

Clinical Governance Committee Assurance Report to Grampian NHS Board

Purpose of Report

This report summarises the key matters considered by the Committee under the revised governance arrangements approved by the Board. In line with these arrangements, the business of the Committee has been focused on the key matters in relation to clinical governance relevant to the Board's response during the period of the COVID-19 mobilisation plan.

Recommendation

The Board is asked to note the following key points and assurances from the Committee on the Healthcare Associated Infection Quarterly Report (HAIRT) – February 2020, Effect of COVID – 19 on Mental Health and Learning Disability Services in Grampian and the Handling and Learning From Feedback Annual Report 2019 – 2020 agreed at the Committee meeting on the 20 August 2020.

Healthcare Associated Infection Quarterly Report (HAIRT) – February 2020

The Board is asked to note the following areas highlighted from the report:

- Total number of Chlostridium difficile infections (CDI) cases in patients reported to HPS was the same total reported in the previous quarter.
- Staphylococcus aureus bacteraemia (SAB) cases reported to HPS represented a reduction of 28.9% from the previous quarter reported.
- Surgical site infections reports and Escherichia coli bacteraemia cases had shown an increase this quarter.
- Health Facilities Scotland (HFS) cleaning and estates monitoring compliance for the quarter October to December 2019 are above the national target of 90%.

Effect of COVID – 19 on Mental Health and Learning Disability Services in Grampian. Presented to NHSG Clinical Governance Committee for assurance.

Mental Health & Learning Disability Service presented their agreed protected and critical services for inpatient care and changes to Community Services introduced during COVID - 19. Community Services are being provided at Hubs which are single points of contact for referrals in Aberdeen City, Aberdeenshire and Moray. Unscheduled care provision is located at Kildrummy Hub Royal Cornhill Hospital and the Emergency Department at Dr Grays Hospital. These services moved to a model of same day assessment as a response to COVID 19.

The effect of COVID -19 on acute inpatient wards has seen less acute beds in use and the inpatient acuity is increasing. Initially there was a decline in the percentage of inpatients who were detained but this figure is now rising along with the number of perinatal referrals and referrals of women with young children. In March 2020 the two Learning Disability Wards amalgamated into one ward and relocated to the Royal Cornhill Hospital site bringing all services together on one site.

NHSG COVID Psychological Resilience Hub provides psychological first aid which is accessed by completing a self-referral form or calling the Hub. The self-referral form triages and scores levels of distress directing the referral automatically to staff who allocate 4 levels of support for referrals. The service has received good feedback from users and has been recognised nationally.

Handling and Learning from Feedback Annual Report 2019 – 2020

The annual report for 2019 – 2020 was set out in a revised format demonstrating the variety of ways NHS Grampian gathers feedback from patients, carers, staff, individuals and families across Grampian. In the 'at a glance' section clear details on the number of contact from each of the areas of feedback and real time experiences are displayed. During 2019 graphs within the report demonstrated the growing use of social media via NHSG Facebook and twitter pages to promote opportunities to provide feedback.

An improved approach to collecting feedback on handling of complaints has seen an increase from 55 responses in 2018 to 288 responses in this reporting cycle. The report demonstrated that learning and action has been identified and this is recorded on Datix by service lead and is reviewed by the Feedback Team. Examples of service improvements and staff developments have also been included.

Future area for developments have been identified as:

- Providing further opportunities for gathering feedback in real time for patients, families, carers, the public and staff
- Increase the number and recording of feedback that will lead to a planned change
- Continue to improve the early resolution of Stage 1 complaints within 5 working days and Stage 2 responses within twenty working days.

**Joyce Duncan,
Chair, Clinical Governance Committee**

Attachment: NHS Grampian Clinical Governance Committee Agenda – 20 August 2020

A **Virtual** meeting of the **NHS Grampian Clinical Governance Committee** will be held on **Thursday 20 August 2020 at 10.00am**

AGENDA

The Clinical Governance Committee is the assurance source for the following strategic risk: ID 2507: Quality and Safety of Care: There is a risk that the focus on quality and safety of care across NHS Grampian and partner organisations could be compromised due to culture, service and financial pressures and/or a failure to monitor and implement improvements based on new evidence based guidance, evidence from quality audits, independent assessment, patient experience and recorded incidents – high risk.

Approx. Timing	Item	Lead	Ref
1000	1. Welcome and apologies	JD	#
1005	2. Minute of meeting held on 18 June 2020 and Matters arising log	JD/ALL	*
1020	3. Healthcare Associated Infection Reporting Framework	GJ/NE	*
	3.1 Healthcare Associated Infection Quarterly Report – February 2020	GJ/NE	*
1035	4. Effect of COVID-19 on Mental Health & Learning Disability Services	AP/JF/IMcG/LT	*
	5. Cardiothoracic Surgery: Volume – Outcome Alert - This item will now be discussed in a separate meeting	PB	~
1055	6. Systems, Quality, Safety and Risk:		
	6.1 Clinical Quality and Safety Subgroup Quarterly Report	JB	*
	6.2 Handling & Learning from Feedback Report 2019-2020	LB/LL	*
	6.3 Assurance on strategic risk ID 2507	JD/ALL	#
1120	7. Reporting to The Board	JD/ALL	#
1125	8. AOCB	JD/ALL	#
1130	9. Date and Time of Next Meeting: The next meeting is scheduled for Friday 13 November 2020 at 9.30am	JD	#

It is intended to digitally record this meeting. These recordings will be used to assist with the preparation of minutes and to ensure that decisions are accurately recorded. As soon as the minutes are approved at the next meeting the relevant MP3 file will be deleted.

Key: * Attached # Verbal Report ~ To follow