

Actions from the SEL JHOSC meeting 1 February 2016 OHSEL response

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Purpose: At the first meeting of the south east London Joint Health Overview and Scrutiny Committee (1st of February 2016), the committee requested a number of updates:

- A briefing paper on the London Quality Standards and the London Urgent and Emergency Care Facilities and System Specifications.
- The Urgent and Emergency Care Facilities and System Specification
- An update on the sharing of information between Princess Royal University Hospital and Kings College Hospital and progress towards introducing a paperless system.
- A response to concerns that midwives and other health professional are finding it difficult to access training to return work, after a career break.

This report seeks to action the above requests for information.

London Quality Standards and the Urgent and Emergency Care Facilities and System Specification:

Introduction

The majority of the London Quality standards are national recommendations from Royal Colleges and other clinical bodies, and represent the minimum quality of care that patients attending an emergency department or admitted as an emergency should expect to receive in every acute hospital in London. Similarly, the maternity services quality standards represent the minimum quality of care women who give birth should expect to receive in every unit in London.

Development of the standards was informed through extensive engagement with key stakeholders and patients, the public and public group representatives. The London Clinical Commissioning Council and the London Clinical Senate have also been engaged throughout developments and the final London quality standards endorsed by both groups.

The standards are grouped into a number of main areas:

- Emergency departments;
- Critical care;
- The fractured neck of femur pathway;



- Paediatric emergency services (medicine and surgery); and
- Maternity services (labour, birth and immediate postnatal care).

You can read more about the standards here: <http://www.londonhp.nhs.uk/wp-content/uploads/2016/01/All-London-Quality-Standards-Acute-Emergency-and-Maternity-Services-Nov-2015.pdf>

In November 2015 the London Urgent and Emergency Care Facilities and System Specifications were published.

Professor Sir Bruce Keogh's national UEC review called for clarity and transparency in the offering of Urgent & Emergency Care (UEC) services to the public. It recommended the development of UEC Networks and the designation of UEC Facilities:

- Urgent care centres
- Emergency centres
- Emergency centres with specialist services

The development of specifications for these facilities in London was led by the UEC Clinical Leadership Group with wide stakeholder engagement. The foundation of all of the specifications is the London Quality Standards which were developed in 2012 to address the variation that existed in service arrangements and patient outcomes.

The full specification is available here:

<https://www.myhealth.london.nhs.uk/system/files/FINAL%20London%20UEC%20Facilities%20and%20system%20specifications%20November%202015.pdf>

Programme activity around the London Quality Standards

Through the Urgent and Emergency, Maternity and Children and Young Peoples Clinical Leadership Groups within the programme, a number of stakeholder workshops were held in autumn/ winter 2015/16. These explored how trusts in south east London could work collectively to share best practice, improve performance and achieve the London Quality Standards.

Information sharing between Princess Royal University Hospital and Kings College Hospital:

The JHOSC asked the programme to establish the position regarding information management and technology at the PRUH and the progress towards a paperless system.

Kings College Hospital currently has electronic patient records (EPR) at Denmark Hill but not at the PRUH, which currently only has paper records. Kings have had the business case approved to put

in a new EPR which will be implemented on both sites over 15/16. Paper records will be phased out over time at the PRUH. A big piece of work going forward involves the interoperability of IT systems, so patient records in the hospital can be viewed by the GP and the acute doctor can view the patients GP record. We have tested this in Lambeth and Southwark and are planning to roll this out to other areas. There are already plans to develop this in Bromley.

Both the PRUH and Denmark Hill sites use the same Patient Information Management system (PIMS) so you can look the patient records up whether they are at the PRUH or Denmark Hill.

Perceived difficulty of midwives accessing training to return to work:

Committee members highlighted to the programme a case of someone who wished to return to nursing but was discouraged because she faced the prospect of being charged for re-training.

The programme has raised this with Health Education England, who were concerned and surprised. They are very keen to get nurses to return to practice and there are a number of programmes which aim to do this. I attach a link to the website that highlights where help and support can be obtained: <http://comeback.hee.nhs.uk/>

This website shows that individuals who wish to complete a return to practice course, can now expect:

- Course fees to be paid
- Additional financial support towards travel, childcare and book costs etc.
- Clear information on how to find a course
- Support in finding a clinical placement
- Theory and clinical-based training
- Access to a mentor
- Simulation techniques to practice skills
- Preceptorship support

The programme would be happy to investigate this issue further, if the individual can provide further details on the specific case.

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