

Whittington Health Trust Board

19 December 2012

Title:	Report of the Quality Committee held on Wednesday 21st November 2012		
Agenda item:	6	Paper	C
Action requested:	For noting		
Executive Summary:	<p>The purpose of this paper is to inform Trust Board of the key issues discussed at the Quality Committee on Friday 21st November 2012, advise of any concerns with regard to Quality and Safety and provide assurance to the Board on the Trust's Governance systems.</p> <p>The Committee received Quarterly reports from a number of sub committees, the details of which are outlined in appendix 1.</p> <p>The following concerns were raised by the committee and additional information sought.</p> <ul style="list-style-type: none"> • The increasing trend in the number of complaints received in the past 3 quarters particularly in the Emergency Department and the lack of progress being made to meet the target for complaints responses • A backlog of health assessments for children in care in Haringey – lack of assurance from the current actions as described by the divisional staff • Safeguarding children training – lack of assurance on the accuracy of the numbers of relevant staff who have completed levels 2 and 3 training • The quality of divisional reports regarding risk mitigation improvement and innovation – the committee is concerned that the reports in their current format do not provide the evidence of assurance to the committee that risk is being managed and appropriate actions are in place to eliminate or reduce the risk. 		
Summary of recommendations:	The Quality Committee highlighted a number of hot spot issues which are shown in Appendix 1. The Trust Board is asked to receive the report and to approve the recommendations made by the committee.		

Fit with WH strategy:		The Quality Committee is a sub Committee of the Trust Board and assures the Trust Board on issues relating to Quality, Patient Safety and Governance.					
Reference to related / other documents:		Minutes of the Quality Committee held on Wednesday 21 st November 2012.					
Date paper completed:		5 th December 2012					
Author name and title:		Bronagh Scott – Director of Nursing and Patient Experience		Director name and title:		Sue Rubenstein Non Executive Director – Chair of Quality Committee	
Date paper seen by EC	16th October 2012	Equality Impact Assessment complete?	N/A	Risk assessment undertaken?	N/A	Legal advice received?	N/A



Hot Spots Highlighted at Quality Committee Friday 21st November 2012

The Quality Committee met on Wednesday 21st November 2012 and received a number of reports from Divisions and sub-committees. (appendix 1a Agenda)

Key areas of discussion included:

- **Divisional reports** based on clinical risk, improvements and innovations – The committee has requested more comprehensive reports at future committee meetings outlining the actions being taken to mitigate all risks with a score of 12 or above. Additional guidance will be issued regarding the requirements by the committee. The main issues of risk highlighted include:
 - ICAM
District Nursing – Incidence of grade 3 & 4 pressure ulcers – although there has been a decrease these remain high. It was however noted that Whittington Health is not considered to be an outlier and work is ongoing to identify suitable Trust to benchmark with.
 - ED – Increasing complaints over the past 3 quarters and ongoing issues in relation to nurse staffing and use of agency nurses to backfill vacant posts. A number of recruitment days have been arranged in December and a nurse staffing skill mix review is underway.
 - HMP Pentonville – ongoing issues with complaints and the challenges facing access to health services for prisoners.
 - Sickness absence – There has been an increase in sickness absence in recent months which is currently under review.
 - MSK and Podiatry Waiting Times – Issues are related to increased demand, patient choice and the impact of the flooding of Trust facilities several months ago which has reduced capacity to see patients. Discussions are ongoing with commissioners in relation to podiatry services.
 - Women Children and Families
Theatre capacity in labour ward – A business case for an additional theatre is being developed. Additional capital money from NHSL is available until end of March 2013.
 - Impact of CIPs on the provision of therapy service to children – Discussions are ongoing with commissioners re level of service commissioned
 - New Born Visits – While much improved remain below target.
 - Surgery cancer and Diagnostics
Point of care Testing – Business case has been approved for additional staff who are in the process of being appointed
 - Bariatric Surgery – By its nature this is a high risk service. Complaints about the service are mainly in relation to administrative processes and flow which are being addressed. While there are issues which have been identified following investigations into recent SIs a recent external review of the service has concluded that it is safe. There is currently an ongoing investigation into an SI with external representation on the investigating panel.
 - Cancer delays – Failure to meet the cancer targets is in some way related to patient choice regarding appointments and follow up however actions are in place and it is expected that the situation will improve in the near future.
- **CQC Quality and Risk Profiles** - there were no additional areas of concern of which the Trust was not already aware and taking action to address.
- **Report on Falls Prevention** – the ongoing improvement and reduction in the number of falls was noted by the committee.

- **Aggregated Report for Complaints Incidents and Litigation for Quarter 2 2012** – The committee noted the trend over the past 3 quarters of an increase in the number of complaints received and asked divisions to address actions in their reports to the committee in January 2013. In particular the committee asked the ICAM division to outline specific actions being taken to understand and address the increase in complaints about the Emergency Department.
- **Patient Experience Quarter 2 Report** – the committee was appraised and assured of actions taken to implement the infrastructure to support the collection of data related to the Friends and Family Test from April 2013.
- **Biannual Report of the Drugs and Therapeutics Committee** – received and noted.
- **Report from Haringey Children in Care Team** – The Committee requested additional information from the Women Children and Family Division in January 2013 regarding actions being implemented to address the backlog in Children in Care Assessments.
- **Safeguarding Children Quarterly Report for Quarter 2** – The committee was assured that 88.8% of Trust staff have attended level 1 Child Protection training, and a plan is in place to understand levels 2 and 3 figures by the end of December 2012. The division has been asked to provide an update on levels 2 and 3 for the Committee in January 2013.
- **Operational Statement for Research** was approved with minor amendments. This is attached at Appendix 2 and requires ratification by the Board.
- **Safeguarding Adults Quarterly Report** – received and noted.
- **Infection Prevention and Control Quarterly Report Quarter 2** – received and noted.

The Committee noted the approval of the Trust's Inquest Policy.

NIHR Guideline B01 R&D Operational Capability Statement

Version History

Version number	Valid from	Valid to	Date approved	Approved by	Updated by
RDOCS 001				XX	XX

Contents

- [Organisation R&D Management Arrangements](#)
- [Organisation Study Capabilities](#)
- [Organisation Services](#)
- [Organisation R&D Interests](#)
- [Organisation R&D Planning and Investments](#)
- [Organisation R&D Standard Operating Procedures Register](#)
- [Planned and Actual Studies Register](#)
- [Other Information](#)

Organisation R&D Management Arrangements

Information on key contacts

Organisation Details	
Name of Organisation	Whittington Health
R&D Lead / Director (with responsibility for reporting on R&D to the Organisation Board)	Dr Robert Sherwin
Key Contact Details e.g. Research Governance Lead, NHS Permissions Signatory contact details	
Contact 1:	
Role:	R&D Director
Name:	Dr Robert Sherwin
Contact Number:	0207 288 5414
Contact Email:	robert.sherwin@nhs.net
Contact 2:	
Role:	Assistant Director
Name:	Dr. Senga Steel
Contact Number:	020 7288 3405
Contact Email:	senga.steel@nhs.net
Contact 3:	
Role:	RM&G Administrator
Name:	Sanela Andrijac
Contact Number:	020 7288 3274
Contact email:	sanela.andrijac@nhs.net
Contact 4:	
Role:	
Name:	
Contact Number:	
Contact email:	

Add further lines as required

[Go to top of document](#)

Information on staffing of the R&D Office

R&D Team		
R&D Office Roles (e.g. Governance, Contracts, etc)	Whole Time Equivalent	Comments
R&D Director	2 PA	indicate if part time/full time/shared/joint etc Part time. RM&G strategy lead and RM&G issues
Assistant Director	0.5	Part time. Role deals with all RM&G issues
RM&G Administrator & PA to Assistant Director of Research + Research and Director of Research + Innovation	1.0	Role deals with all RM&G issues

Add further lines as required

[Go to top of document](#)

Information on reporting structure in organisation (include information on any relevant committees, for example, a Clinical Research Board / Research Committee / Steering Committee.)

Reporting Structures

There is a Research Management and Governance Executive Committee that oversees the functions and systems for the approval and support of Research across the organisation. This committee reports to the Quality Committee, a sub committee of Trust Board .

[Go to top of document](#)

Information on Research Networks supporting/working with the Organisation.

Information on how the Organisation works with the Comprehensive Local Research Network (CLRN), Primary Care Research Network (PCRN), Topic Specific Clinical Research Networks (TCRN)

Research Networks

Research Network (name/location)	Role/relationship of the Research Network eg host Organisation
Central and East London Comprehensive Local Research Network	Member
North London Cancer Network	Host site for Cancer Network studies
Diabetese Network	Host site for Diabetes Network studies
Stroke Network	Host site for Stroke Network studies

[Go to top of document](#)

Information on collaborations and partnerships for research activity (e.g. BRC, BRU, Other NHS Organisations, Higher Education Institutes, Industry)

Current Collaborations / Partnerships

Organisation Name	Details of Collaboration / Partnership (eg University/Organisation Joint Office, external provider of pathology services to Organisation, etc, effective dates)	Contact Name	Email address	Contact Number
UCL/UCLH Comprehensive Biomedical Research Centre	Research Support Services Managed by Joint Research Unit (UCLH, UCL and RFH)			
UCL Academic Health Sciences Centre	Research Support Services Managed by Joint Research Unit (UCLH, UCL and RFH)			
Royal Free Hampstead Foundation Trust	Research Support Services Managed by Joint Research Unit (UCLH, UCL and RFH)			
North London Cancer Research Network	Running of studies		NLCRNadmin@cancer.ucl.ac.uk	
UCL Partners	UCL			

[Go to top of document](#)

Organisation Study Capabilities

Information on the types of studies that can be supported by the Organisation to the relevant regulatory standards

Types of Studies Organisation has capabilities in (please tick applicable)

	CTIMPs (indicate Phases)	Clinical Trial of a Medical Device	Other Clinical Studies	Human Tissue: Tissue Samples Studies	Study Administering Questionnaires	Qualitative Study	OTHER
As Sponsoring Organisation	No	No	Yes - single site	No	Yes	Yes	Any single site study apart from CTIMPS
As Participating Organisation	All phases other than phase 1	All phases	Yes	Yes	Yes	Yes	All types of studies except primary care
As Participant Identification Centre	All phases	All phases	Yes	Yes	Yes	Yes	All types of studies

Add further lines as required

[Go to top of document](#)

Which licences does the organisation hold which may be relevant to research?

Organisation Licences

Licence Name	Licence Details	Licence Start Date (if applicable)	Licence End Date (if applicable)
Example: Human Tissue Authority Licence			
None			

[Go to top of document](#)

PCT ONLY: Information on the practices which are able to conduct research

Number/notes on General Practitioner (GP) Practices

N/A

[Go to top of document](#)

Organisation Services

Information on key clinical services contacts and facilities/equipment which may be used in studies for supporting R&D governance decisions across the organisation.

Clinical Service Departments					
Service Department	Specialist facilities that may be provided (eg number/type of scanners)	Contact Name within Service Department	Contact email	Contact number	Details of any internal agreement templates
Pathology	Routine Haematological and Blood Transfusion testing	TBC	senga.steel@nhs.net	020 7288 3274	
Pharmacy	Specialist facilities that may be provided/standard service (Brief) Pharmacy clinical trials service includes: - Managing IMP at site which includes receipt, storage (including temperature monitoring), dispensing, returns, destruction (if necessary) of IMP - Maintaining pharmacy file which includes trial-specific pharmacy SOPs, IMP accountability, patient-specific IMP accountability / returns - IMP may be intravenous cytotoxic chemotherapy, oral chemotherapy or other oral medication.	Priyal Shah and Simon Wan	senga.steel@nhs.net	020 7288 3274	
Radiology	Plain x-ray, fluroscopy, ultrasound, CT scans, MRI, nuclear medicine, mammography, DEXA	Recep Saleyman	senga.steel@nhs.net	020 7288 3274	

[Go to top of document](#)

Information on key management contacts for supporting R&D governance decisions across the organisation.

Management Support e.g. Finance, Legal Services, Archiving					
Department	Specialist services that may be provided	Contact Name within Service Department	Contact email	Contact number	Details of any internal agreement templates
Archiving	All WH studies are archived in line with UCLH/UCL archiving policy	R&D	senga.steel@nhs.net	020 7288 3274	
Contracts	Access to UCLH contracts team for advice and guidance	R&D	senga.steel@nhs.net	020 7288 3274	
Finance	Assistance with costs and budgeting of studies	Eleanor Hellier	eleanor.hellier@nhs.net		
HR	Assistance with HR work within RM&G. Research passport	Sanela Andrijac	sanela.andrijac@nhs.net	020 7288 3274	
Statistical support	Statistical support provided by Biostatistics Group at UCLH.	Mark Griffin	mark.griffin@ucl.ac.uk		

[Go to top of document](#)

Organisation R&D Interests

Information on the areas of research interest to the Organisation

Organisation R&D Areas of Interest

Area of Interest	Details	Contact Name	Contact Email	Contact Number
Cancer	Host site for North London Cancer Network. Specific areas of interest -			020 7288 3405
Cardiovascular			senga.steel@nhs.net	020 7288 3405
Cellular and Gene Therapy			senga.steel@nhs.net	020 7288 3405
Continenence			senga.steel@nhs.net	020 7288 3405
Diabetes			senga.steel@nhs.net	020 7288 3405
Gastroenterology and Hepatology			senga.steel@nhs.net	020 7288 3405
Haematology			senga.steel@nhs.net	020 7288 3405
Imaging			senga.steel@nhs.net	020 7288 3405
Infectious Diseases			senga.steel@nhs.net	020 7288 3405
Neurodegeneration			senga.steel@nhs.net	020 7288 3405
Neurodiagnostics			senga.steel@nhs.net	020 7288 3405
Neuroimaging			senga.steel@nhs.net	020 7288 3405
Neurotherapeutics			senga.steel@nhs.net	020 7288 3405
Nursing, Midwifery and AHP research			senga.steel@nhs.net	020 7288 3405
Oral Health			senga.steel@nhs.net	020 7288 3405
Respiratory, anethetics and critical care			senga.steel@nhs.net	020 7288 3405
Womens Health			senga.steel@nhs.net	020 7288 3405

Add further lines as required

[Go to top of document](#)

Information on Local / National Specialty group membership within the Organisation which has been shared with the CLRN

Specialty Group Membership (Local and National)

National / Local	Specialty Group	Specialty Area (if only specific areas within group)	Contact Name	Contact Email	Contact Number
Martin Kuper	Critical Care Specialty Group	Enhanced recovery and critical care			
Hugh Montgomery	Critical Care Specialty Group	Critical care			
Jayant Vaidya	Cancer Network	Breast cancer and surgical intervention			
Farrukh Shah	Thalasaemia	Thalasaemia			
Pauline Leonard	Cancer Network	Cancer			

[Go to top of document](#)

Organisation R&D Planning and Investments

Planned Investment			
Area of Investment (e.g. Facilities, Training, Recruitment, Equipment etc.)	Description of Planned Investment	Value of Investment	Indicative dates
ReDA database	Merging of EPS into ReDA database which will allow for tracking, monitoring and recruitment of all clinical studies	~£2000	Jun-12

Add further lines as required

[Go to top of document](#)

Organisation R&D Standard Operating Procedures Register

Standard Operating Procedures				
SOP Ref Number	SOP Title	SOP Details	Valid from	Valid to
We have a suite of SOPs which are currently being updated in line with RSS.	Protocol amendments	Management and approval of protocol amendments	02/02/2012	02/02/2014
	Serious breeches	Statutory management of serious protocol breeches under EU Law	02/02/2012	02/02/2014
	Urgent safety measures	Statutory management under EU Law (CTIMPS)	02/02/2012	02/02/2014
	Pharmacovigilence	Outlines process for safety reporting for clinical trials (CTIMPS)	02/02/2012	
	Consent for research	Outlines responsibilities of standards in line with ICH-GCP	02/02/2010	02/02/2012
	Auditing of research studies	Process by which studies are selected and audited under research	02/02/2012	02/02/2014
	Site file guidance	SOP on setting up and maintaining study records	09/09/2012	09/09/2014
	Sponsorship approval	guidance for investigators for submitting proposals to Whittington health for	09/06/2012	09/09/2014
	Approval of Commercial studies	Process by which commercial studies are approved	Under development	
	Research passport approval	process for agreement of passports and letters of access	Under development	
	management of research fraud and misconduct	How fraud and misconduct are managed -outlines responsibilities of	In progress	02/02/2014

Add further lines as required

[Go to top of document](#)

Information on the processes used for managing Research Passports

Indicate what processes are used for managing Research Passports

All research passport requests and letters of access are handled by the R&D administrator.

Add further lines as required

[Go to top of document](#)

Information on the agreed Escalation Process to be used when R&D governance issues cannot be resolved through normal processes

Escalation Process

The R and D administrator will escalate any issues to the Assistant Director of Research, Innovation and Quality. If the issue cannot be resolved it will be escalated to the Director of Research at Whittington Health. If appropriate, unresolved issues should be referred to Chief Executive Office of Whittington Health.

Add further lines as required

[Go to top of document](#)

Planned and Actual Studies Register

[Go to top of document](#)

Other Information

For example, where can information be found about the publications and other outcomes of research which key staff led or collaborated in?

Other Information (relevant to the capability of the Organisation)

The Whittington prides itself in running a range of study types, phase and complexity. Recruitment into NIHR adopted studies between the financial year of 2011-2012 was 536; an extra 200 patients and staff were recruited into the non-portfolio. There are currently 138 studies actively recruiting within the trust involving approximately 100 researchers. As well as partaking in multi-centred national studies, there is a drive for locally lead ideas, service evaluations, innovation and collaborations between the expanding Whittington Health. There is a close working relationship with the Middlesex University, promoting research within the nursing population looking at patient benefit and staff working relationships, environment and streamlining. An annual research and development report is published and is published externally on the trust website

Add further lines as required

[Go to top of document](#)
