

HEALTH AND ADULT SOCIAL CARE SCRUTINY BOARD - 22 September 2022

MINUTES

Present: Councillors: M Brain, A Burrow, S Gethen, D Gibbin, R Long,
A Mackenzie and M McCarthy (Chairman)

Officers: Mark Garrick – Chief Strategy and Project Officer, University Hospitals
Birmingham
Joseph Bright – Democratic Services Officer

1. APOLOGIES

Councillor Sexton and Councillor Gail Sleigh (Councillor Gibbin – substitute)

2. DECLARATION OF INTERESTS

There were no declarations of interest.

3. QUESTIONS AND DEPUTATIONS

There were no questions or deputations.

4. UNIVERSITY HOSPITALS BIRMINGHAM - QUALITY ACCOUNT

The Chief Strategy and Project Officer invited Members to consider University Hospitals Birmingham (UHB) Quality Account. He detailed how the Scrutiny Board had previously been invited to provide a statement on the Quality Account, prior to publication in May – the points raised included the following:

- The continued role out of the Trust's Prescribing Information and Communication System (PICS) was welcomed, with it supporting many improvements in quality of care.
- It was noted that, as part of the Freedom to Speak Up (FTSU) Index, UHB was performing below the national average for the questions posed in the NHS Staff Survey.
- It was queried why electronic wristband identity checks before administration of medication for Solihull Hospital were lower when compared with the other Hospital sites.
- The Board had noted the results of the Care Quality Commission (CQC) inspections, where Birmingham Heartlands Hospital had received an overall rating of inadequate for its Urgent and Emergency Care service.

The Chief Strategy and Project Officer explained that the FTSU index was a national NHS survey, which allowed benchmarking against a range of other participating NHS organisations. It was detailed how the FTSU index included other Acute Providers of variable size and well as other types of Trusts, including Community Health Trusts.

It was outlined how Freedom to Speak Up had been retained as a major priority for UHB, in recognition of the crucial role of staff. The Chief Strategy

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and Project Officer detailed the role of UHB's Freedom to Speak Up Guardian, who was supported by 23 Confidential Contacts from across the Trust who were also a point of contact for raising concerns. Members were also informed of a variety of ways that UHB staff could contact the Freedom to Speak Up Guardian and the Confidential Contacts.

The Chief Strategy and Project Officer explained that, in regards to electronic wristband identify checks, performance across all Trust sites was at 81% and they were looking to improve on this further. He detailed how, at Solihull Hospital, there had been focus upon addressing a number of infrastructure and hardware issues, which should improve performance going forward.

In regards to the CQC ratings outlined in the Quality Account, the Chief Strategy and Project Officer detailed how these inspections were undertaken in October 2021, during the second wave of the pandemic, when admissions were rising. He explained how an action plan had been developed following the inspection, with 16 key actions identified and he outlined the progress made. These actions were monitored by the Clinical Governance Team on a monthly basis, and reported to the Board of Directors on a quarterly basis.

Members raised a number of queries and observations which, in summary, included the following:

- A Member highlighted how Improving diabetes management was being discontinued as a priority for 2022-23. They noted how there had been instances of automated referrals to the Diabetes team being missed and queried how there would be continued focus on diabetes management going forward.
- The Chief Strategy and Project Officer confirmed there would be continued focus upon Diabetes management across the Trusts and this would be monitored via the established clinical governance processes. He emphasised the links to the new priority identified for 2022-23 – Using real-time information to improve patient care.
- A Member queried how, as part of the development of the Quality Account, support for patients with neuro diverse conditions was taken into consideration and monitored.
- The Chief Strategy and Project Officer detailed how there was an emphasis upon support for people with neuro diverse conditions as part of the Fairness Taskforce.
- Members queried the benchmarking undertaken by UHB, including against world class organisations, as well as internationally.
- The Chief Strategy and Project Officer explained that, in regards to the NHS Staff survey, there was benchmarking against other NHS organisations. He detailed how, beyond the Staff survey, UHB wished to undertake benchmarking and comparisons on a range of indicators against other organisations and sectors, including internationally, to identify potential learning.
- Members made observations and asked questions in regards to the challenges UHB faced when recruiting and training doctors.

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- The Chief Strategy and Project Officer emphasised how, both nationally and locally, NHS Trusts faced challenges when recruiting a range of health sector workers. He detailed how there was focus upon the recruitment of international clinicians, as part of the International Fellowship Programme. He also explained how the scale of the Trust enabled them to promote opportunities for health sector workers to gain experience in specialist services, as well as access a range of training.
- Members highlighted how UHB monitored electronic wristband identity checks before administration of medication. They also flagged up that UHB's audit arrangements to monitor patient nutrition and hydration, which included checking whether patients were being given the right type of food and drink as part of their care. Members queried why such checks had to be undertaken and requested further information.
- The Chief Strategy and Project Officer detailed how the hospital sites operated in a complex environment and a patients care requirements often changed during their admission. For instance, a patient may have to change to 'nil by mouth' in the lead up to an operation. The Chief Strategy and Project Officer explained this was why the NHS Trust had focused upon the roll-out of the Prescribing Information and Communication System (PICS) across hospital sites, which enabled the quality of care to be measured, closely monitored and improved.

The Chairman requested to put on record the Board's thanks to all UHB staff for all their hard work and commitment over an extremely demanding 12 months. He noted all the work and initiatives UHB was undertaking in regards to Priority 1 – Freedom to Speak Up. The Chairman also requested for UHB to take into account the key points raised by the Board in regards to patients with neuro diverse conditions, as well as on benchmarking.

RESOLVED

The Health and Adult Social Care Scrutiny Board:

- (i) Noted the University Hospitals Birmingham NHS Foundation Trust Quality Account for 2021-22
- (ii) Endorsed the six improvement priorities identified by the Foundation Trust for 2022-23.

End time of meeting: 6:20pm