

Trust Board Meeting: Wednesday 8 July 2015

TB2015.92

Title	2014/15 OUH Quality Account
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Status	For noting The draft 2014/15 OUH Quality Account is presented with this paper, for approval ahead of publication on 30 June 2015.
History	<ul style="list-style-type: none"> • Version 1.4 was circulated to Executive and Non-Executive Directors on 24 March 2015 • Version 2.0 was presented to the Quality Committee on 15 April 2015 • Version 2.0 was presented to the Audit Committee in April 2015 • Version 2.6 was presented to the Trust Private Board on 13 May 2015 • Version 4.0 was presented to the Trust Management Executive on 4 June 2015 • Version 4.1 was approved by the Quality Committee on 10 June 2015, under delegated authority of the Trust Board

Board Lead(s)	Dr Tony Berendt – Medical Director			
Key purpose	Strategy	Assurance	Policy	Performance

Executive Summary

<p>1. The Quality Account is an annual report to the general public from NHS providers that describes the quality of services provided. The Quality Account is published on NHS Choices by 30th June each year.</p>
<p>2. The 2014/15 Quality Account has been prepared in accordance with statutory regulations. It will be subject to external audit in early June by Ernst and Young. A compliance check list has been used to ensure the document meets the regulatory standards.</p>
<p>3. Quality priorities for 2015/16 have been aligned with the Trust Quality Strategy and Annual Business Plan.</p>
<p>4. National Quality Indicators introduced in 2012 require data to be sourced from the Health and Social Care Information Centre and NHS England. Data for the reporting period is not available for all indicators and this has been escalated to both organisations.</p>
<p>5. External consultation has taken place and statements have been received by the Oxfordshire Clinical Commissioning Group, Health Watch Oxfordshire, the Health and Wellbeing Board and the Hospital Overview and Scrutiny Committee. A statement is awaited from the Health and Wellbeing Board.</p> <p>6. The External Auditor statement was supplied at the end of June prior to publication.</p>
<p>7. Recommendation The Board is asked to note the 2014/15 OUH Quality Account which may be accessed at . http://www.ouh.nhs.uk/about/publications/documents/quality-account-2015.pdf</p>

1. Background

- 1.1. It is a statutory requirement for all providers holding contracts with NHS commissioners exceeding £130K per annum to publish an annual Quality Account. The Quality Account is formally submitted to the Secretary of State and published via the NHS Choices website on 30 June each year.
- 1.2. The purpose of this Quality Account is to enhance accountability to the public for the quality of NHS services. The content of the Quality Account is largely mandated by statute.
- 1.3. The Quality Account relates to the time period 1 April 2014 to 31 March 2015 with the exception of the Trust quality priorities for 2015/16.
- 1.4. The final document was published by 30 June on NHS Choices and the external Trust website. A copy will also be sent to the Secretary of State.

KEY DELIVERABLES					
	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Requests for information	12-Feb				
Engagement meeting with Health Watch re: Quality Priorities		18-Mar			
1st Draft to CGC		18-Mar			
1st Draft to Executive + Non-Executive Directors		23-Mar			
1st Proof read			01-Apr		
2nd Draft to QC			15-Apr		
2nd Proof read			20-Apr		
2nd Draft to CCG, HWB, H&WBB, HOSC			23-Apr		
Workshop (TBC) by HWO to discuss QA				Early May	
2nd Draft returned from CCG, HWB, H&WBB, HOSC				Early May	
Typesetting by OMI				Early May	
2nd Draft to Auditors				Mid May	
3rd Proof read				Mid May	
OMI for statements + amendments				25-May	
Indicator testing by Auditors					Early Jun
Final sign-off by QC					10-Jun
Final version to Auditors					By 15-Jun
Final proof read and corrections to typeset version					20-Jun
Draft back from Auditors with their statement					By 29-Jun
OMI paste Auditors statement					29-Jun
Publish: NHS Choices, OUH website, copy to Secretary of State					30-Jun

- 1.5. The priorities in Table 2 overleaf have been proposed for the forthcoming year. They have been aligned with national CQUINs, goals in the Trust Quality Strategy, Annual Report, National Audit Reports and feedback from our service users and Health Watch Oxfordshire.

Table 2

Domains	Annual Priorities for the Trust
PATIENT SAFETY	Preventing avoidable patient deterioration and harm in hospital: <i>Sign up for Safety</i>
	Partnership working to improve urgent and emergency care
	Improving recognition, prevention and management of acute kidney injury
CLINICAL EFFECTIVENESS	Learning from deaths and harms to improve patient care
	Management of patients presenting with sepsis
PATIENT EXPERIENCE	End of life: improving peoples care in the last few days and hours of life
	Improving communication, feedback, engagement and complaints management: <i>with patients, carers, health care staff and social care providers</i>

- 7.6. An early draft of the Quality Account was circulated to the Executive and Non-Executive Directors on 24 March 2015 for comments, particularly with regard to the priorities proposed for 2015/16.
- 7.7. A second full draft of the Quality Account was presented to the Quality Committee on 15 April 2015 to approve before it was released for external review.
- 7.8. There have been no changes to the regulations regarding the external audit process for this document. This work was carried out by Ernst and Young as in previous years. A disclosure list was provided by Ernst and Young to assist with the collection of prescribed information. The external audit process entailed:
- 7.8.1. Reviewing the content of the Quality Account for its compliance with relevant regulations
 - 7.8.2. Reviewing the content of the Quality Account to ensure that it is consistent with other specified information
 - 7.8.3. Undertaking substantive sample testing on two indicators
 - Percentage of patient safety incidents resulting in severe harm or death
 - Rate of Clostridium difficile per 100,000 bed days
 - 7.8.4. Providing the Trust with a Limited Assurance Report
- 7.9. The assurance report noted one inaccuracy in the data in the Quality Account, related to reporting of incidents with moderate or greater harm on the NRLS

national reporting system. 14 of the 25 incidents reported as major or catastrophic were downgraded in their severity to moderate or below following investigation and agreement with OCCG. The NRLS system was not however updated by the Trust. The effect of this is that the nationally reported rate of major or catastrophic incidents was 0.3% of all incidents for OUH whereas the revised figure should have been 0.1%. A comment to this effect has been added to the account by the auditors. Administrative processes have been amended to prevent a repetition of this error.

7.10. The final draft of the Quality Account was presented to the Quality Committee on 10 June 2015 for approval under delegated authority of the Board and the report was duly signed off.

7.11. The Quality Account was published on 30 June 2015, in line with the national requirement and is available at the following link:

<http://www.ouh.nhs.uk/about/publications/documents/quality-account-2015.pdf>

2. Recommendations

2.1. The Trust Board is asked to note the 2014/15 OUH Quality Account.

Dr Tony Berendt
Medical Director
June 2015

Report prepared by:
Dr Clare Dollery, Deputy Medical Director