

Public Trust Board Meeting: Wednesday 09 September 2020

TB2020.73

Title: Oxford University Hospitals NHS Foundation Trust Quality Account 2019-20

Status: For Information

History: Draft 2019-20 Quality Account - Audit Committee 29 July 2020.

Board Leads: Chief Medical Officer and Chief Nursing Officer

Author: Siobhan Teasdale, Deputy Head of Clinical Governance

Confidential: No

Key Purpose: Performance, Assurance

Executive Summary

1. The quality report incorporates all the requirements of the Quality Account Regulations in addition to further reporting requirements set by NHS Improvement /NHS England. The quality report specifically aims to improve Trust accountability to the public and other stakeholders for the quality of care they deliver.
2. The Quality Account contains commitments to areas of work in 2020-21 referred to as Quality Priorities. These were identified during a patient engagement event on 13 January 2020 and were agreed by Trust Board in March 2020.
3. In the light of the COVID-19 pandemic five of the 2020-21 Quality Priorities needed to be revised. The revisions are included in this document.
4. Due to the COVID-19 pandemic there is no longer a requirement this year for external assurance of the Quality Accounts and there is no longer a requirement for the Quality report to be incorporated into the Trust's Annual Report (1). The deadline for submission has been extended to 15 December 2020 (2).
5. The summary of the achievement of the 2019-20 Quality Priorities and the description of the 2020-21 Quality Priorities were presented at the Health Overview and Scrutiny Committee (HOSC) on 25th June 2020.

Recommendations

6. The Trust Board is asked to
 - Approve the Quality Account document for publication.

(1) Letter to CEOs from NHS England and Improvement dated 28 March 2020, Publications approval reference: 001559.

(2) Revised NHS foundation trust annual reporting manual (FT ARM) updated 10 April 2020.

Oxford University Hospitals NHS Foundation Trust Quality Account 2019-20

1. Purpose

- 1.1. This paper provides the Trust Board with the Quality Account for 2019/20 and seeks approval for publication.

2. Background

- 2.1. OUH aims to deliver and assure patients they are receiving the very best quality of care. NHS Improvement requires all NHS Foundation Trusts to produce reports on the quality of care as part of their annual reports. Quality reports allow trusts to be held accountable by the public and other stakeholders.
- 2.2. Foundation Trusts are required by the Health Act 2009, and in the terms set out in the National Health Service (Quality Accounts) Regulations 2010 ('the quality accounts regulations'), to publish quality accounts each year.
- 2.3. The quality report incorporates all the requirements of the quality accounts regulations as well as NHS Improvement/NHS England's additional reporting requirements.
- 2.4. NHS Improvement also requires Trusts to obtain external assurance on their quality reports. As an exception due to the COVID-19 pandemic there is no requirement this year (19-20) for external assurance of the Quality Accounts (1) or for the Quality report to be incorporated into the Trust's Annual Report (2).
- 2.5. The Quality Account contains commitments to areas of work referred to as Quality Priorities. Each Trust proposes a range for the forthcoming year and reports back achievements from the current year. Staff and public engagement is sought when devising Quality Priorities.
- 2.6. OUH held a patient engagement event on 13 January 2020 which helped to identify the 2020-21 Quality Priorities. These have been agreed by Trust Board in March 2020.
- 2.7. In the light of the COVID-19 pandemic five of the 2020-21 Quality Priorities have been revised as detailed below:
 - News 2: the milestones will be pushed back to March 2021 as work on this was temporarily paused.
 - Safety Huddles: one aim altered; to see an increase in the numbers of incidents reported with a lower proportion of high harm incidents.

- ‘Gloves off’ is no longer applicable as a Quality Priority and has been replaced with another focused on a reduction in nosocomial COVID-19. The aim of the project is to protect patients and staff by reducing the proportion of COVID-19 cases likely to have been acquired in hospital to as low as possible, and below the average proportion for similar acute Trusts. This is further detailed in the Quality Account.
- ‘Mental Health’: this has been revised to address the mental health needs of patients in areas in addition to the Emergency Department.
- ‘Patients who have their procedures cancelled’: In the light of the COVID-19 pandemic the aim of ‘100% of patients who have a procedure cancelled for non-clinical reasons being given a date for re-admission within 28 days of the cancelled date’ was not felt feasible so this aspect of the ‘Patients who have their procedures cancelled’ priority has been removed. This has been replaced by a focus on improving the communication aspects of cancellation which is consistent with stakeholder feedback at the Quality Conversation.

2.8. The deadline for submission of the Quality Account has been extended to 15 December 2020. (Revised timeline in Appendix One).

3. Recommendations

3.1. The **Trust Board** is asked to:

- Approve the Quality Account document for publication.

Appendix 1: Timeline Quality Account 2019/20

Dates	Content	Notes	Completed	Responsible person
Nov 19	Guidance check	Check for guidance changes – DH / Statutory Instruments	Yes	ST
Nov 19	Requests	Requests for information	Yes	ST
5 Dec 19	Deadline	Verbal update on Audit section to CEC	Yes	RA
12 Dec 19	Feedback	Clinical Effectiveness Committee	Yes	RA
8 Jan 20	Deadline	Timeline and cover paper with potential Quality Priorities to CGC	Yes	ST/AS
2 Jan 20	Deadline	Paper: Update on Audit section to CEC	Yes	RA
9 Jan 20	Feedback	Clinical Effectiveness Committee	Yes	RA
13 Jan 20	Deadline	Paper to COGs- Quality Priorities	Yes	ST
15 Jan 2020	Feedback	CGC	Yes	ST/AS
20 Jan 20	Feedback	Council of Governors- Quality Priorities	Yes	NS
5 Feb 2020	Deadline	Integrated Assurance Committee (IAC)- Quality Priorities	Yes	ST
6 Feb 20	Deadline	Paper: Update on Audit section to CEC	Yes	RA
12 Feb 20	Deadline	Draft Quality Priorities and cover paper to CGC	Yes	ST/AS
12 Feb 2020	Feedback	Integrated Assurance Committee (IAC)	Yes	AS
13 Feb 20	Feedback	Clinical Effectiveness Committee	Yes	RA
19 Feb 20	Feedback	CGC	Yes	ST/AS
5 March 20	Deadline	Paper: Update on Audit section to CEC	Yes	RA

3 March 20	Deadline	Paper on Quality Priorities with metrics to Board	Yes	ST
6 March 2020	Deadline	Slides to Meghana for PEMQ-Quality Priorities and Indicator for testing	Yes	ST
11 March 20	Feedback	Trust Board	Yes	MP
11 March 20	Deadline	Quality Account timeline to CGC	Yes	ST/AS
12 March 20	Feedback	Clinical Effectiveness Committee	Yes	RA
13 March 2020	Feedback	Paper to Council of Governors-Quality Priorities and choosing the indicator for testing	Yes	MP
7 May 20	Deadline	Paper: Update on Audit section to CEC	Yes	RA
12 May 20	Deadline	Quality Account timeline and cover paper to Audit Committee	Yes	ST
13 May 20	Deadline	Draft Quality Account and revised timeline and cover paper to CGC	Yes	ST/AS
14 May 20	Feedback	Clinical Effectiveness Committee	Yes	RA
19 May 2020	Feedback	Quality Account timeline to Audit Committee	Yes	ST
20 May 20	Feedback	CGC	Yes	ST/ AS
15 July 20	Feedback	Quality Account (word version) to OCCG, Healthwatch, H&WBB, NHS England [Thames Valley and Wessex]	Yes	ST
15 July 20	Feedback	Quality Account to COGS for statement	Yes	ST
17 July 20	Feedback	Circulate to Board members for any comments (in lieu of taking to IAC)	Yes	AS/MP
10 June 20	Deadline	Draft Quality Account and cover paper to CGC	Yes	ST/AS
12 June 20	Deadline	Quality Priority slides to HOSC	Yes	ST
17 June 20	Feedback	CGC	Yes	ST/AS

25 June 20	Feedback	HOSC	Yes	AS
25 June 20	Feedback	TME	Yes	MP/SF
22 July 20	Deadline	Final draft Quality Account and cover paper to Audit Committee	Yes	ST/AS
29 July 20	Feedback	Audit Committee	Yes	AS/MP
28 August 20	Deadline	Final draft Quality Account and cover paper to Trust Board		AS/MP
9 September 20	Feedback and final sign off	Trust Board		AS/MP
TBC	Final version	Parliament step 1: Send PDF (of whole Annual report) for checking in preparation for laying before Parliament		TBC
TBC	Final version	Parliament step 2: NHS foundation trusts submit accounts to DHSC Parliamentary Office to be laid before Parliament		TBC
TBC	Final Version	Publish on organisation's profile on the NHS website & fulfill obligation to share with Secretary of State for Health		Comms
TBC	Final version	Upload to OUH internet and intranet		Comms

Meghana Pandit (MP) – Chief Medical Officer

Helen Cobb (HC) – Head of Clinical Governance

Siobhan Teasdale (ST) – Deputy Head of Clinical Governance

Sandhya Chundhur (SC) – Clinical Outcomes Manager

Rupali Alwe (RA) – Clinical Governance Manager (Audits, Standards and Effectiveness)

Neil Scotchmer (NS) – Head of Corporate Governance

OUH Communications (Comms)