

A meeting of the SEL PCT Boards and Bexley Care Trust 29 November 2012

ENCLOSURE 6

Serious Incident Summary Report

DIRECTOR RESPONSIBLE: Jane Fryer, Medical Director

AUTHOR: Michaelene Holder-March, Interim Clinical Governance Consultant

TO BE CONSIDERED BY: ALL

SUMMARY:

This report presents an overview of the serious incidents (SIs) and Never Events reported by all providers of health services within South East London between 1st July 2012 – 30th September 2012 (Q2).

The Integrated Governance Committees is asked to note the contents of the report.

KEY ISSUES:

The 2 highest reporting SI categorises reported for Q2 were:

- Pressure Ulcers: 120
- Care Delivery Concerns: 31

Never Events

There were a total of 5 Never Events identified in Q2. These are currently under investigation and were reported by:

- Guys and St Thomas' NHS Foundation Trust:
 - Wrong Site Surgery
- Kings: 3 SIs reported for:
 - Retained Foreign Object Post-Operation

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- Lewisham Hospital NHS Trust:
 - Misplaced Naso- or Oro-Gastric Tubes

ACRONYMS:

- BHC: Bromley Healthcare Community Trust
- BSU: Business Support Unit
- CAPU: Community Acquired Pressure Ulcer
- CQRG: Clinical Quality Review Group
- GSTT: Guys and St Thomas' NHS Foundation Trust
- HAPU: Hospital Acquired Pressure Ulcer
- HPA: Health Protection Agency
- KCH: Kings College NHS Foundation Trust
- LHT: Lewisham Healthcare NHS Trust
- Q2: Quarter One
- RCA: Root Cause Analysis
- SI: Serious Incidents
- SLaM: South London and Maudsley NHS Foundation Trust
- SLHT: South London Healthcare NHS Foundation Trust

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Report Details:

This report presents an overview of the serious incidents (SIs) and Never Events reported by all providers of health services within South East London between 1st July 2012 – 30th September 2012 (Q2).

A total of 184 SIs were reported using either the STEIS system, or direct Commissioner Notification. This excludes any incidents of HCAI's which was reported by providers.

This is 101 less than was reported in Q1. An overview breakdown of numbers of SIs reported according to Provider organisation including Never Events follows:

- **Acute Providers and Community:**

- Guys and St Thomas' NHS Foundation Trust: 32 SIs reported
- Kings College NHS Foundation Trust: 24 SIs reported
- Lewisham Healthcare NHS Trust: 50 SIs reported
- South London Healthcare NHS Trust: 21 SIs reported
- Bromley Healthcare Ltd: 30 SIs reported

Lewisham Healthcare NHS Trust has shown significant improvement in Q2 for reporting of serious incidents.

- **Mental Health Providers**

- South London and Maudsley NHS Foundation Trust: 8 SIs reported
- Oxleas NHS Foundation Trust: 19 SIs reported

Oxleas NHS Foundation has shown significant improvement in Q2 for reporting of serious incidents.

- **BSUs SIs reported**

- Bromley: 1 SIs reported

Breakdown of the total number of SIs:

Figure 1a, b & c shows a breakdown of the total number of SIs according to the serious incident categories, excluding Never Events, according to provider:

Figure 1a: Acute & Community Trusts

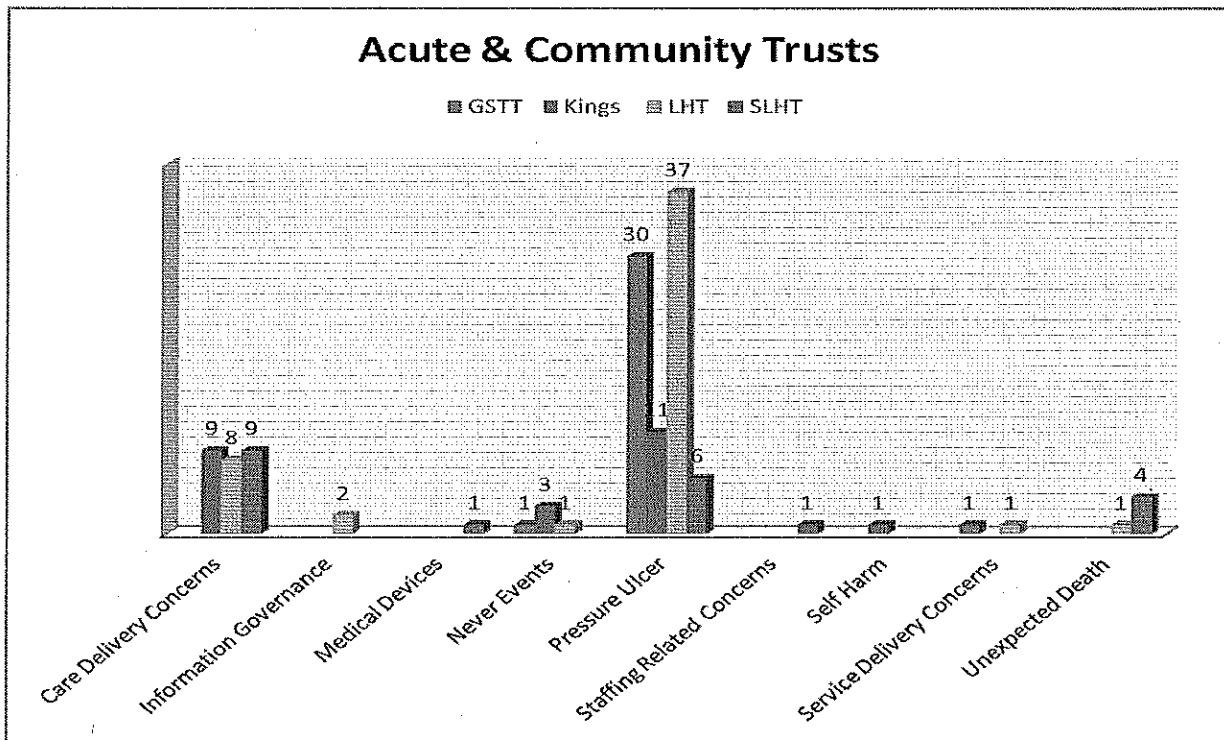
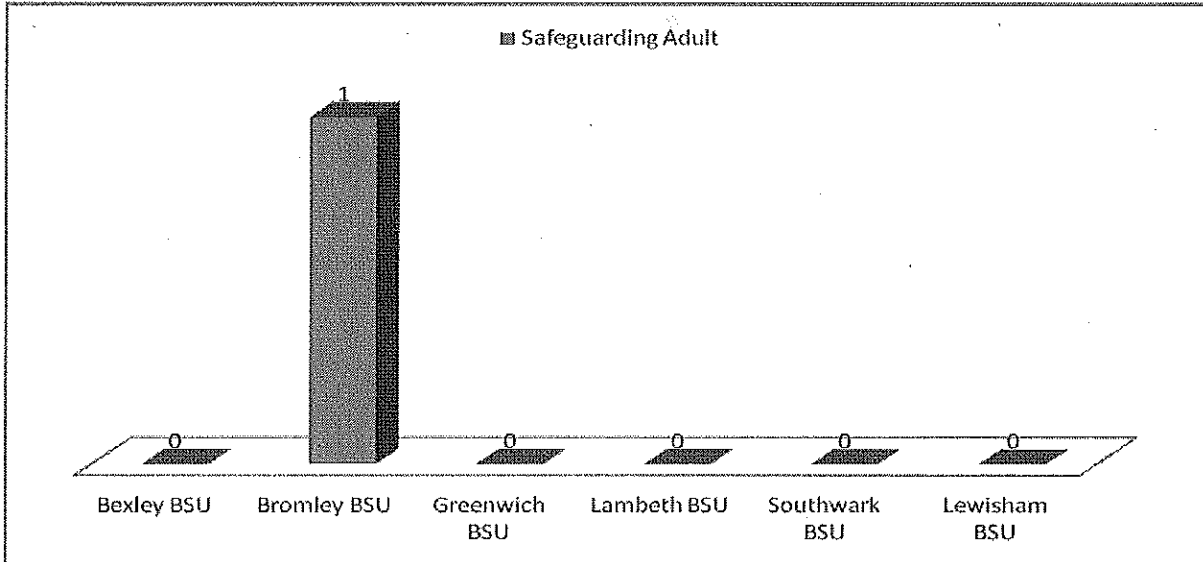
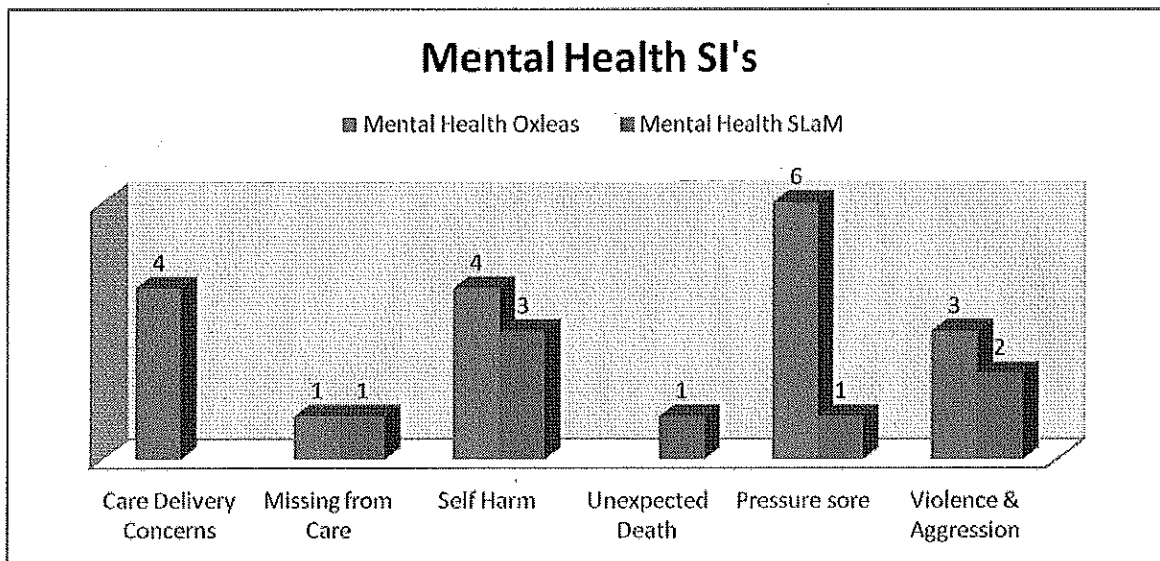


Figure 1b: BSU SIs



Previous reporting reflected HCAI's as Serious Incidents; this report excludes HCAI's.

Figure 1c: Mental Health SIs



Collectively, the 2 highest reporting SI categorises reported for Q2 were:

Pressure Ulcers: 120:

- Grade 3: 73
- Grade 4: 41
- Grade 3 or 4: 6

It should be noted that reporting of pressure ulcers (PU) includes patients admitted into hospital with pre-existing ulcers: A further breakdown of the 120 pressure ulcers reported shows:

- Community Acquired Pressure Ulcer: 92
- Hospital Acquired Pressure Ulcer: 27
- Unknown: 1

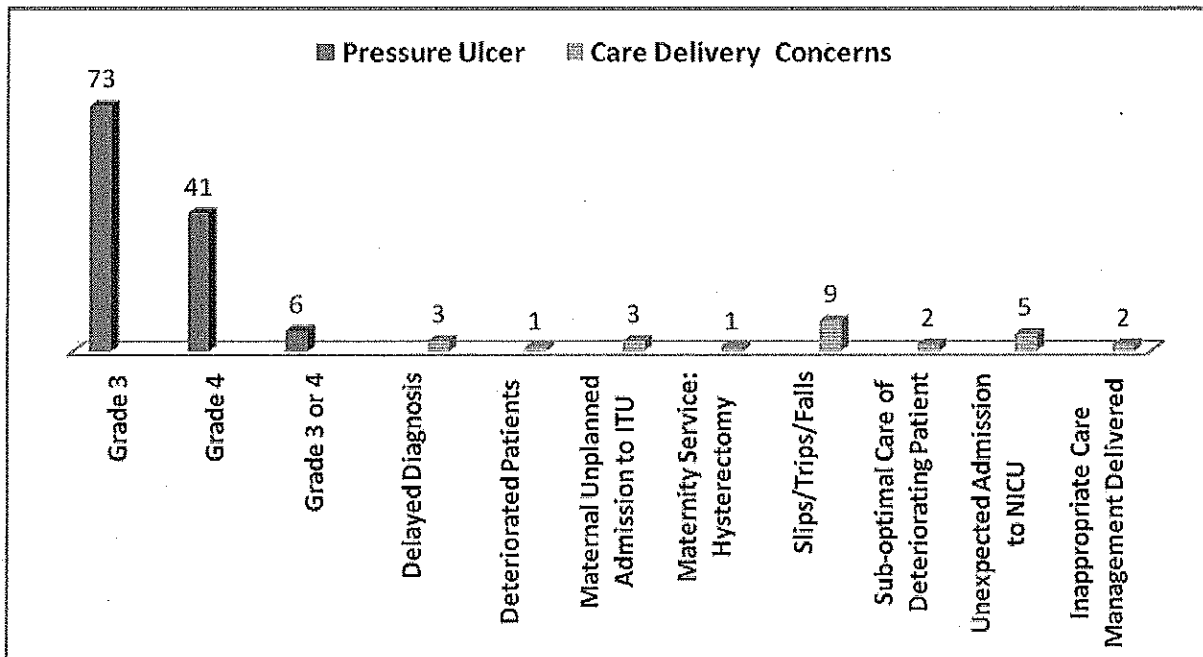
Care Delivery Concerns: 31:

- Ambulance Delay: 5
- Maternal Unplanned Admission to ITU: 3
- Maternity Service: 1
- Slips/Trips/Falls: 9
- Delayed Diagnosis: 3
- Deteriorated Patients: 1
- Sub-optimal Care of the Deteriorating Patient: 2
- Unexpected Admission to NICU: 5
- Inappropriate Care Management Delivered: 2

Figure 2 below gives a breakdown of the 2 highest reporting SI categorises reported for Q2:

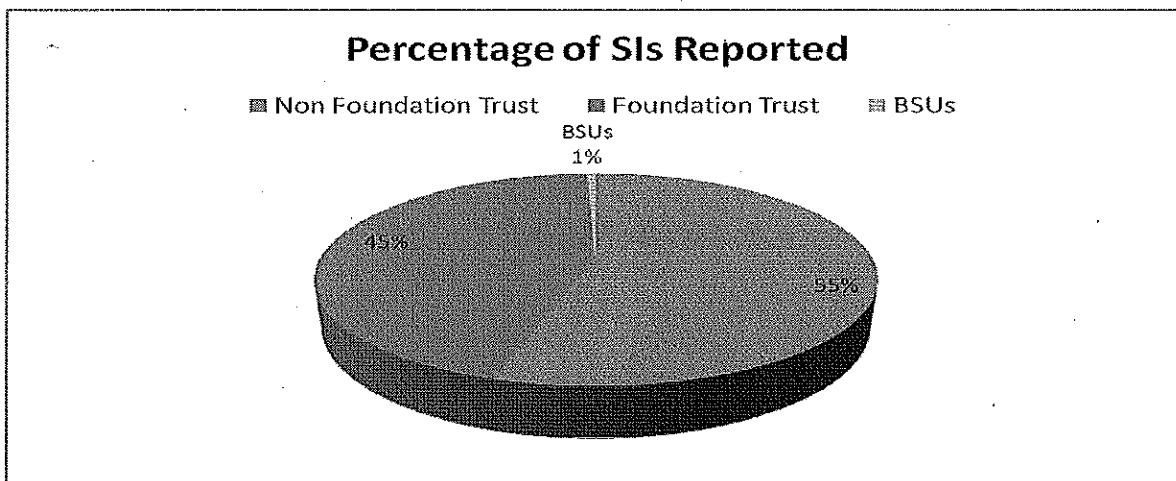
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Figure 2



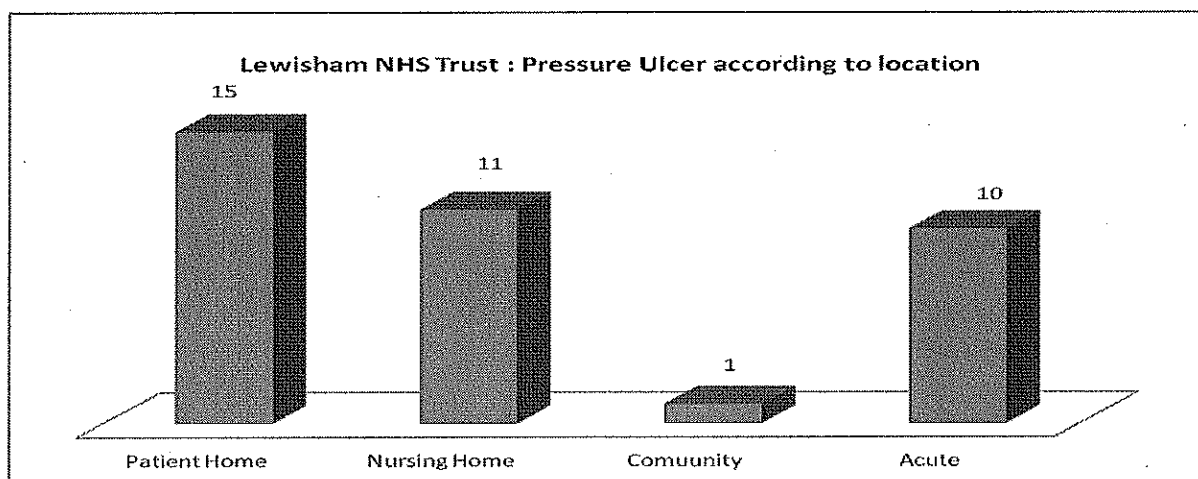
In Q2:

- Foundation Trusts accounted for 45% of the total number of SIs reported
- Non-Foundation Trusts (including Bromley Social Enterprise) accounted for 55% of the total number of SIs reported
- BSUs accounted for 1% of SIs reported excluding HCAs



The 3 highest reporting ¹organisations were:

- Lewisham Healthcare NHS Trust reported the highest total number of SIs: 50. This is attributed to:
 - Pressure ulcers:37 SIs reported
 - Care Delivery Concerns: 8 SIs reported
 - Information Governance: 2 SIs reported
 - Never Event:1 SIs reported
 - Service Delivery concerns: 1 SIs reported
 - Unexpected Death: 1 SIs reported



- Guys and St Thomas' NHS Foundation: 32 which is attributed to:
 - Pressure ulcers:30 SIs reported
 - Never Event:1 SIs reported
 - Service Delivery concerns: 2 SIs reported
- South London Healthcare NHS Trust: 21 SIs reported
 - Pressure ulcers:6 SIs reported
 - Care Delivery Concerns: 9 SIs reported
 - Medical Device: 1 SIs reported
 - Staffing Related Concerns 1 SIs reported
 - Unexpected Death: 4 SIs reported

Never Events

The occurrence of a 'Never Event' as a very serious, largely preventable patient safety incidents that should not occur if the relevant preventative measures have been put in place.

¹ *It should be noted that when viewing Serious Incident data that evidence suggests that high reporting organisations are high performing organisations.(National Patient Safety Agency - noted that - 'Consistently high reporting levels tend to be a mark of high reliability organisations. Research shows that organisations with high and consistent levels of incident reports are more likely to demonstrate other features of a stronger safety culture such as high NHS Litigation Authority ratings' (Nov 2009).

There were a total of 5 Never Events identified in Q2. These are currently under investigation and were reported by:

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NHS London Overview

NHS London provides oversight information for all SI reported on STEIS²:

- Commissioning Cases Outstanding
 - Bexley BSU: awaiting 1 RCA report
 - Greenwich BSU: 2 RCA report overdue
 - Lambeth BSU: 2 RCA reports overdue
 - Southwark BSU: 6 RCA reports overdue
 - Bromley BSU: 1 RCA reports overdue

- South London Healthcare NHS Trust: Cases Currently Overdue (20):

The breakdown of overdue RCA's are:

- Overdue by more than 6 months (2)
- Overdue by more than 3 months (6)
- Overdue by more than 1 month (9)
- Overdue by less than a month (1)

² Please note – Reports submitted in the last 5 working days may be included in the list below.