	June 2021
Review and update on information display screen	Patient Experience Lead, Care Group DoN	Dec-20	ED: Ongoing issues linked to contractual challenge with display screens.	June 2021
Implement and embed actions from review of Care Group Governance review	Care Group Triumvirate	Oct-20	W&C CG awaiting recommendations of the review. Interim Governance Manager in recruitment to support governance improvements. Governance pathways included within the Maternity Transformation Programme Governance reporting has been standardised	March 2021
Review the information and update inline with the dashboard	Care Group Assistant COO	Dec-20	Ongoing issues linked to contractual challenge with display screens. To be reviewed as part of Careflow implementation in June 2021.	June 2021
Review requirements following service model review.	Care Group Assistant COO	Aug-20		tbc