

Board of Directors' Meeting 13 April 2023

Agenda item	040/23b		
Report	Ockenden Report Assurance Committee 28 February 2023 – Co-Chairs' Summary Highlight Report		
Executive Lead	Director of Governance & Communications		
	Link to strategic pillar:		Link to CQC domain:
	Our patients and community	√	Safe
	Our people	√	Effective
	Our service delivery	√	Caring
	Our partners	√	Responsive
	Our governance	√	Well Led
	Report recommendations:		Link to BAF / risk:
	For assurance		BAF 1, BAF 4
	For decision / approval		Link to risk register: 970, 1083, 1930, 2027, 2065
	For review / discussion		
	For noting	√	
	For information		
For consent			
Presented to:	N/A		
Dependent upon (if applicable):	N/A		
Executive summary:	<p>1. The seventeenth meeting of the Ockenden Report Assurance Committee was held on 28 February 2023 and was livestreamed in public. This brief report provides a summary of key points/issues that were discussed at the meeting and highlights any matters the Co-Chairs wish to draw specifically to the attention of the Board of Directors.</p> <p>2. Recommendation</p> <p>The Board of Directors is asked to:</p> <ul style="list-style-type: none"> Note the contents of the report. 		
Appendices			

Ockenden Report Assurance Committee

28 February 2023

Co-Chairs' Summary Highlight Report

1. The seventeenth meeting of the Ockenden Report Assurance Committee was held on 28 February 2023 and was live streamed in public.
2. This brief report provides a summary of the key themes discussed and highlights any particular matters which the Co-Chairs feel should be drawn to the attention of the Board of Directors.
3. In the absence of Ms. Maxine Mawhinney due to a prior engagement, I chaired the meeting as Co-Chair. Dr Tim Lyttle, who is joining the Trust Board as an Associate Non-Executive Director and Maternity Champion, joined the meeting as an observer.
4. Following our agreed approach to review progress of the implementation of the Ockenden Reports actions and to focus on a service improvement area arising out of the report actions, we heard from Ms Carol McInnes (Divisional Director of Operations), Ms Kim Williams (Deputy Director of Midwifery) and Ms Annemarie Lawrence (Director of Midwifery), on progress in implementing actions from the first and final Ockenden Reports respectively. We also had a detailed presentation from Ms Angela Loughlin of Maternity Voices Partnership and Ms Fiona McCarron (Consultant Midwife) about listening to women and the use of the 'Fifteen Steps for Maternity' tool. Finally, we had an update from Ms Charlotte Robertshaw and Ms Katie Steyn on the Maternity Services Communication Plan.
5. **Progress Update in implementing the actions from the Ockenden Reports**

Ms McInnes provided an update on the overall position of the combined 210 actions and reported on a proposed change to the project assurance methodology. She reported that actual delivery was ahead of target when compared with the original projected plan – 130 actions had been evidenced and assured at March 2023 compared with the projected delivery of 77 actions evidenced and assured. Ms McInnes confirmed that from the combined Ockenden reports, 162 of the total 210 actions (i.e. 77%) had been implemented, comprising the 130 (62%) actions that have been 'evidenced and assured' and 32 (15%) 'delivered and not yet evidenced'. Of the 48 (23%) actions 'not yet delivered', Ms McInnes explained that over two-thirds are in progress. Ten of the 'not yet delivered' actions have been 'de-scoped'.

By individual Ockenden Report, Ms Williams confirmed that for the First Report 47/52 actions have been implemented (89% overall) with 42 actions 'evidenced and assured', 5 'delivered, not yet evidenced' and 5 actions 'not yet delivered' including one 'de-scoped' action (IEA 2.4). For the Final Report, Ms Lawrence confirmed that 115/158 actions have been implemented (73% overall) with 88 actions 'evidenced

and assured', 27 actions 'delivered, not yet evidenced' and 43 actions 'not yet delivered' including 9 'de-scoped' actions.

Ms McInnes explained that following a review of the project methodology it was being recommended that those actions that are outwith the Trust's control to deliver, as they are dependent for their delivery upon actions of external third parties, should be 'de-scoped'. In order to classify as a 'de-scoped' action an exception report must be created for consideration of MTAC with an explanation together with any mitigating actions, with a requirement that they continue to be reviewed regularly. In its time, the Committee has been regularly appraised of the actions that are outwith the Trust's control with often very little progress being reported. In discussion, therefore, it was felt appropriate that these actions should be classified as 'de-scoped' providing that the Committee continued to have sight of them and any progress. It is important to note that de-scoping an action does not remove it from the Ockenden Report Action Plan; progress will continue to be tracked by the Trust, and any changes in delivery status will be reported to this committee. It was also felt that it would be appropriate to have the endorsement of the Trust Board to this change in project methodology.

6. Ockenden Theme – Listening to women and families

Ms Angela Loughlin (MVP Development Co-ordinator) and Ms Fiona McCarron (Consultant Midwife) gave a presentation on the use and application of the Fifteen Steps for Maternity from an MVP and Trust perspective. From the MVP perspective, Ms Loughlin explained that in terms of the 15 Steps tool they were looking for an environment and experience that was welcoming and warm, safe and clean, friendly and personal, and organised and calm. She related the use of the 15 Steps tool to visits that had been made to the antenatal ward in October 2022 and postnatal ward in January 2023. From the Trust's perspective, Ms McCarron explained the Trust's approach to implementing the output of a 15 Steps review. Some of the positive examples of the improvements that had been made as a consequence the reviews were outlined.

The Committee had a brief reminder of the importance of the role of the Maternity Safety Champion in listening to staff, women and families, and it was agreed that this committee would receive a full update on the role of the Safety Champion as soon as the new Non-Executive Maternity Safety Champion has had sufficient time in role to develop his experience.

7. Communications plan update

Prompted by an earlier request from Ms Jane Turner-Bragg from Healthwatch Shropshire, we had an update on the Trust's communication plan for maternity services from Ms Charlotte Robertshaw and Ms Katie Steyn (joint Communications and Engagement Manager for Maternity Services). They explained that the communications plan has two objectives, namely to instil confidence amongst women and families so that they feel safe and secure in using our services, and to improve staff morale so that they feel valued and proud to work for the Trust. They

went on to explain that the communications plan has four main streams – modernising digital channels, engaging with the media, engaging with families and colleagues, and providing and sharing regular updates on improvement work. The importance of being proactive rather than reactive and an emphasis on openness and transparency in all our dealing was emphasised. In discussion, the need to ensure that as much of the service improvement work as possible was shared was stressed.

8. Date and Time of Next meeting

The next meeting is Tuesday 28 March 2023 at 2.30pm (livestreamed)

Dr Catriona McMahon
Co-Chair, Ockenden Report Assurance Committee
13 March 2023.