



Quality Report November 2019

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East Berkshire CCG



Patient Story





Emergency Department Discharge Summaries – Wexham Park

**IT System Problem Caused Missing Information in Discharge Summaries to GPs
Identified by:**

- GP Clinical Concerns via Datix and via Clinical Interface Committee

Factors:

- Trust identified an IT systems interface issue causing problems with the auto-population of discharge summaries
- Period affected 27th February 2019 to 8th October 2019.

Key field missing included:

- 'Diagnosis' and 'Future Plans'

Clinical Risk:

- The problem was rectified as of 8th October 2019
- However, significant clinical risk for patients affected in period – GP follow-up actions may have been missed

Plans Immediate:

- Joint letter from Medical Directors CCG and FHFT to GPs sent 29.10.19
- Trust issuing lists of patients affected to each GP practice week commencing 28.10.19
- Replacement discharge summaries including missing content being sent at same time.
- GPs requested to review their patients on the list and see if any follow-up actions were missed.

Plans Short Term:

- Funding for GPs for admin time to review the lists, and clinical time for any follow-up actions
- Assurance check on completion of reviews via CCG Quality Team
- Harm assessment post-reviews, including any escalations to SI status for investigation.



Dermatology FHFT

Pressure on service across FHFT Dermatology

Factors:

- Increase in GP referrals
- Temporary suspension of RBFT services
- Workforce has been problematic across FHFT. Both HWP and FPH have been looking for substantive consultants and associate specialists for some time.

Compounded by:

- Departure of clinical lead consultant who managed triage

Plans Short Term:

- Suspension of Advice & Guidance (no capacity to offer) – reversion to standard referrals
- Using GPs with Special Interests for triage / peer review / education support to GPs

Plans Medium and Longer Term:

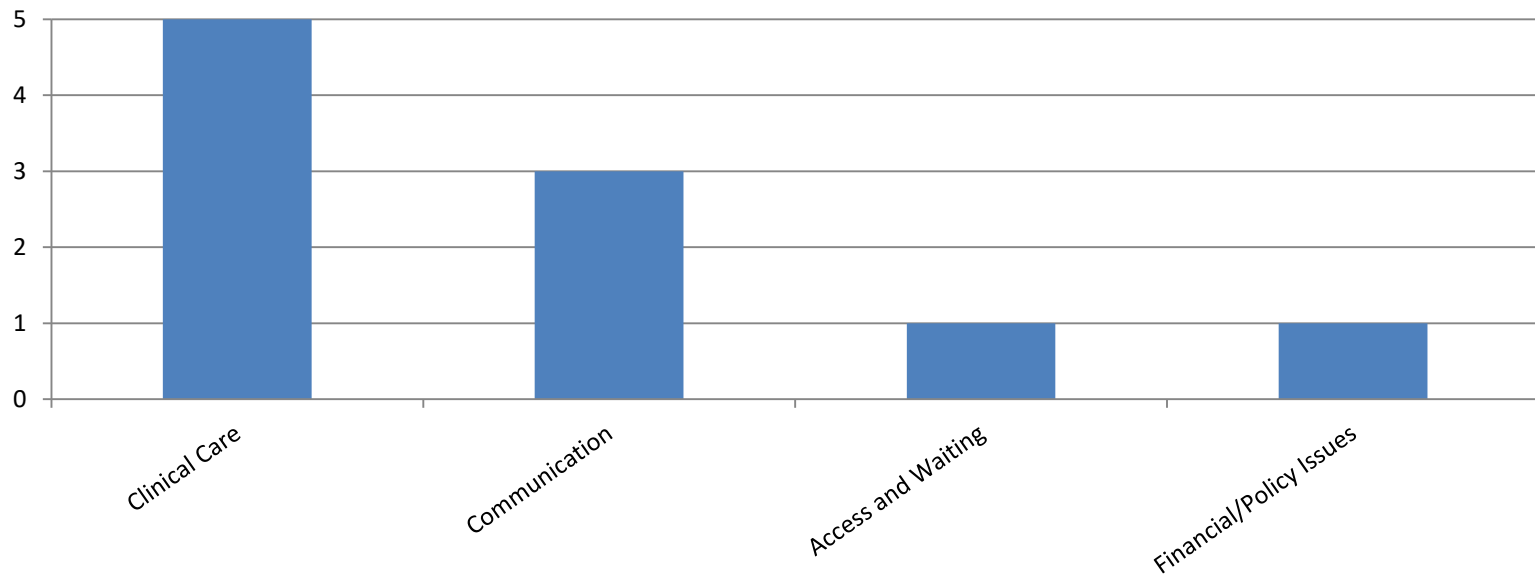
- ICS strategy group formed with provider and commissioner representation
- Work initiated to look at capacity and demand management
- Look at technology – tele-dermatology, virtual clinics
- Pathways revisions



Summary of AQP Hearing & Balance service concerns - 2019/20

Since April 2109, we have received to date, a total of 10 formal complaints which are outlined below by subject:

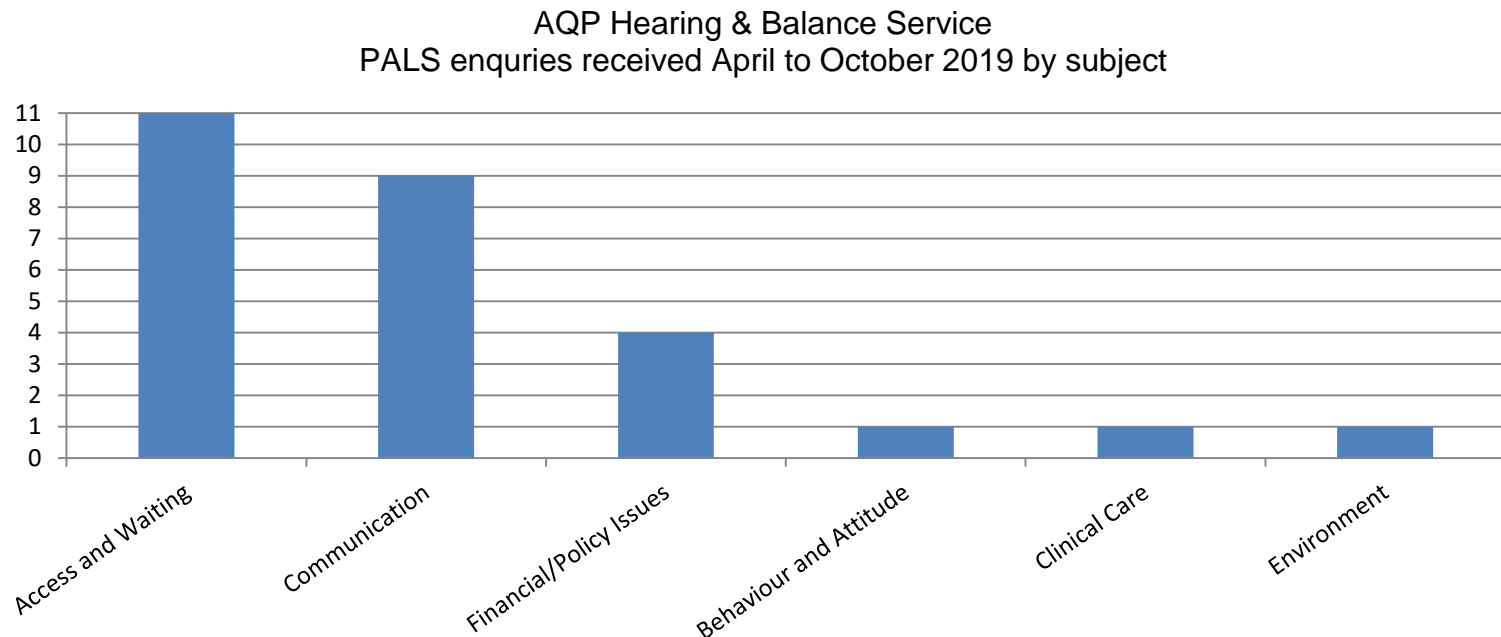
AQP Hearing & Balance Service
Formal complaints received April to October 2019 by subject





Summary of AQP Hearing & Balance service concerns - 2019/20

The Patient Advice and Liaison Service (PALS) has taken an additional 27 enquiries, as outlined by the subjects below:





Performance Report




Adobe Acrobat
Document

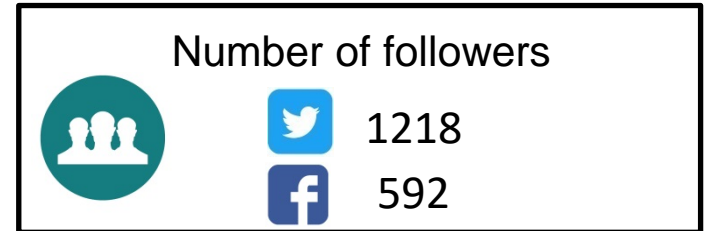
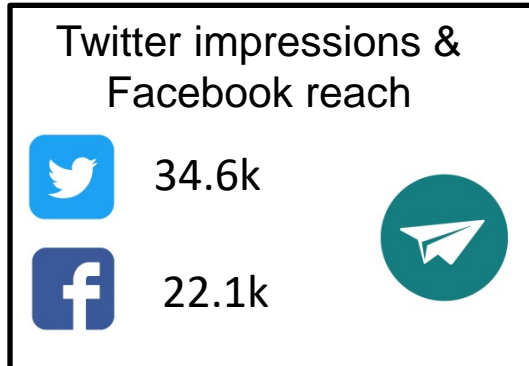
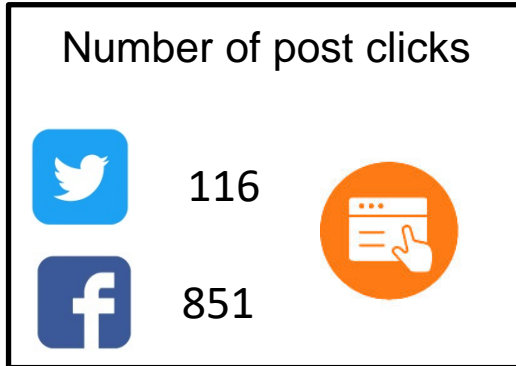
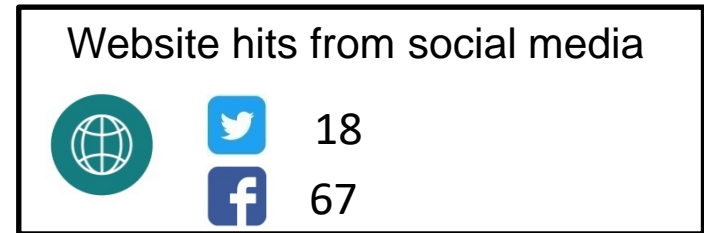
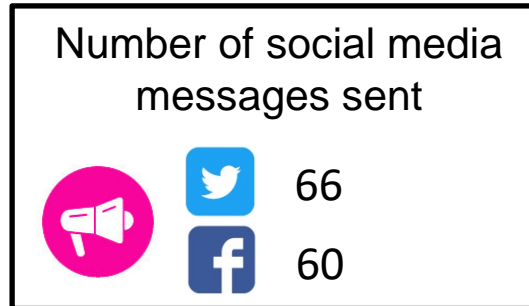
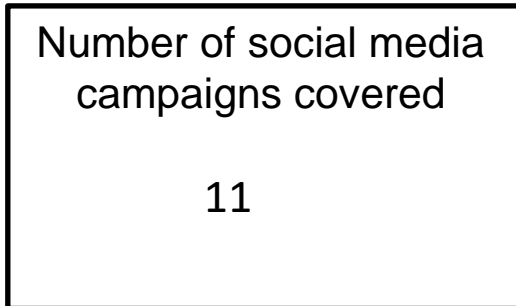


Communications and Engagement October monthly report

Figures run from 20/09/2019 – 23/10/2019

 @NHSEastBerksCCG

 @NHSEastBerksCCG



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.



Communications and Engagement

October monthly report

Working with young people

- [ADHD and Autism service review workshop](#): 50 people attended where findings around the independent review of autism and ADHD service provision across East Berkshire were shared. An easy read version of the report was created and is available online.
- [Winter sessions with schools](#): Currently signing up schools for visit by a GP to talk about keeping bugs at bay and then what to do if you do feel unwell #NHSKnowWhereToGo – our winter campaign
- [Young Health Champions in Slough](#): 15 students make up the first set of young health champions and have finished their first year training and will go on to promote health messages in their 4 respective schools.
- [Youth participation event](#): representatives of Youth Participation Groups met to share priorities for improving Mental Health and Wellbeing Services for children and young people. Comments will inform the Children and Young people Mental Health and Wellbeing East Berkshire Local Transformation Plan.

Supporting our staff

- World Mental Health Day: 19 staff enjoyed Guided Meditation and 35 people had an insight into living with dementia via the dementia bus. Both events were open to all staff in KEVII building.
- Communications and Engagement Team supporting staff engagement sessions and the further development of collaborative working between the three CCGs.
- Communications and Engagement Team to actively participate in all OD sub-groups

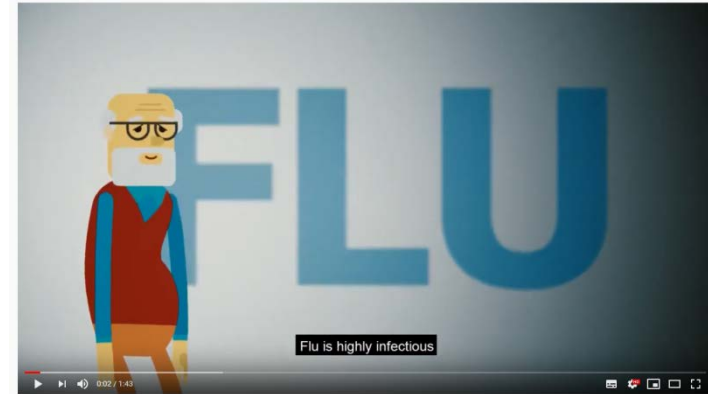
Working together to deliver excellent and sustainable healthcare



Flu and Winter

Flu

- Locally produced animated video launched online – 103 views to date and shared by NHSE!
- First ever, locally produced flu communications toolkit for GPs and healthcare professionals [launched](#) and shared with partners



Winter – Feeling Unwell? #NHSKnowWhereToGo

- Publication of winter resources [online](#)
- Local case studies re self care, pharmacy support and NHS 111 [online](#)
- Development of session plan to be delivered in schools
- Target of 80% of practices to be displaying “Feeling Unwell?” campaign materials
- Engaging patient groups to support the campaign and the evaluation next year.

Feeling unwell?
Know where to go

<p>Care at home Be prepared to care for yourself with medicines at hand and plenty of rest</p> <ul style="list-style-type: none"> • cough or cold • upset stomach • pain or headache • cuts and grazes • sore throat (But if for two weeks or more contact your GP) <p>For health advice, visit www.nhs.uk</p>	<p>Pharmacist Ask for advice on ailments, medicines and healthier living</p> <ul style="list-style-type: none"> • queries about medication dosage, type or suitability plus urgent requests or if related to hospital discharge • repeat prescription • sore eyes (but if persists go to optician) • runny nose • diarrhoea • bite or sting 	<p>Call NHS 111 or go online at 111.nhs.uk When the situation is not life-threatening</p> <ul style="list-style-type: none"> • If you think you need to go to hospital • If you don't know the most suitable place to go or call • If you don't have a GP to call or if your GP practice is closed • If you need advice or reassurance about what to do <p>Available 24 hours a day, every day</p>	<p>GP practice Use patient access online or make an appointment if an illness or injury won't go away</p> <ul style="list-style-type: none"> • repeat prescription such as for back ache, the pill, etc. • urgent skin problem such as a rash that is spreading • ear pain • back ache <p>Additional evenings and weekend appointments bookable through your GP Practice</p>	<p>Same day urgent care Visit for</p> <ul style="list-style-type: none"> • minor injuries such as sprains and suspected broken bones • illness when your GP practice is unavailable <p>Locally, you can be seen in Maidenhead SL6 6DU Slough SL1 2SU Bracknell RG12 9RT</p> <p>See www.nhs.uk for in-rng availability and opening times</p>	<p>Emergency department or call 999 Only for very serious or life-threatening situations</p> <p>If you are unsure, call NHS 111 or go on-line at 111.nhs.uk</p> <p>Call 0300 365 2000 to make a self-referral to Talking Therapies.</p> <p>Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.</p> <p>If you need someone to talk to, call the Samaritans free on 116 123 (24 hours a day, 365 days a year).</p> <p>In an emergency, or if someone is in immediate danger, call 999 straight away.</p>	<p>Mental health Aged between 11-19 years old? Visit KOTI11.com for free, anonymous and confidential online counselling and emotional well-being support service.</p> <p>If you are over 18 and need urgent support call NHS 111 who will direct you accordingly.</p> <p>Call 0300 365 2000 to make a self-referral to Talking Therapies.</p> <p>Call the Common Point of Entry on 0300 365 0300 if your concern is more urgent.</p> <p>If you need someone to talk to, call the Samaritans free on 116 123 (24 hours a day, 365 days a year).</p> <p>In an emergency, or if someone is in immediate danger, call 999 straight away.</p>
Average cost to NHS	... of being seen £15	... of a call £10	... of being seen £36	... of being seen £37	... of being seen £111	... of an ambulance £235

Register your mobile for the 999 SMS service by texting 'Register' to 999. Visit www.interpertenow.co.uk/nhs111 to access NHS 111 with a British Sign Language Interpreter



Key coverage and Watch this space

Key campaign stats: Lift The Baby – first ever paid Facebook advertising campaign

Budget: £2,357.36 The advert is to run for the entire time of rugby world cup approx. 2 months. So far has resulted in:

- **4,547** views on YouTube
 - **14,175** referrals from Facebook
 - **456** referrals from Twitter
 - **371** referrals from the BBC website
 - Total number of shares: **1,100**
- 21,211 unique website hits**
- Total number of people reached: 70,431**

Media Coverage includes Flu [Coverage](#)

Plans for a community health centre - Ascot

Public drop in session for local residents to provide feedback on the latest plans for a community health centre. Media response was positive and included three main pieces in local publications

- <https://www.bracknellnews.co.uk/news/17960904.ascot-medical-centre-plans-revised-lynwood-health-hub/>
- <https://www.ascotmatters.co.uk/community/14053-new-sunnings-health-centre-plans-to-be-resubmitted>
- <https://www.ascotmatters.co.uk/events/events/13850-cancer-health-and-wellbeing-day-october-3rd>.

Watch this space

- Self-care Week: 18-24 November - Joined up communications across East Berkshire
- Winter campaign to begin delivery of schools sessions in November
Working together to deliver excellent and sustainable healthcare