

TITLE	Update on Royal Berkshire Hospital – (from CCG as Commissioners
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 18 November 2014
WARD	None Specific

NHS
North and West Reading
Clinical Commissioning Group

NHS
Newbury and District
Clinical Commissioning Group

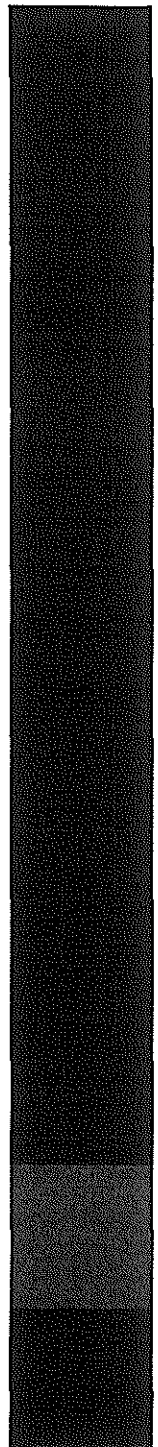
NHS
South Reading
Clinical Commissioning Group

NHS
Wokingham
Clinical Commissioning Group

CCG presentation to Wokingham Health Overview and Scrutiny Committee

Debbie Daly, Nurse Director

18th November 2014



RBFT Performance Concerns - RTT

- Referral to Treatment Wait Times (RTT)
 - Significant issues with the accuracy of the waiting list at RBFT resulting in a large validation exercise which is underway
 - Validation is taking longer than first expected due to the emergent complexity and scale of the issues not being fully understood at first
 - Change in leadership structure at RBFT has resulted in clear ownership of the issues and accountability
 - The current validation exercise is likely to continue until February 2015

RBFT Performance Concerns - Diagnostics

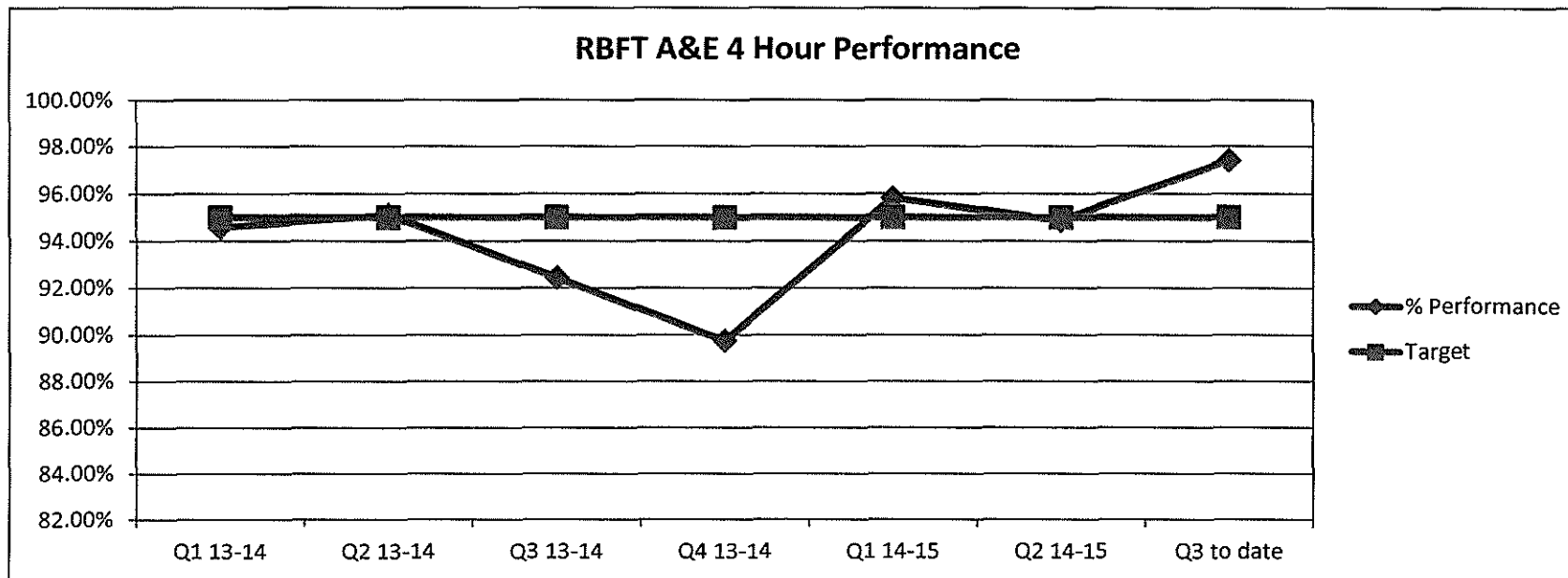
- Diagnostic Wait Times
 - RBFT were not achieving the >99% target for diagnostic procedures to be carried out within 6 weeks from December 13-August 14
 - MRI and CT breaches were as a result of building works to replace the existing MRI scanners
 - Ultrasound breaches were due to staff vacancies and capacity constraints
 - Action plan has been in place which resulted in numbers of breaches reducing and this was due to recover in September and this was achieved with performance at 99.74%

RBFT Performance Concerns – Cancer Waits

- Cancer Wait Times
 - There have been a number of patients who have had to wait longer than expected for first appointments for suspected cancer (two week wait) and also for treatment for confirmed cancer (62 day wait).
 - Combination of reasons for breaches including patient choice and capacity limitations
 - Action plan was in place following quarter one breaches that did not deliver recovery as expected in quarter two
 - The new Interim Chief Operating Officer is revising the action plans and has also arranged for the national intensive support team to review the pathways at RBFT to identify further areas for improvement and possible solutions

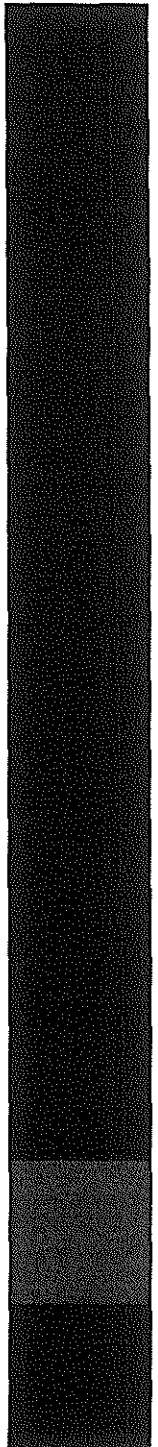
RBFT Performance Concerns – A&E Wait Times

- A&E 4 Hour Standard from arrival to discharge or admissions
 - Continues to be a challenging standard to achieve across the whole system but significant improvements have been made in 2014-15 as a result of actions being taken along the whole non-elective pathway



RBH CQC Inspection – March 2014

- Trust have developed a comprehensive action plan to deliver all recommendations outlined in the Trusts CQC Hospital Inspection
- The CCGs monitor progress against this action plan formally at Clinical Quality Review Meetings and Joint Senior Governance meetings with the Trust
- CCG Director of Nursing has regular 1:1 meetings with the Trust's Director of Nursing to discuss progress being made and any ongoing or new concerns
- Monitor and the CQC have left the responsibility of monitoring progress with the CCGs and we have been able to provide assurance of progress being made
- Midwifery services remain a concern for the CCGs and we are working closely with the Trust on a plan to re-open the 2 closed beds on the Midwifery led unit



Quality of Care at the RBH

- There is a vast amount of evidence that the quality of care delivered at the RBH is of a high standard.
- CQC found staff to be caring and responsive to patient needs
- CCG monitor quality of care through a Quality Dashboard, which is reviewed by Governing Bodies on a monthly basis.
- RBH work hard to continuously improve quality and CCGs have evidence of significant improvement i.e. a reduction in the number of grade 3/4 pressure ulcer (only 1 since April this year compared to xxx last year), low levels of Cdiff and MRSA infections this year to date)
- The Trust have improved their complaints processes and are extremely open in their reporting of serious incidents

Working with the Trusts new Chief Executive

- The new Chief Executive at RBH only started in August, but has already developed the beginnings of a good working relationship with the CCGs Accountable Officer, Cathy Winfield
- Berkshire West CCGs hold Joint Senior Governance meetings with RBH on a monthly basis, which are effective in supporting excellent communication and action
- CCGs Accountable Officer has regular 1:1 meetings with the Chief Executive and system wide chief officer meetings
- RBH Chief Executive demonstrates a good understanding of the challenges and key issues within the Trust and a willingness to work with the CCGs are resolving these.

