

Quality & Safety Committee

Committee Annual Report 2019-2020

QUALITY & SAFETY COMMITTEE ANNUAL REPORT 2019-2020

1. FOREWORD

I am pleased to be able to commend to you this annual report, which has been prepared for the attention of the Board and reviews the work of the Committee for the financial year 2019-2020.

During the year, I have been greatly supported by Jayne Sadgrove, James Hehir, Nicola Milligan, Dilys Jouvenat and Keiron Montague who have contributed their considerable knowledge and wide-ranging experience to the Committee.

I would like to express my sincere thanks to all the officers of the Committee who have supported and contributed to the work carried out and for their commitment in meeting important targets and deadlines. I would particularly like to extend my thanks to colleagues within the Corporate Governance Team for the support they provided me throughout the year. I also wish to record my appreciation for the support and contribution given by the Internal Audit team at the NHS Wales Shared Services Partnership (NWSSP), by Audit Wales, Healthcare Inspectorate Wales and Delivery Unit colleagues.

I would like to extend my thanks to David Jenkins, Independent Advisor to the Board and John Murray, Deloitte, who attended a number of meetings throughout the year, and would like to thank them for their invaluable support provided to the Board during 2019/2020.

Going forward, the Committee intends to continue to pursue a full programme of work covering a wide range of topics and subject areas as part of its long term aim to help further strengthen the governance arrangements of the Health Board.

Maria K Thomas
Chair of the Quality & Safety Committee
Cwm Taf Morgannwg University Health Board (CTMUHB)

2. INTRODUCTION

The purpose of the Quality & Safety Committee “the Committee” is to provide assurance to the Board on the provision of workplace health & safety and safe and high quality care to the population we serve, including prevention through public health, primary and secondary care. The Committee embraces the values of the Health Board and the objectives outlined within its Integrated Medium Term Plan (IMTP) which are:

- Work with communities and partners to reduce inequality, promote well-being and prevent ill-health.
- Provide high quality, evidence based and accessible care.
- Ensure sustainability in all that we do, economically, environmentally and socially.
- Co-create with staff and partners a learning and growing culture.

The key function of the Quality & Safety Committee is to provide scrutiny on behalf of the Board on all matters relating to Quality and Safety (and Risk up until November 2019). Members will note that in November 2019, revised arrangements were put into place for the scrutiny of Risk to be transferred over to the Audit Committee, which subsequently became the Audit & Risk Committee.

During 2019, the frequency of the meetings were increased in response to the organisation being placed in ‘special measures’ for Maternity Services and the remainder of the organisation placed in ‘targeted intervention’ for quality governance issues. Meetings were held monthly until January 2020, where a decision was then made to move to bi-monthly meetings.

As part of the actions arising from the maternity service review a significant organisational development programme continued to be rolled-out to deliver sustainable cultural and behavioural changes. The Board has continued to use this opportunity, together with the learning from the 2019 Wales Audit Office (WAO – now Audit Wales) & Healthcare Inspectorate Wales (HIW) national thematic audit on quality governance and the proposed HIW local governance review to further strengthen both internal controls and quality governance arrangements going forward.

3. ROLE, MEMBERSHIP, ATTENDEES AND COMMITTEE ATTENDANCES

3.1 ROLE

The role of the Committee is to advise and assure the Board on whether there are effective Quality & Safety arrangements in place – through the design and operation of the Health Board system of assurance – to support it in its decision taking and in discharging the accountabilities for securing the achievement of the Health Board objectives in accordance with the standards of good governance determined for the NHS in Wales.

The Committee's Terms of Reference are reviewed annually and are available via the following link: <https://cwmtafmorgannwg.wales/how-we-work/standing-orders/>

3.2 MEMBERSHIP

The membership of the Quality & Safety Committee comprises of five Independent members (which increased to six in October 2019), enabling the Committee to provide robust scrutiny and assurance to the Board independently of the management decision-making processes.

A summary of the Independent membership during 2019-2020 is outlined in table 1 below:

Table 1 – Composition & Membership of the Quality & Safety Committee Apr 2019- March 2020

Name	Period
Members	
Maria K Thomas (Committee Chair) Vice Chair/Independent Member	Apr 2019 – March 2020
Keiron Montague Independent Member	Apr 2019 - March 2020
James Hehir Independent Member	Apr 2019 - March 2020
Nicola Milligan Independent Member	Apr 2019 – March 2020
Dilys Jouvenat Independent Member	April 2019 -March 2020
Jayne Sadgrove Independent Member	October 2019 – March 2020

3.3 ATTENDANCE AT QUALITY & SAFETY COMMITTEE 2019-2020

During the year, the Committee met on nine occasions. All meetings were quorate and were well attended as shown in Table 2 below:

Table 2 - Meetings and Member Attendance 2019-2020

In Attendance	6 June 2019	9 July 2019	5 Aug 2019	5 Sept 2019	3 Oct 2019	5 Nov 2019	10 Dec 2019	14 Jan 2020	4 Mar 2020	Total
Independent Members (IP – In part)										
Maria K Thomas (Chair of the Committee)	✓	✓	✓	✓	✓(IP)	✓	✓	✓	✓	9/9 1(IP)
Keiron Montague – Independent Member	x	✓	✓	✓(IP)	✓ (Chair IP)	x	✓	x	x	5/9 1(IP)
Nicola Milligan – Independent Member	✓(IP)	✓	✓	✓	✓	✓	✓	✓	x	8/9 1(IP)
Dilys Jouvenat – Independent Member	✓(IP)	✓	✓	✓	✓	✓	✓	✓	✓	9/9 1(IP)
James Hehir – Independent Member	✓	✓	✓	✓	✓	x	✓	✓	✓	8/9
Jayne Sadgrove – Independent Member (from October 2019)					✓	✓	✓	✓	✓	5/5

3.4 ATTENDEES

The Committee’s work is informed by reports provided by leads within CTMUHB, Healthcare Inspectorate Wales, Audit Wales, Internal Audit and the Delivery Unit. Although not members of the Committee, colleagues from these areas are invited to attend each meeting of the Quality & Safety Committee. Invitations to attend the Committee meeting are also extended, where appropriate and on an ‘ad hoc’ basis, to specific staff when reports which relate to their specific area of responsibility are being discussed.

4. QUALITY & SAFETY COMMITTEE BUSINESS

The Quality & Safety Committee provides an essential element of the Health Board's overall assurance framework. The Quality & Safety Committee agenda broadly follows a standard format, comprising of specific sections, which are outlined below:

1. PART 1 Preliminary Matters

This included the apologies for absence, welcome and introductions, declarations of interest, receiving and approving the unconfirmed minutes of the last meeting and receiving the action log. This section also included a Patient Story as and when available.

2. PART 2 Items for Approval/Endorsement

During 2019 – 2020 the following items were received:

- Quality & Governance Framework;
- Quality Report
- Organisational Risk Register
- Risk Registers of Hosted Bodies (Welsh Health Specialised Services & Emergency Ambulance Services Committee);
- Primary Child & Adolescent Mental Health Services (CAMHS) Delivery Unit Report;
- Quality, Safety & Risk Committee Annual Report 2018-2019;
- Health & Care Standards 2018;
- Healthcare Inspectorate Wales Unannounced Inspection into Mental Health Services at the Royal Glamorgan Hospital;
- Update on the Legacy Statement from the Bridgend Boundary Quality and Patient Safety Work Stream;
- Delivery Unit Report – 'Supportive Intervention' on Waiting Lists Reporting in Cwm Taf Morgannwg UHB;
- Delivery Unit Report – Board Systems and Processes for Reporting, Management and Review of Patient Safety Incidents and Concerns;
- Ionising Radiation Protection Policy;
- Patient Stories: Listening to and Learning from Patients and Staff;
- Delivery Unit Report – All Wales Review of Progress towards Delivery of Eye Care Measures;
- Delivery Unit Report – Review of Ophthalmic Diagnostic and Treatment Centre;
- Delivery Unit Report – Cardiac Waiting Times Follow Up Report;
- Healthcare Inspectorate Wales/Wales Audit Office Joint Review into Quality Governance – Management Response
- Concerns Policy;
- Capital & Estates Policy

3. PART 3 Governance, Performance & Assurance

During 2019 – 2020 the following items were received:

- Update on Maternity Services;
- Update on Human Tissue Authority Report and Management Corrective Action Plan;
- Partnership Dignity Visit Older Peoples Mental Health;
- Follow Up Outpatients Not Booked Update, including a specific update on Ophthalmology Longest Waits;
- Health, Safety & Fire Update Report;
- Serious Incidents and Serious Complaints Update Report;
- Quality & Governance in Healthcare Bill Update Report;
- Mental Health Response to Panorama Documentary – Danshell and Cygnet Mental Health & Learning Disability Services;
- External Reviews Update;
- Mental Health Status Report on Valley LIFE – Ward 35;
- Deep Dive into the Increase in Needlestick Injuries;
- Legionella Update Report;
- Sub Group Development Governance Framework;
- Update on 'No Surprises' Reporting to the Welsh Government;
- Cancer Services Update;
- Complaints Data Submission to Welsh Government;
- Demand & Capacity within the Lymphoedema Service;
- Update on Clinical Haematology;
- Emergency Department Review and Assurance;
- CAMHS Update, including an update on the Healthcare Inspectorate Wales Review into Ty Llidiard and the Delivery Unit Action Plan;
- Rapid Response to Acute Illness Learning Set (RRAILS) Peer Review;
- Organisational Risk Register;
- Histopathology Incident Update;
- Quality & Patient Safety Governance Framework Update;
- Antimicrobial Resistance Improvement Plan Update;
- Delivery Unit Report – Board Systems and Processes for Reporting, Management and Review of Patient Safety Incidents and Concerns;
- Tawel Fan – Update on Progress;
- Disclosure and Barring Services Update Report;
- Update on Mortality Indicators;
- Update on the Harm Review Process/Tool;
- Welsh Ambulance Services NHS Trust Patient Safety Presentation on Themes and Trends to inform improvements and learning;
- Infection, Prevention & Control Report Healthcare Associated Infection Reduction Expectations 2019/2020;
- Quarterly Update on Integrated Medium Term Plan (IMTP) 2019-2022 and the Development IMTP 2019/2020;
- Update on the Joint Review being undertaken by the Royal College of Surgeons and Royal College of Anaesthetics;
- Quality, Safety & Risk Committee – Revised Terms of Reference;
- Update on Skin Surveillance;

- Healthcare Inspectorate Wales/Wales Audit Office Joint Review into Quality Governance – Management Response
- MBRRACE UK Update Report;
- National Maternity & Perinatal Audit 2019;
- Safeguarding & Public Protection Self-Assessment Report 2019;
- Health Board Annual Prescribing Report;
- Patient Experience and Patient Safety Report;
- The Safe Storage of Medicines: Cupboards, Patient Safety Notice (PSN) 30 Compliance;
- Emergency Medicine Cwm Taf Morgannwg Medical Staffing;
- Closure Report on the Implementation of the Quality & Patient Safety Governance Framework;
- Patient Safety Quality Dashboard;
- Maternity Services response to the Lessons Learned to inform Maternity Care from the UK and Ireland Confidential Enquiries into Maternal Deaths and Morbidity 2015-2017 (MBRRACE);
- Safeguarding Maturity Matrix

Directorate Integrated Quality & Safety Exception Reports were received from the following Directorates:

- Children & Young People/CAMHS – June 2019, August 2019, December 2019, March 2020
- Primary Care & Localities – June 2019, August 2019, November 2019
- Medicines Management – June 2019
- Mental Health – June 2019, August 2019,
- Corporate Risk (Planning & Partnerships) – June 2019, October 2019, March 2020
- Workforce & Organisational Development – June 2019, September 2019, December 2019
- Facilities – June 2019, August 2019, November 2019
- Pathology – June 2019, July 2019,
- General Surgery – June 2019, July 2019, October 2019, January 2020
- Radiology – June 2019, September 2019, December 2019 (for information only), January 2020
- Therapies – June 2019, September 2019, December 2019 (for information only)
- Obstetrics & Gynaecology – July 2019, October 2019, January 2020
- Acute Medical Directorate – July 2019, October 2019, January 2020
- Head & Neck – August 2019, November 2019, March 2020
- Anaesthetics, Critical Care & Theatres – September 2019, December 2019

The following Chairs reports and minutes from the Committee Sub Groups were received by the Committee during 2019 – 2020:

- Infection, Prevention & Control Group – July 2019, September 2019, December 2019, March 2020
- Medicines Management Expenditure Committee – August 2019; October 2019; January 2020, March 2020

- Equality & Welsh Language Forum – September 2019, October 2019, December 2019; March 2020
- Quality Governance & Learning Sub Committee – January 2020;
- Quality Improvement & Clinical Effectiveness Sub Committee – January 2020

4. PART 4 Items for Information

During 2019 – 2020 the following items were received:

- Healthcare Inspectorate Wales review of Maternity Services;
- Community Health Council Visits;
- Update on Capital Issues at the Maternity Unit, Prince Charles Hospital;
- Clinical Audit Forward Plan 2019-2020;
- The Baby Friendly Initiative Accreditation Report;
- Corporate Policies Sub Group Update;
- Health & Social Care (Quality & Engagement) (Wales) Bill Update;
- Patient Experience & Concerns Report;
- Healthcare Inspectorate Wales Annual Report 2018/2019;
- Rapid Response to Acute Illness Learning Set;
- Healthcare Inspectorate Wales Hospital Inspection Report – Prince Charles Hospital Maternity

Links with Other Committees/Boards

Key risk areas from the Quality & Safety Committee are highlighted at full Board by the Committee Chair via the highlight report

During the course of 2019-2020, the following items were referred from other Committees, which included a number of Internal Audit Reports:

- Internal Audit Report on Patient Experience – Reasonable Assurance – Referred by the Audit Committee;
- Internal Audit Report on Annual Quality Statement – Reasonable Assurance – Referred by the Audit Committee;
- Addressing the impact of NHS Wales Medical and Dental Agency and Locum Deployment in Wales – Welsh Health Circular WHC/2017/042 – Referred by the Finance, Performance & Workforce Committee;
- Internal Audit Report on Water Safety – Reasonable Assurance – Referred by the Audit Committee;
- Internal Audit Report on Consultant Job Planning – Limited Assurance – Referred by the Audit Committee.

5. PART 5 Other Matters

During 2019 – 2020 the following items were received:

- Committee Forward Work Plan which is received at each meeting to ensure that the business of the Committee is appropriately focussed and aligned to the Terms of Reference.

5. ACTION LOG

In order to monitor progress and any necessary follow up action, the Committee has developed an Action Log that captures all agreed actions. This has provided an essential element of assurance both to the Committee and from the Committee to the Board.

6. GOVERNANCE

The effectiveness of the Committee is monitored through the following key governance activity:

- Annual Review of the Terms of Reference
- Annual Committee Annual Report
- Highlight Reports from the Committee to the Health Board meetings
- Annual Committee Effectiveness Self-Assessment Survey

Committee Annual Self-Assessment

The Committee will be asked to complete the Annual Self-Assessment for 2019-2020 via Survey Monkey. The analysed results will be presented to the January 2021 meeting of the Committee.

7. ASSURANCE TO THE BOARD

The Quality & Safety Committee considers that on the basis of the work completed by the Committee during 2019 - 2020, there are effective measures in place that have delivered its agreed Terms of Reference.

The forward work programme for 2020-2021 and beyond, ensures that the Committee retains scrutiny on key areas of activity, not exclusive to but including the following:

- Patient experience
- Learning lessons and sharing best practice
- Maternity Services oversight and scrutiny
- Quality Governance arrangements
- Compliance with the Nurse Staffing Levels (Wales) Act
- Quality improvement initiatives
- Scrutiny of any Regulatory and Inspectorate Body reports
- Community Health Council visits
- Consideration of the Wales Audit Office Structured Assessment feedback to consider how best to manage and prioritise the volume of the Committees business.
- Monitoring the activity considered by the Health, Safety & Fire Sub Committee established in August 2019

In addition the Committee Chair will meet with the lead officers and the Chair of the Board to discuss progress of the work of the Committee

A committee cycle of business is also being developed for 2020-21. The cycle of business will identify the reports which will be regularly presented for consideration. The annual cycle is one of the key components in ensuring that the Committee is effectively carrying out its role. It also facilitates the management of agendas and Committee business.

8. LINKS WITH OTHER COMMITTEES

The Quality & Safety Committee will continue to have close links with other Committees of the Board, particularly the Audit & Risk Committee and Health Safety & Fire Sub Committee.

Through either specific meetings or the regular Independent Member meetings there is an opportunity for Committee Chairs to support the work of each of the Committees they Chair, share learning and avoid duplication. All Committee Chairs have access to Committee Highlight Reports to the Board.

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