











Wigan Borough
Clinical Commissioning Group

**INDEPENDENT INVESTIGATION - STEIS REFERENCE 2016/28227
IMPROVEMENT/ACTION PLAN**

No	Key Findings and Recommendations	Actions	Lead/s	Time Frames	Risk to Completion (any risks that would prevent delivery of the action)	Date Completed	Evidence of Completion
1	<p>Theme 4: SI & Complaints Process - Recommendation 7</p> <p>The Trust and NHS Wigan CCG must ensure that all investigations and SI reports meet national quality requirements, to include particular reference to engaging with and listening to families.</p>	<p>NHS Wigan Borough CCG in partnership with the Trust will review the SI process to ensure that all SI reports meet the national quality requirements, and specifically reference how the Trust have engaged with and are listening to families.</p>	<p>A Wragg Assistant Director Quality</p>	<p>31 July 2020</p>	<ul style="list-style-type: none"> COVID-19 activity, availability of staff. Activity is not business critical. 	<p>28 May 2020</p>	<ul style="list-style-type: none"> NHS WBCCG and NWBHFT meeting notes (inclusive of the agreed outcomes). <u>Agenda and supporting evidence 28.05.2020</u>  NWB StEIS 2016 28227 Action Plan Mex <u>Meeting notes and agreed outcomes 28.05.2020</u>  NWB StEIS 2016 28227 Action Plan Mex <u>WBCCG SI Training and Development Activity</u>  StEIS 2016 28227 WBCCG SI Training ar

2	<p>Theme 4: SI & Complaints Process - Recommendation 8 NHS Wigan CCG and NHS Knowsley CCG must ensure that all systems for sign off of Trust SI reports provide quality assurance that the requirements of the NHS England SiF are met.</p>	<p>NHS Wigan Borough CCG is to make arrangements to review the current SI management process in partnership with NHS Knowsley CCG. The aim is ensure that all systems for sign off of Trust SI reports provide quality assurance that the requirements of the NHS England SiF are met.</p>	<p>A Wragg Assistant Director Quality</p>	<p>31 July 2020</p>	<ul style="list-style-type: none"> COVID-19 activity, availability of staff. Activity is not business critical. 	<p>28 May 2020</p>	<ul style="list-style-type: none"> NHS WBCCG and NHSK CCG meeting notes (inclusive of the agreed outcomes) <p><u>Agenda and supporting evidence 28.05.2020</u></p>  <p>NWB StEIS 2016 28227 Action Plan Mec</p> <p><u>Meeting noted and agreed outcomes 28.05.2020</u></p>  <p>NWB STEIS 2016 28227 Action Plan Mec</p> <p><u>WBCCG SI Training and Development Activity</u></p>  <p>StEIS 2016 28227 WBCCG SI Training ar</p>
3	<p>Enable Shared Learning – Safeguarding</p>	<p>On receipt of the final investigation report NHS Wigan Borough CCG will ensure that this is shared with the following bodies to enable them to note the learning that is relevant to them:</p> <ul style="list-style-type: none">  Wigan Council SEND Partnership Board.  Wigan Safeguarding Partnership Board. 	<p>L Mitchell Associate Director Nursing & Quality</p>	<p>31 July 2020</p>	<ul style="list-style-type: none"> COVID-19 activity, availability of staff. Activity is not business critical. 	<p>TBC Final report pending publication</p>	<ul style="list-style-type: none"> Confirmed publication date for the final report is 15 June 2020 as advised by NHSE/I Regional Lead. Communication confirming final report has been shared with the identified Group and Board (*action pending) Final Investigation Report and related Improvement/ Action Plan placed on WBCCG public website (*action pending)

4	Good Governance	To ensure compliance with the agreed governance process NHS Wigan Borough CCG will schedule the presentation of the final investigation report and the associated action plans within both the CCGs Governing Body and Clinical Governance Committee (CIGC) agendas.	L Mitchell Associate Director Nursing & Quality	31 July 2020	<ul style="list-style-type: none"> ▪ COVID-19 activity, availability of staff. Activity is not business critical. 	TBC Final report pending publication	<ul style="list-style-type: none"> ▪ Confirmed publication date for the final report is 15 June 2020 as advised by NHSE/I Regional Lead. ▪ Communication confirming final report has been shared with the CCG CIGC and Governing Body. (*action pending) ▪ Agendas and minutes (*action pending)
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Oversight	Nursing & Quality	Version	11/06/2020
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