

Fareham and Gosport

Primary Care Trust

HEALTHCARE COMMISSION CLINICAL GOVERNANCE REVIEW REPORT - ACTION PLANNING DAY - 08/07/2004

RECOMMENDATION 1 & 2	GROUP 1	11
<i>The PCT needs to continue developing systems and processes to ensure patients receive good quality care. It needs to ensure these systems are integrated across all primary and community healthcare services including those provided by GPs, dentists, optometrists and pharmacists.</i>	Martin Robinson	
	Fiona Cameron	
	Jo York	
	Chris Kelly	
	Code A	
	Faye Prestleton	
RECOMMENDATION 2	Martin Combs	
<i>The Professional Executive Committee, the committee that involves clinicians in strategic decision making, needs to get better involved in making sure systems and processes exist to ensure patients receive good quality care.</i>	Ann Turner	
	Caroline Harrington	
	Ann Dalby	
	David Penfold	

FAREHAM & GOSPORT HEALTHCARE COMMISSION CLINICAL GOVERNANCE
REVIEW REPORT – ACTION PLANNING DAY

PROGRAMME

09.00	Registration & Coffee	
09.30	Welcome	Code A
09.35	The Review Process	Code A
09.45	Key Issues	Code A
10.00	Group Work	Fiona Cameron
11.00	COFFEE BREAK	
11.15	Group Work	
12.30	Group Feedback	
13.25	Closing	Code A
13.30	LUNCH	

**FAREHAM & GOSPORT HEALTHCARE COMMISSION CLINICAL GOVERNANCE
REVIEW DRAFT REPORT**

RECOMMENDATIONS

- 1. The PCT needs to continue developing systems and processes to ensure patients receive good quality care. It needs to ensure these systems are integrated across all primary and community healthcare services including those provided by GPs, dentists, optometrists and pharmacists.**
- 2. The Professional Executive Committee, the committee that involves clinicians in strategic decision making, needs to get better involved in making sure systems and processes exist to ensure patients receive good quality care.**
- 3. Action needs to be taken to develop a coordinated approach to carrying out audits of clinical work. Clinical audit systems and processes need to be linked to other clinical governance systems and processes, such as those for risk management and staff management.**
- 4. Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.**
- 5. The PCT needs to continue to develop and incorporate quality indicators into its service level agreements with acute trusts so that it can monitor the quality of services that the acute trust provides to patients living in the PCT's area.**
- 6. The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.**

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1.

C G C structure + processes
integration

2

Develop Risk Register

3

P.C.

opportunistic

Plan to develop

↳ P.C.

- ① Patient feedback
processes + how used
- ② Risk mgmt processes
+ how used
- ③ Staff engagement
Remember
Audit
n GMS.

GROUP 1 RECOMMENDATION 1 & 2

The PCT needs to continue developing systems and processes to ensure patients receive good quality care. It needs to ensure these systems are integrated across all primary and community healthcare services including those provided by GPs, dentists, optometrists and pharmacists.

The Professional Executive Committee, the committee that involves clinicians in strategic decision making, needs to get better involved in making sure systems and processes exist to ensure patients receive good quality care.

What are the key areas of action that the PCT needs to address to improve its clinical governance systems?

Key Areas For Action

- Development of systems and processes to ensure patients receive good quality care.
- Integration of these systems across community and contractor services.
- Involvement of the PEC in

You may also want to consider the following points when developing actions.

- The PCT needs to continue implementing the action plan for patient and public involvement and embed patient and public involvement at all levels of the organisation.
- The PCT should continue to develop the adverse incident form and encourage staff in primary and community care to use it to ensure a consistent approach to risk management in primary and community care.
- The PCT needs to support staff in primary care to share information about risk management activity with the PCT.
- Action needs to be taken to develop mechanisms for sharing learning from incidents across primary and community care.
- The PCT should continue to develop and support training and education opportunities for dentists, optometrists and pharmacists.
- The PCT needs to support to GPs dentists, optometrists and pharmacists to develop systems for patient and public involvement.
- The PCT needs to continue to work with staff to ensure they feel supported and protected against bullying and harassment, and monitor the impact of interventions.
- The PCT should continue working to improve safety for all staff.
- Mechanisms for coordinating and planning education and training need to be strengthened and the PCT needs to develop an education strategy and an annual training plan and ensure they are linked to workforce planning, relevant areas of clinical governance and PCT priorities.
- The PCT needs to continue working with GPs to improve waiting times to see a GP.
- The PCT needs to continue developing its workforce planning to support future service developments.

ACTION PLAN FOLLOWING A CLINICAL GOVERNANCE REVIEW - 8TH JULY 2004

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REVIEW DRAFT REPORT**


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FAREHAM & GOSPORT PRIMARY CARE TRUST



Healthcare Commission
2004/05

Fareham and Gosport 
Primary Care Trust

Birth of the Primary Care Trust

- PCT established in April 2002
- Population 189,000
- Annual Budget 163m

Features

- Two Borough Councils
- Marked areas deprivation
- Peninsula
- Fareham & Gosport (very different)


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The Services We Commission, Provide or Contract

<p>WE COMMISSION</p> <ul style="list-style-type: none"> Hospital Care Mental Health Services Specialist Care 	<p>WE PROVIDE</p> <ul style="list-style-type: none"> Children's Mental Health Adult Learning Disability Community Hospital Care Occupational Therapy Community Nursing Physiotherapy
<p>WE CONTRACT</p> <ul style="list-style-type: none"> Family Doctors (GP's) NHS Dentists Pharmaceutical Services Optometrists 	

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PCT Values

- Putting the needs of patients at our centre
- Listening to service users and carers
- Continuously improving the quality of the patient experience
- Valuing staff and contractors
- Working in honest and open partnership
- Being accountable for our actions
- Managing our resources well

"We want to use these values in all our decisions"

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
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IMPRESSIVE

Community Pharmacy

- Community pharmacists are being supported in implementing systems and processes that ensure they provide good quality patient care.


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Water is Cool

- The PCT has introduced a Water Is Cool In School project to encourage schools to provide drinking water for pupils and staff throughout the day.

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Team Development Facilitator

- The PCT has jointly appointed a team development facilitator with Southampton University to help teams of clinicians develop evidence based practice and implement change.

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Community Enabling Service

- The Community Enabling Service (CES) provides multidisciplinary rehabilitation and support for older people and takes referrals from a range of sources including self-referral.

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KEY MESSAGES

- Good team working at all levels.
- Staff are friendly and committed, their commitment and enthusiasm should ensure progress is maintained.
- Members of the public praised the quality of care they received.
- The PCT has worked hard to establish good relationships with general practices and pharmacists.


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- Other health and social care organisations say they have good working relationships with the PCT.
- Work is required to support staff in identifying ways of engaging patients and the public.
- Systems and processes for risk management are being developed.
- Staff say the PCT's fair blame culture encourages them to report incidents.


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- Sharing learning from incidents across community and primary care need to be developed.
- The PCT is working towards providing evidence based care to patients. The PCT has no overall strategic direction for this work.
- The PCT is improving care by providing training and education opportunities for its staff.


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- Performance management and other systems support the management of staff.
- Some staff are experiencing bullying and harassment from colleagues/patients/relatives and events are planned to support staff to manage and prevent this behaviour.


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- Limited audits are carried out and management of these is uncoordinated.
- Staff access to technology is limited and information used to monitor rather than improve patient care.

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- The Professional Executive Committee, the committee that involves clinicians in strategic decision making, needs to get better involved in making sure systems and processes exist to ensure patients receive good quality care.


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- Information systems and the use of information need to be improved to help clinicians develop services and give good quality patient care.


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- The PCT needs to continue to develop and incorporate quality indicators into its service level agreements with acute trusts so that it can monitor the quality of services that the acute trust provides to patients living in the PCT's area.


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- The PCT needs to continue to develop its medicine management strategy and prescribing monitoring framework.

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GROUPS

Recommendations	Group	Lead
1 & 2	1	Fiona Cameron
3	2	Diane Wilson
4	3	Jane Parvin
5	4	Inger Hebden
6	5	Kathryn Rowles/ Noreen Kickham

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1st group session
now until 11am.

- ① Decide what rec'n means for the PCT
(Facilitators have a list of points to consider from the report)
+ handouts have 2/3 questions wchd you will need to agree answers to.
- ② Understand where PCT is

coffee at 11
2nd Grp session
11¹⁵ - 12³⁰.

- ① Identify gaps
- ② Action plan.

12³⁰ feedback

Will ask you to feedback top 3 actions.

Revised
Manting

What next?

write up into action plan.

consulted on internally Published mid SEPT

6 rec'n's

5 Groups

Grp 1 looking at first 2 rec's.

Each Grp has an exec dir
facilitating - who will capture
discussions - ensure sufficient
discussion + info to develop
action plan Points to consider
Exec team will be accountable
for delivery.

Also Q team member who is
there as scribe + expert
To help you understand where
the PCT is currently with a
variety of things