



Quality Report July 2019

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East Berkshire CCG



Patient Story





Performance Report



Microsoft Word
Document



CQUINS

The CQUINS for 2018/19 have been reported on this is expectation reporting on those not fully achieved

No organisation achieved the Improvement of health and wellbeing of NHS staff with a 5% increase in the staff survey on the question 'Does your organisation take positive action on health and wellbeing'

Antibiotic review and reduction in antibiotic consumption not achieved by Frimley Health Care

Preventing ill health by risky behaviours –alcohol and tobacco not achieved by Royal Berkshire Hospital



CQUIN areas for 2019/20

Acute	Community	Mental Health	Ambulance
Staff Flu Vaccinations	Staff Flu Vaccinations	Staff Flu Vaccinations	Staff Flu Vaccinations (0.25%)
Alcohol and Tobacco Brief Advice	Alcohol and Tobacco Brief Advice	Alcohol and Tobacco Brief Advice	Access to Patient Information – Assurance Process (0.5%)
Three High Impact Actions to Prevent Hospital Falls	Three High Impact Actions to Prevent Hospital Falls	72hr Follow Up Post Discharge	Access to Patient Information – Demonstration (0.25%)
Antimicrobial Resistance – Urinary Tract Infections and Antibiotic Prophylaxis for Elective Colorectal Surgery	PICC Lines Secured Using a SecurAcath Device	Improved Data Quality and Reporting	+ Locally Determined Indicator (0.25%)
Same Day Emergency Care – Pulmonary Embolus/ Tachycardia with Atrial Fibrillation/ Pneumonia	Stroke 6 Month Reviews	Use of Anxiety Disorder Specific Measures in IAPT	



CQC

- Datchet are now 'Good' overall following a focused inspection
- Chapel Medical Centre are rated 'Good' in all areas
- Redwood House Surgery has been rated as 'Good' overall but there are areas that Require Improvement for Well-Led.



Summary of Redwood House areas for Improvement

- Governance arrangements were not effective for monitoring patients on high risk medicines and repeat medicines.
- Staff training had been inconsistently reviewed to ensure all staff had received essential training such as fire safety, health and safety, infection control and mental capacity act.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Review the recall process for women eligible for cervical screening to ensure uptake.
- Review the January 2019 intercollegiate guidance for children's safeguarding and offer additional training to staff to attain the appropriate level, where necessary.
- Review the process for monitoring and reporting uncollected prescriptions.
- Consider how improvements could be made following patient feedback about accessibility and appointments



Data Security and Protection

Surrey Downs CCG notified East Berkshire CCG of an information governance breach in which they discovered that a temporary member of staff within their CHC Team had been sending patient information to their personal "Yahoo" account over a 5 month period. As part of their investigation they discovered patients which related to East Berkshire CCG.

The East Berkshire CHC Team confirmed that same individual had worked for them for a 9 month period and therefore the CCG has investigated the incident and reported the findings to the Information Commissioner.



Infection Prevention and Control April and May 2019

There have been 14 reported cases of C.diff. They are divided into 4 assignments to highlight healthcare associated cases.

The E.coli numbers have slightly increased in the first 2 months.

No MRSA reported.

Communications and Engagement June monthly report



Figures run from 24/05/2019 - 21/06/2019

 @NHSEastBerksCCG

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Number of social media campaigns covered

19

Number of social media messages sent



53

35

Website hits from social media



42

21

Number of post clicks



669



335



Social media reach



26,934



9952



Number of followers



1127

524

Number of page views



136



125



Number of social media campaigns covered – total number of topics/events/services promoted in a month period

Number of social media messages sent- total number of times a message was sent from our account

Website hits from social media – number of times someone visited our website from a tweet or Facebook post

Number of post clicks – the total number of clicks on a post, not including likes, comments, or shares

Social media reach - the number of people who had any posts from our page on their screen

Number of followers – number of people following our social media pages

Number of page views - number of times a page's profile has been viewed by people, including people who are logged into Facebook and those who aren't.



Media and Publications

We issued a number of press releases in June and received the coverage below:

Press coverage

- <https://www.sloughobserver.co.uk/news/17692105.slough-carers-set-to-get-more-support-in-time-for-carers-week/>
- <https://www.bracknellnews.co.uk/news/17711265.nhs-volunteers-in-east-berkshire-thanked-for-their-efforts-during-volunteers-week/>
- <https://www.bracknellnews.co.uk/news/17671572.bracknell-gp-dr-anant-sachdev-to-host-your-health-matters-session/>

Radio and TV

Lift the baby received coverage on BBC South (TV) and BBC Radio Berkshire (radio). From East Berkshire CCG, both Sarah Bellars and Debbie Hartrick were interviewed. In the first week of the campaign, we had **1,463 people watch the film**, **7,486 unique visitors to the website:**

www.LiftTheBaby.org.uk #LiftTheBaby



Publications:

- Development of 'Top Tips Guide' for WAM PPGs, to help PPGs strengthen and to support Practices to set up, recruit and develop their PPGs.
- Weekly GP news bulletin

Working together to deliver excellent and sustainable healthcare



Engagement and Looking Forward

Engagement

[Community Partnership Forum meeting:](#)

The Long Term Plan - Children's and young people's mental health

An excellent meeting, linking this important area of work to the Long Term Plan

Targeted communications meant the right people were in the room: partner organisations, teachers, parents, PCSO, and also concerned members of the public.

Looking forward – July

Key CCG Campaign

Lift the baby – continue to raise profile

Supporting practices to get the most from NHS App

The NHS App went live across Frimley ICS on the 1 April. Patients are now downloading, registering and using the App. The national public campaign starts September 2019.

The CCG IM&T group have been communicating to practices via the weekly GP Bulletin to help practices prepare, plan and get the most from the NHS App.

Watch this space:

- Primary Care Networks
- New look GP Bulletin
- Preparations for the AGM

Working together to deliver excellent and sustainable healthcare