

FRANCIS WORKSHOP- FIRST MEETING 06/06/13

Present

Chair- Ursula Gallagher- Director of Quality and safety- BEHH CCG's
Donna Cox- Complaints and Governance Manager BEHH CCG's
Kim Rhymer-Designated nurse- Adult Safeguarding – Brent CCG
Pauline Johnson-Interim Deputy Director of Quality and Safety, BEHH CCGs
Sue Pascoe-Deputy Chief Operating Officer, Ealing CCG
Ann Coles-Designated Nurse Safeguarding Children, Ealing CCG
Sanjay Dighe- Harrow CCG Lay member for PPI
Esme Young- Lead nurse safeguarding- Hillingdon CCG
Nada Schiavonne- Head of Quality and Safety, CSU
Frances Alexander- Programme Manager Quality and Safety, BEHH CCG's

Objectives of the meeting

- To understand how to respond to the report
- To know who should be doing what
- To understand how this report links to other reports and intelligence
- To look at hidden gaps in our knowledge
- To make sure the patient voice is heard
- To decide how to penetrate silent groups
- To make the recommendations clear and concise so people can understand them
- To hear the voice of member practices
- To look at all providers – not just NHS ones

Key themes from the report

- Accountability- Who is accountable in a landscape with lots of different organisations : Providers, CCG's CSU's, NHS England, NHSTA, Monitor, CQC- what is role of CCG in accountability? Where does this fit with transparency and openness and assurance systems? How do we get assurance without micro-managing providers?
- Culture- How do we gain information about an organisations culture, including our own CCG's?
- Other information- how do we gather all sources into something that is intelligent, triangulated and not so complicated it cannot be understood or is an unnecessary burden in capturing data? Should we be involving providers in this discussion? How do we capture information from smaller providers, especially non-NHS ones
- "Soft" Information- how do we gather and feed in information from patients and GP's and where do complaints fit in?

Group Outcomes

To form 3 time limited working groups that will run over June/July/August and then meet again as a continuation of this meeting but with a wider group in early September, to

- provide a revised approach to performance information and intelligence,
- agree accountability framework
- agree recommendations and feed these into the new commissioning round and future specifications

Minutes of this meeting to be sent to COO's, CCG chairs, CD's and those on original invite list for this meeting. Date for September meeting to be agreed ASAP, lunchtime preferred, possibly a Thursday.

Group Chairs to be agreed and invited by UG

Membership of particular groups to be by interested parties e-mailing to Frances Alexander to express an interest, or by invite from UG or CCG exec's

Working efficiently

Nada shared some work from the inner London CCG's work on the Francis report and Ursula will be meeting with the Director of Nursing for the NW sector today and looking at benefits of any of this work being across all 8 CCG's, to avoid duplication of effort.

Summary of Groups

Area for recommendations to be made	Lead	Participants (to be agreed)	Outcomes from meetings
Collection and use of "soft" information	Gerald Ziedman	Sanjay Dighe Jill Downey Rahul Bhagvat Diana Garanito Trevor Begg Kim Rhymer Amanda Craig Fran Alexander	<ul style="list-style-type: none"> • To review how information from complaints is used to inform us about quality of services, including GP services • To review if we can get information about services from patients and the public in other ways • To review how GP's can feed into the information sources when patients give them information • To agree a mechanism of feeding that information back
Information and data	Liz James	Bernard Quinn Shoaeb Musa Sue Pascoe Esme Young Carole Mattock Nada Schiavone Sarah Mansuralli Rebecca Wellburn	<ul style="list-style-type: none"> • To review what data is collected from different sources • To see how this information should be weighted • To review what providers think is important in data capture? • To avoid duplication of data requests and a simplification of data collected if possible.
Assessing Culture	Frances Alexander	Ursula Gallagher Pauline Johnson Ann Coles Carole Mattock Donna Cox	<ul style="list-style-type: none"> • How can we assess organisational culture? • What is our own organizational culture? • How do providers assess their own culture and how can they share that information with us? • What do we do with the information when we have it?