

## Board of Directors' Meeting: 08 June 2023

Agenda item		061/23a			
Report Title		Ockenden Report Assurance Committee 28 <sup>th</sup> March 2023 – Co-Chairs’ Summary Highlight Report			
Executive Lead		Director of Governance			
Report Author		Keith Haynes, Independent Governance Consultant			
CQC Domain:		Link to Strategic Goal:		Link to BAF / risk:	
Safe	√	Our patients and community	√	BAF1, BAF4	
Effective	√	Our people	√		
Caring	√	Our service delivery	√	Trust Risk Register id:  970, 1083, 1930, 2027, 2065	
Responsive	√	Our governance	√		
Well Led	√	Our partners	√		
Consultation Communication		N/A			
Executive summary:		The eighteenth meeting of the Ockenden Report Assurance Committee was held on 28 <sup>th</sup> March 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.			
Recommendations for the Board:		The Board is asked to: <ul style="list-style-type: none"><li>Note the contents of the report.</li></ul>			
Appendices:		Appendix 1 – Thematic Service Improvements from the Ockenden Report Actions.			

## **Ockenden Report Assurance Committee**

**28<sup>th</sup> March 2023**

### **Co-Chairs' Summary Highlight Report**

1. The eighteenth meeting of the Ockenden Report Assurance Committee was held on 28<sup>th</sup> March 2023 and was livestreamed 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. Ms. Maxine Mawhinney chaired the meeting. Dr Catriona McMahon tendered her apologies due to a prior commitment. Importantly, it was acknowledged that it was one year since the publication of the final Ockenden Report and the opportunity was taken in the course of the meeting to reflect on the journey and progress in that time (see below).
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 Carole McInnes (Divisional Director of Operations) and Ms Annemarie Lawrence (Director of Midwifery), on progress in implementing actions from the first and final Ockenden Reports. We also had a detailed presentation from Ms Claire Eagleton (Deputy Director of Midwifery) on the complaints management process put in place following the Ockenden Review.

#### **5. Progress Update in implementing the actions from the Ockenden Reports**

Ms McInnes provided an update on the position of the 210 Ockenden Report actions one year on from the publication of the final report. On the high-level timeline of events, it was reported that KMPG had commenced a year two audit and value for money assessment, there had been continuing engagement with other maternity services to share learning and a neonatal focussed workshop had been held. Due to the cancellation of the Maternity Transformation Assurance Committee meeting in March as a result of unforeseen operational reasons, the progress and delivery data reported was as of February 2023 (i.e. as reported to the last meeting of ORAC). Consequently, Ms McInnes confirmed that from the combined Ockenden reports, 162 of the total 210 actions (77%) had been implemented, comprising 130 actions (62%) that have been 'evidenced and assured' and 32 (15%) 'delivered and not yet evidenced'. Of the 48 actions not yet delivered, five remain from the first report and 43 from the final report; two-thirds of these are in progress and ten of the 'not yet delivered' actions have been 'de-scoped'.

By individual Ockenden Report, Ms Lawrence confirmed that for the First Ockenden 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.

Given that this was the first anniversary since the publication of the final Ockenden Report, the Committee heard about the number of service improvements that had been made described thematically for both the interim and final reports. It seems highly relevant that these should be known and shared more widely and so I have taken the opportunity to provide these as an appendix to this report.

## **6. Ockenden Theme – Learning from Complaints**

Ms Eagleton gave a presentation on the complaints management process in place following the Ockenden Report actions. In particular, she explained that of the seven actions specifically relating to complaints, six are evidenced and assured, with one not yet delivered (LAFL 14.17) relating to training in complaints handling for those involved in preparing complaints responses. We were advised that whilst there is no national recognised course, arrangements were being made locally to source appropriate training.

Recent complaint numbers and trends were also shared thematically as follows – clinical practice, clarity of information and communication/attitude and behaviour, and details of a recent anonymised complaint was shared. The process for handling complaints and the approach to learning from complaints was explained.

## **7. Discussion and Reflection**

On the first anniversary of the publication of the final Ockenden Report, we heard from some of our stakeholders about their views on progress to date. At a system level, the commitment to working with and listening to system partners to drive through improvements was emphasised. The MVP explained that from their recent community events, women who had given birth previously and had recently given birth had commented on the improvements in the service that they had seen. Despite this it was still recognised that there remained more to do and that the service improvement journey is a continuous one.

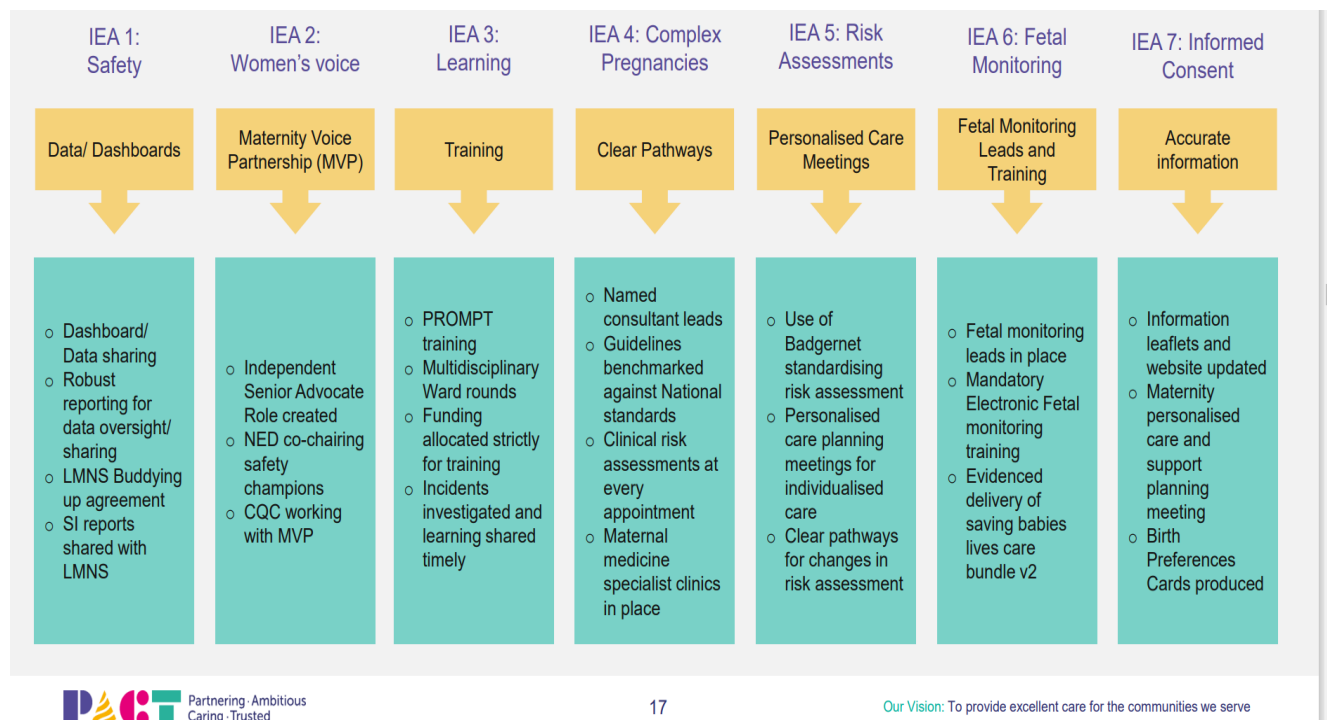
## **8. Date and time of next meeting**

The next meeting is Tuesday 25<sup>th</sup> April 2023 at 2.30pm (livestreamed).

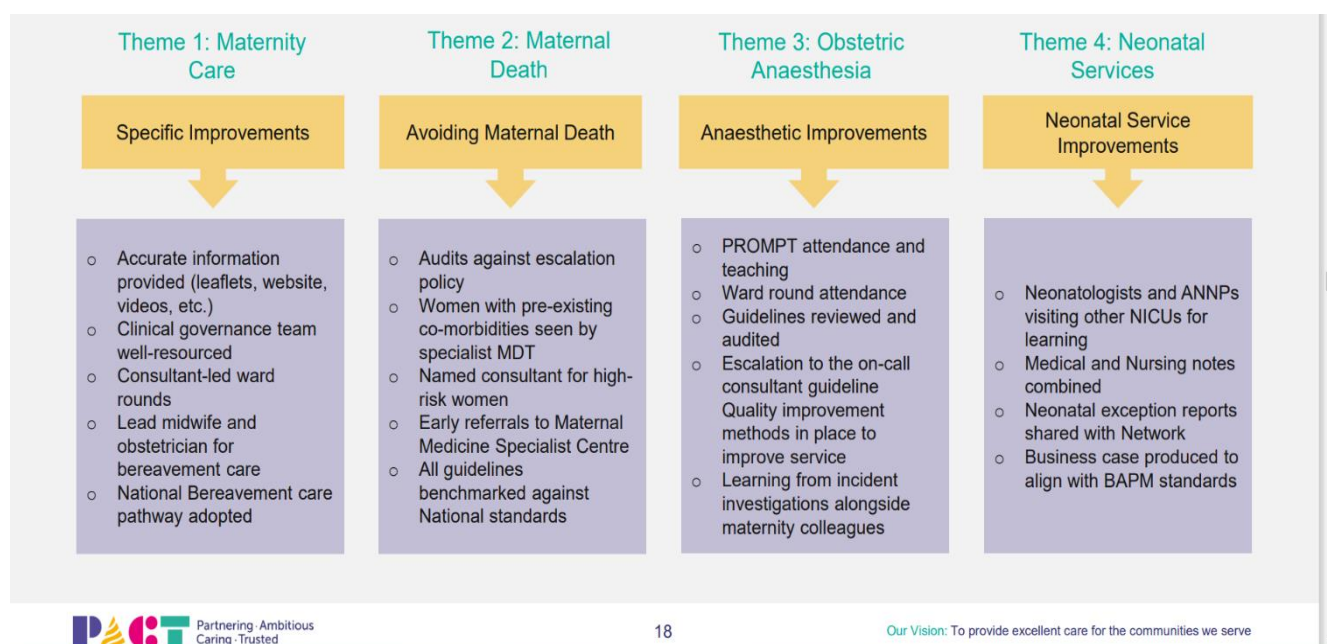
**Ms Maxine Mawhinney**  
**Co-Chair, Ockenden Report Assurance Committee**  
**24<sup>th</sup> April 2023.**

## Thematic Summary of Improvements from the Ockenden Report Actions

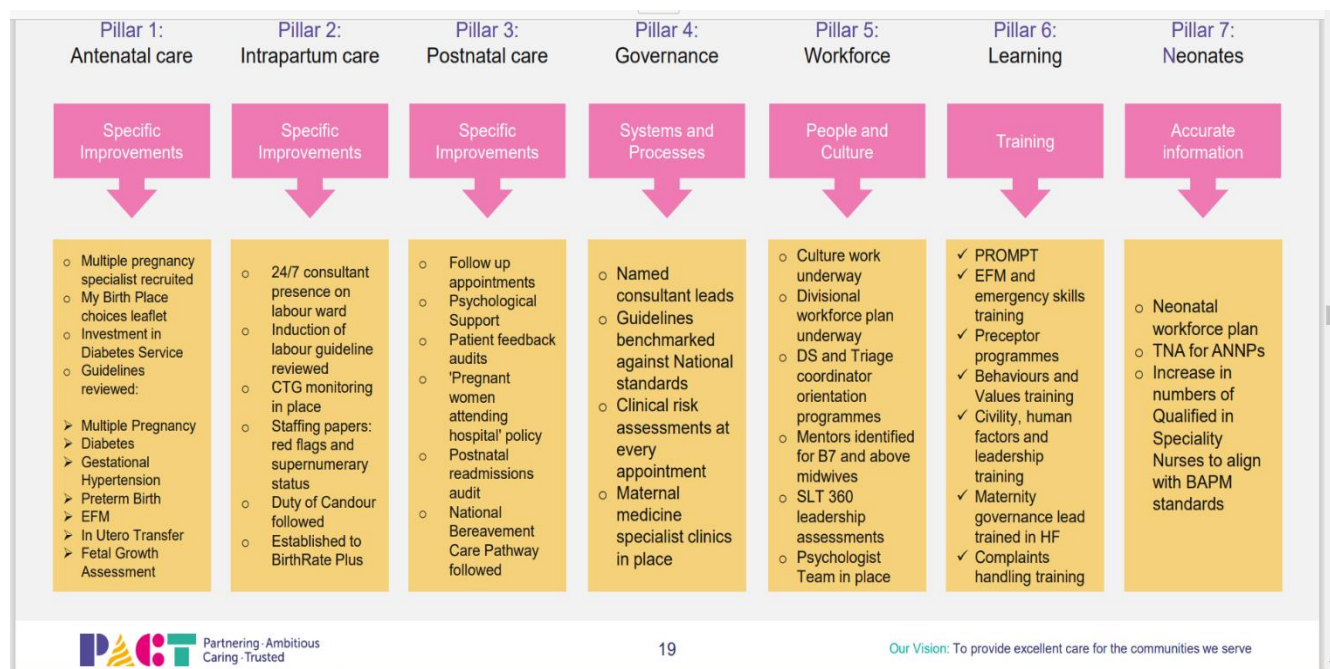
### 1. First Ockenden Report Summary of Improvements: IEAs



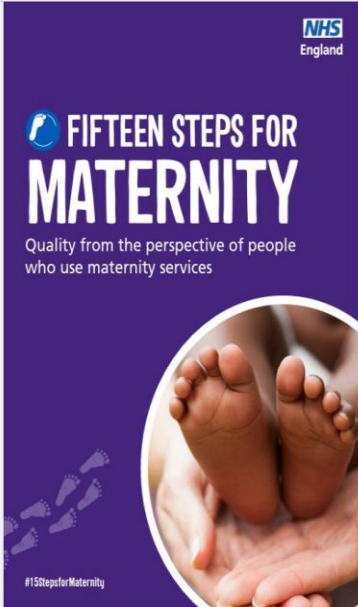
### 2. First Ockenden Report Summary of Improvements: LAFLs



### 3. Final Ockenden Report Summary of Improvements: IEAs & LAFLs




#### 4.1 Improvement Example – 15 Steps



Some of the ideas suggested from previous 15 Steps events that have been implemented to date include:

- ✓ Maternity web page now includes a video walkthrough from the carpark, through the atrium to the Delivery Suite
- ✓ Lights with Bluetooth speakers and soft glow in place on Delivery Suite
- ✓ Triage phonelines relocated to a private office
- ✓ Wall murals agreed and design produced – \*currently awaiting delivery
- ✓ Trust redecoration programme will add softer colours to birthing rooms and relocation of the welcome board
- ✓ Large Birth Preferences Posters in each birthing room, which include support people's names
- ✓ Awaiting delivery of wall posters to promote a range of different coping strategies and labour/birth positions
- ✓ Noticeboards on Delivery Suite reviewed and acronyms removed

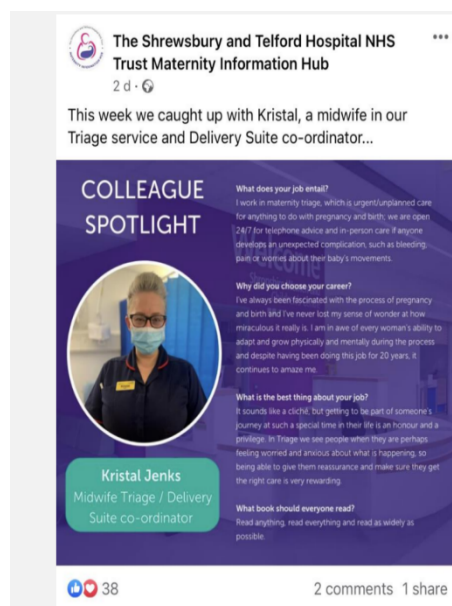
 Partnering - Ambitious  
Caring - Trusted

21

Our Vision: To provide excellent care for the communities we serve



## 4.2 Improvement Example – Social Media



- Our Maternity Service Facebook page was **launched in October 2022**
- The page offers **health and pregnancy advice**, innovations, improvements, staff achievements and patient experiences.
- The page also provides another **opportunity for women** and families to get in touch with **feedback or questions**, and allows us to respond to and signpost service users who contact the page.
- The page has **more than 1,250 followers** to date and we have reached more than 7,000 people in the last 28 days with more than 3,000 engagements

## 4.3 Improvement Example – Birth Preference Cards

New version of 'Birth Preferences Card' with copyright co-produced with MVP. Cards currently being printed.

