

NQB (16) 6th Meeting**NATIONAL QUALITY BOARD**

MINUTES of a meeting held in room 128A Skipton House, 80 London Road, London,
SE1 6LH

Wednesday 30 November 2016, 15:30 – 17.30

PRESENT		
Bruce Keogh (Chair)		Mike Richards (Chair)
Jane Cummings	James Quinn	Andrea Sutcliffe
Lee McDonough	Gillian Leng	Ruth May
Imogen Stephens	Paul Cosford	William Vineall
IN ATTENDANCE		
Lauren Hughes (NQB Secretariat)	Lauren Phillips (NQB Secretariat)	Luke O'Shea (NQB Secretariat)
Kate Eisenstein (NQB Secretariat)	Victoria Bleazard (CQC)	Kim Forrester (CQC)
Sophie Stevens (Clinical Fellow)	Mark Radford (NHS Improvement)	Arun Bhoopal (NHS England)
Richard Wilson (NHS Improvement)	Alex Armstrong (CQC)	Lucy Ellis (NHS England)
APOLOGIES		
Wendy Reid (Health Education England)	Lisa Bayliss-Pratt (HEE)	Steve Field (CQC)
Hilary Garrett	Kathy McLean (NHS Improvement)	Ruth May (NHS Improvement)
Viv Bennett (Public Health England)		

AGENDA

1. Welcome, introductions and minutes of the last meeting
2. Minutes of the last meeting (NQB Minutes (16)(05))
3. CQC update on Review of 'How NHS Trusts Investigate and learn from avoidable deaths' (verbal update)
4. Sepsis (verbal update)
5. NQB's role in the Shared Commitment to Quality (Paper 1)
6. Safe, Sustainable and Productive Staffing
 - a) Update on Setting Specific Improvement Resources (Paper 2)
 - b) Update on publication of CHPPD metric (verbal update)
7. Review of Quality Surveillance Groups and Risk Summits (Paper 3)
8. Improving Efficiency and Reducing Duplication, from the NQB Measuring Quality Working Group (Paper 4)
9. A.O.B

ITEM 1 AND 2: WELCOME AND MINUTES OF THE LAST MEETING

BRUCE KEOGH (Chair) welcomed everyone to the sixth meeting of the National Quality Board (NQB) of 2016 including a welcome to Lee McDonough, now in post as the Director General for Acute Care and Workforce at the Department of Health to her first meeting, replacing Charlie Massey on the NQB.

He asked the NQB to agree / approve the minutes of the last meeting and to note that, once agreed, they would be published, alongside the agenda and papers from the last meeting.

MIKE RICHARDS (Chair) updated members on the analysis in the CQC State of Care report. The report was based on an extensive body of evidence, using data from all its inspections. Discussion highlighted concerns around the situation for social care and the issue of aggregating ratings between organisations where there is significant variation in quality. This was important regarding mergers and given the emergence of new care models.

The NQB agreed the minutes of the last meeting.

ITEM 3: CQC Update of Review of 'How NHS Trusts Investigate and Learn from Avoidable Deaths'

MIKE RICHARDS introduced CQC's Review of How NHS Trusts Investigate and Learn from Deaths. This followed on from the Mazars report into investigating the deaths of people with learning disabilities or mental health service users in contact with Southern Health NHS Foundation Trust. A full report was planned to be published by CQC in mid December, 2016. The findings of the review were outlined, drawing on surveys, site visits and work with families, identifying concerns in 5 areas. These were the poor identification of deaths and sharing of information, a lack of clarity around process to determine the level of review, the variable quality of investigations, the variable quality of response to reviews of deaths and the involvement of family and carers.

William Vineall said that the Department of Health would make a formal response to the report. They were also developing a reporting tool around avoidable mortality,

using the methodology developed by the Royal College of Physicians. It was proposed that Quality Accounts might be a vehicle for trusts to account publically on progress around learning from this. The NQB agreed with this broad approach. It was noted this work on data should be set in the wider context of the work about learning from deaths.

NQB agreed to support the development of a plan to take forward the work programme across national bodies and the recommendations from CQC.

ITEM 4: Update on Sepsis

BRUCE KEOGH provided a verbal update on the wide range of work underway from NQB member organisation to address the challenges around sepsis. Board members discussed the progress and activity underway. This included:

- UK Sepsis trust November event and NHS England's collaboration with UK Sepsis' awareness campaign
- Good practice emerging in some trusts and general practice. Safety netting for parents and GPs being supported.
- Improvements around diagnosis and in response times in some areas
- An increase in screening
- Improving consistency and transparency of reporting, with the intension to introduce a sepsis specific indicator to the Clinical Commissioning Group Improvement and Assessment Framework in 17/18

Bruce thanked members for their contributions. NQB members agreed that this is a priority for their organisations and would work together to drive improvement.

ITEM 5: NQB's role in the Shared Commitment to Quality

LAUREN HUGHES, introduced *Paper 1: NQB's Role in the Shared Commitment to Quality*. An update was provided on progress with the document, the communication plan and the progress on actions contained within the document. Andrea Sutcliffe updated on progress with the quality strategy for social care and the read across to the social care sector. Links were noted around the work on building capability on

quality improvement in Health Education England. Gillian Leng also noted that it would be useful for the STP process as they continue to develop. Amendments were suggested to the document to ensure that research was given greater prominence. The next steps were:

- Publication of the document in December
- NQB organisations would provide communications support around the launch
- Organisations would be taking forwards the actions in the document coordinated by the NQB Secretariat.

It was agreed that the NQB's future work programme would be shaped to reflect the approach of the document, especially in relation to the dimensions of quality and the seven step approach.

MIKE RICHARDS (Chair) thanked both LAUREN HUGHES for the update and members for their commitment towards the document and its delivery.

ITEM 6: Safe and sustainable staffing: proposed changes to collection and publication of data

MARK RADFORD introduced *Paper 2: Safe, sustainable and productive staffing: Update on Setting Specific Improvement Resources*. He informed members of plans, key dates and progress around sector engagement on draft NQB safe, sustainable and productive staffing improvement resources, in particular resources on Adult Inpatient and Learning Disability services. It was noted that at the July 2016 NQB meeting, governance oversight and the approval process had been agreed.

NQB members were informed about the economic work being undertaken to assess the impact of emerging proposals, alongside the development of the draft setting specific resources. NHS Improvement was involving academic partners and HM Treasury in the economics work. It was agreed that the Steering Group would approve draft resources to go out ahead of the engagement process with the sector. NQB members would be sent draft documents via correspondence at or before the launch of the engagement process for their review and comment. NHS Improvement

intended to start the engagement process in December. Once guidance was at the stage of finalising for publication, the NQB would again have an opportunity to comment and confirm their agreement to their contents.

NQB members agreed the engagement process and would provide feedback to NHS Improvement on the draft resources by the closing date of the engagement period.

Mark Radford also provided a verbal update on the planned publication of the CHPPD metric from April. Despite some technical issues around the upload, it was planned that this would go ahead, replacing previous metrics. It was confirmed that the CHPPD metric would be split out by qualification, including nursing qualification level.

MIKE RICHARDS (Chair) thanked MARK RADFORD for the paper and members agreed the process on engagement.

ITEM 7: Review of Quality Surveillance Groups and Risk Summits

LUCY ELLIS introduced *Paper 3: Review of Quality Surveillance Groups and Risk Summits*. It was noted that it had now been three years since the original guidance on Quality Surveillance Groups and Risk Summits was issued and in the light of changes it was an appropriate time to review progress. The process for review was outlined, including visits, interviews with providers, a survey and a working group to update national guidance. Colleagues were asked to agree the scope of the review, the process and nominate colleagues onto the working group. Andrea Sutcliffe asked whether the scope should include social care. ADASS were being involved in the work. NQB agreed the following actions:

- NQB members would provide names of people who might be part of the review, including attending QSG site visits.
- The Terms of Reference for the review were agreed
- The process and steps to conduct the review were agreed

- NQB would be interested in the emerging findings and would agree the final conclusions.

BRUCE KEOGH (Chair) thanked both LUCY ELLIS for the update and members for their contributions.

ITEM 9: Improving Efficiency and Reducing Duplication, from the NQB Measuring Quality Working Group

BRUCE KEOGH (CHAIR) invited LAUREN HUGHES, RICHARD WILSON and ARUN BHOOPAL to introduce the paper. Lauren outlined the progress made by the work of the Measuring Quality Working Group, with Arun Bhoopal covering the focus on work to align and reduce the burden of measurement and dashboards. The NQB was asked to consider and approve the approach for creation of a roadmap to support development of common sets of indicators across ALBs (beginning with NHS England, NHS, Improvement and CQC). It was proposed that the priority for the group would be to start with urgent and emergency care. Bruce Keogh noted that this was an important but difficult area. Keith Willetts work would need to be fed in. NQB were supportive and agreed that the Measuring Quality Working Group should focus on this area and return with progress at a later date.

Bruce Keogh also noted that the NQB had previously done useful work on its own priorities for action and that that these were informed by evidence. The NQB asked that a future NQB meeting take an item on the NQB's priorities drawing on the most recent evidence, including international comparisons of quality measures and consider whether this would support future work programme.

ITEM 10: ANY OTHER BUSINESS

BRUCE KEOGH (CHAIR) thanked Lauren Phillips for her hard work on the NQB secretariat as she was moving onto a new position.

The next meeting of the NQB was currently set for 4th January 2017, but an alternative date was being considered for 1st February.