



**Agenda item 13b**  
**Quality & Safety Committee**  
**Board of directors 21 March 2023**

# QUALITY AND SAFETY COMMITTEE SUMMARY REPORT



**31 January 2023**

<b>Committee Governance</b>	<ul style="list-style-type: none"> <li>Quorate – Yes</li> <li>Attendance (membership) – 86%</li> <li>Action completion status (due items) – 100%</li> <li>Agenda completed – Yes</li> </ul>
<b>Current activity</b>	<p><b>Bedford Glaucoma follow-up:</b> Q&amp;SC received a further update including a summary of improvements, and an overview of the improvement plan and trajectory.</p> <p><b>Clinical Decision Unit (CDU) Pathway Update:</b> Following an action from the November 2022 meeting, the committee received an update about the CDU pathway and how patients were moved onto it.</p> <p><b>Infection Prevention and Control update:</b> As part of this regular update, it was reported an updated IPC code of practice was now in place. Implementation is being managed by the Infection Control Committee.</p> <p><b>Serious Incidents:</b> There was a single SI report presented (<i>Wrong site surgery – incorrect site excisional biopsy</i>). The SI tracker was also presented.</p> <p><b>Implementing new techniques safely:</b> A presentation provided background and context and outlined developments that had taken place at Moorfields, in particular the establishment of the New Devices Committee. QSC was assured by the improvements in governance and reporting introduced.</p> <p><b>Patient Communication:</b> Progress was highlighted in a number of areas including Accessible Information Standard (AIS), patient experience and patient engagement, patient letters, the booking centre, <i>DrDoctor</i>, and patient self-management.</p> <p><b>Theatres update:</b> An update highlighted progress since last September’s CQC inspection including with the specific actions CQC had recommended.</p> <p><b>Quality priorities 2023/24:</b> A report described the development of the quality priorities for 2023/24, which form a key part of the Quality Account (to be published in June 2023).</p> <p><b>Quality and Safety (update and Q3 Q&amp;S reports):</b> A Q&amp;S update, the Q3 Q&amp;S report, and the Q3 Q&amp;S report for Moorfields UAE were circulated. Work towards Patient Safety Incident Response Framework (PSIRF) and improvements during Q3 were highlighted.</p> <p><b>Patient Transport update:</b> An update was circulated. A full report would come to March Q&amp;SC. The update looked at numbers and performance, and also how the contract was being managed.</p> <p><b>Fire Safety:</b> The regular report was circulated. The committee’s attention was drawn to fire wardens and fire warden training.</p> <p><b>Summary reports from committees:</b> The committee received the summary reports from the meetings of the Risk and Safety Committee (11/01/2023), Information Governance Committee (20/11/2022), Clinical Governance Committee (23/01/2023), and the Research Quality Review Group (21/11/2022).</p>
<b>Key issues/ concerns</b>	<ul style="list-style-type: none"> <li>There were concerns that focussing resources in response to the Bedford Glaucoma follow-up could have an impact elsewhere across the network.</li> </ul>

	<ul style="list-style-type: none"> <li>• Although it was not something that had raised safety issues, there are still challenges for both patients and staff around adopting the new ways of working at Bedford.</li> <li>• Following the Bedford Glaucoma follow-up, a review of capacity, speciality by speciality is being undertaken.</li> <li>• As a result of a CDU pathway audit in A&amp;E, there is a potential issue of under-coding. This is being explored. Good assurance was provided about use of the pathway.</li> <li>• As a result of the SI report discussion, concerns were expressed about removed lesions not being sent to pathology routinely.</li> <li>• With the increased use of electronic records, it is harder for lesions to be drawn and recorded. How this information is captured in the future (for example, electronically) would be investigated.</li> <li>• During the discussion about patient communications, it was noted that in a number of circumstances, non-digital communications remained essential given Moorfields patient composition and their needs.</li> <li>• Letters to patients remains an issue. It was noted that the Trust is working towards a more automated and streamlined approach. This linked into other projects such as AIS.</li> <li>• Recently, the Booking Centre had reported some poor performance, although it is now showing signs of improvement.</li> <li>• It was noted there has been a reduction in the numbers of incidents being reported (as per previous reports) and that PSIRF was a key factor in not only improving the process, but also setting a culture of reporting.</li> <li>• It was noted that patient transport performance had worsened and was consistently below the standard we would expect.</li> <li>• Transport data was not available for the South (which is not part of the North Central London/DHL contract). It was noted that the North had a significant number of transport-related incidents.</li> <li>• It was noted that the current transport contract was viewed as inadequate for Moorfields needs. The Management Executive was asked to consider how this situation could be improved going forwards including renewal of the contract.</li> <li>• The fire safety report highlighted issues with fire warden training. The impact of agile working was also considered. This issue was also referred to the Management Executive to resolve.</li> </ul>
<b>Escalations</b>	<ul style="list-style-type: none"> <li>• Patient Transport across the trust and the impacts on patients and staff</li> </ul>
<b>Date of next meeting</b>	14 March 2023