

## Somerset CCG – Quality and Safety Report: Quarter 2 2017/2018

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### 1. Summary

1.1. To provide an update to the committee on the ongoing assurance and improvement work of Somerset Clinical Commissioning Group to maintain and improve the quality and safety of health services used by local people.

#### 1.2. Links to the County Plan

Somerset is a place where people have the good quality services they need  
Somerset is a safer and healthier place.

### 2. Issues for consideration

2.1. This report presents (in Appendix 1) a number of key quality assurance metrics related to clinical effectiveness, clinical safety and patient experience which are monitored by Somerset CCG and reflect national and local issues.

This enables the CCG to understand potential pressure points and opportunities to influence and improve service delivery. The report also provides an overview of any national reports and surveys published in Q2 where there is specific relevance on local performance.

Key areas to note in Q2 include:

- Taunton & Somerset NHS Trust rank as amongst the best nationally on several measures of the patient experience
- The CCG visit A&E at Yeovil Hospital to review patient safety
- Introduction of GP streaming
- Further CCG visits planned for A&E Musgrove Park Hospital and Somerset Partnership Minor Injury Units
- Somerset Doctors Urgent Care (SDUC) service continue to be an issue of concern with no improvement in the response times for initial triage and GP Out of Hours (OOH) care and treatment
- Rise in CDiff rates whilst recognising the increasing continuing challenge of ensuring every single person complies with good infection control practice
- Somerset Partnership NHSFT took decisive action to ensure safe staffing in its community hospitals over winter
- YDH reported increasing pressure with their junior doctor workforce and staff turnover rate
- Benefits proven by supporting the care home sector with the CCG Care Home Support Team

### 3. Background

- 3.1. Somerset CCG has a responsibility to commission effective, high quality and safe health services for the population of Somerset. As part of the commissioning process the CCG monitors the on-going quality and safety of commissioned health services through a variety of ways. In particular the Quality and Safety Team hold NHS service providers to account where services fall below expected standards through investigation of serious incidents, complaints and reports of failure to meet regulatory and other quality standards.

Quality improvement is supported through learning from mistakes and taking a proactive approach to known areas of risk for patients, for example such as pressure ulcer prevention, promoting good end of life care and making changes and improvements in response to feedback through complaints.

- 3.2. NHS Somerset Clinical Commissioning Group sees the improvement of quality and patient safety to be the organising principle of our health and care services. Our key focus is to ensure that quality and patient safety is built into commissioning structures, values, practices and business processes through the annual cycle of clinical quality activity.
- 3.3. A number of key quality assurance metrics related to clinical effectiveness, clinical safety and patient experience are monitored through this report to reflect national and local issues. This enables the CCG to understand potential pressure points and opportunities to influence and improve service delivery.

### 4. Summary

- 4.1. The CCG is continuing to develop a quality dashboard to reflect the national and local indicators most appropriate to seek assurance on Health Trust's performance and shaping the assurance and support we provides.

Rather than require providers to make bespoke data submissions, wherever possible the CCG will use nationally collected and evaluated datasets. The national Single Oversight Framework lists the metrics to be used and the frequency of their collection across all providers alongside specific metrics for acute, mental health, ambulance and community Trusts.

The 39 specific indicators will be monitored to identify where providers may need support under the theme of quality. In preparation for this providers are revising their Board reports to better reflect these indicators. In turn the CCG, in partnership with the CSU, is developing the Dashboard based primarily on these **39 indicators**. This will allow the Somerset health system to benchmark provider performance.

**Note** For sight of individual background papers please contact the report author.