

Report to: **East Sussex Health Overview and Scrutiny Committee (HOSC)**

Date: **16 June 2015**

By: **Assistant Chief Executive**

Title: **East Sussex Hospital Trust (ESHT) Care Quality Commission (CQC) report: report back from HOSC Working Group**

Purpose: **To report back to the HOSC recommendations from the ESHT CQC report working group**

---

## **RECOMMENDATIONS**

**HOSC is recommended:**

**To agree the recommendations (below) to establish a Scrutiny Review Board in order to examine in depth ESHT's quality improvement planning in response to the ESHT CQC inspection reports.**

---

### **1. Background**

- 1.1 At its 22 May 2015 special meeting East Sussex HOSC agreed to establish a member working group to report-back to the June 16 HOSC meeting with recommendations for the future scrutiny of the CQC inspections of ESHT and the trust's improvement planning in response to the inspection findings.
- 1.2 The working group met on Tuesday 09 June 2015. Members were: Cllrs Michael Ensor, Ruth O'Keefe, Angharad Davies, and Frank Carstairs; and Jennifer Twist (voluntary sector representative).
- 1.3 Members debated how best to scrutinise the implementation of ESHT's Quality Improvement planning in response to the initial CQC Quality report (published in March 2015), and to the follow-on unannounced inspection report (to be published in July 2015). Whilst acknowledging the uncertainties inherent in planning a programme of scrutiny in advance of the publication of this second report, working group members felt it was likely that the HOSC would want to scrutinise some key issues irrespective of what the second report found.
- 1.4 The working group agreed that the key ESHT services that HOSC should focus on are:
  - Outpatients
  - Patient records
  - Maternity
  - Surgery
  - Pharmacy.
- 1.5 The working group also agreed that the HOSC should pay particular attention to the following data sources and ESHT policies and procedures:
  - Complaints procedures and data

- Whistle-blowing policies and data
- Incident reporting, including the reporting of Serious Incidents and the reporting of 'near-misses'
- The Friends & Family survey
- Bullying & harassment data and policies
- Sickness absence

An over-arching theme informing the work of the HOSC here should be the degree to which ESHT can be seen to be using this information to drive organisational improvement and to reduce any disconnect between front-line staff and managers.

- 1.6 Working group members were also keen for the HOSC to explore how it might best work in partnership with local Healthwatch, with East Sussex Clinical Commissioning Groups, and with ESHT's own clinical governance and audit services to monitor the implementation of the trust's quality improvement planning.
- 1.7 The working group also agreed to recommend that a Scrutiny Review Board be established to undertake this work. The Board will report back to the HOSC at regular intervals, but will conduct the bulk of its work away from formal committee meetings, potentially with much of the Board's work being delegated to smaller sub-groups of members. The Board would be expected to take around a year to complete its work and to report back to the HOSC.
- 1.8 It is recommended that the Scrutiny Review Board should agree its own detailed Terms of Reference, but that these should accord with the following broad aims: "The Scrutiny Review Board shall scrutinise the implementation of ESHT's quality improvement plans with regard to the findings of the CQC inspection process. The Scrutiny Review Board will actively work with other key stakeholders to undertake this work. The Board will focus on services including maternity, surgery, outpatients, pharmacy, and patient records. The Board's work will be informed by information which will include ESHT policies and data concerning whistle-blowing, complaints, staff absence, incident reporting, the Friends & Family survey, and bullying & harassment. The Board will have particular regard to the extent to which ESHT has demonstrated its ability to use this data to drive quality improvement.

## **2. Conclusion and recommendation**

- 2.1 HOSC members are asked to approve plans (see 1.7 to 1.9 above) to establish a Scrutiny Review Board to scrutinise ESHT's implementation of its quality improvement planning in response to the recent CQC inspections.

PHILIP BAKER  
Assistant Chief Executive

Contact Officer: Giles Rossington, Senior Democratic Services Adviser  
Tel No: 01273 335517, Email: [giles.rossington@eastsussex.gov.uk](mailto:giles.rossington@eastsussex.gov.uk)  
*Please contact for paper copies of any of the reports mentioned above*