



Southwark

Clinical Commissioning Group

Southwark CCG's response to the Francis Enquiry

Health Scrutiny Committee 15th October 2013

The best possible health outcomes for Southwark people

Content:

- Key recommendations of the Francis report
- Southwark CCG's response March 2013
- What the CCG has done to implement its recommendations
- Future priorities



Francis Report: Key recommendations

- Foster a common culture shared by all in the service of putting the patient first
- Develop a set of standards easily understood and accepted by patients, the public and healthcare staff, breach of which should not be tolerated
- Provide professionally endorsed and evidence based means of compliance with these standards which can be understood and adopted by staff who have to provide the service
- Ensure openness, transparency and candour throughout the system about matters of concern
- Ensure that the relentless focus of the healthcare regulator is on policing compliance with these standards
- Make all those who provide care for patients – individuals and organisations – properly accountable for what they do and to ensure that the public is protected from those not fit to provide such a service
- Provide for a proper degree of accountability for senior managers and leaders to place all with responsibility for protecting the interests of patients on a level playing field
- Enhance the recruitment, education, training and support of all the key contributors to the provision of healthcare, but in particular those in nursing and leadership positions, to integrate the essential shared values in everything they do
- Develop and share ever improving means of measuring and understanding the performance of individual professionals, teams, units and provider organisations for the patients, the public and all other stakeholders in the system.



Key themes for commissioners:

- Putting the patient first
- Fundamental standards of behaviour
- A common culture made real throughout the system
- Enhancement of the role of supportive agencies
- Commissioning for quality/standards
- Performance Management and Strategic Oversight
- Patient, public and local scrutiny
- Openness, transparency and candour
- Leadership
- Information and reporting on quality are crucial



Southwark CCG's response:

Proposal for an immediate response to the Francis Report taken to the CCG Governing Body meeting on March 2013

Southwark CCG report proposed a series of recommendations for action by the CCG

Recommendations accepted by the Governing Body

CCG Senior Management Team convened as Quality SMT, meeting first fortnightly and now monthly to take the recommendations forward

CCG is a member of King College Hospital Francis working group – greater openness between commissioners and providers re quality

CCG engaged in Quality Surveillance Group across London



Southwark CCG's recommendations:

1. Develop an explicit Commissioning for Quality framework
2. Improve information and reporting on Quality
3. Use Governance Structure to focus on quality in all its dimensions
4. Make better use of information on Patient Experience
5. Develop innovative approaches to hearing the patient voice
6. Focus on patient journeys rather than a few key providers
7. Make quality the business of all CCG employees
8. Review processes for Serious Incidents
9. Site visits and audits of clinical services



What progress have we made:

NHS

Southwark

Clinical Commissioning Group

- ✓ The CCG now monitors quality in a fuller way, using a richer quality information data set distinct from performance
- ✓ Quality agenda sits with Integrated Governance and Performance Committee,
- ✓ Quality focus to all Governing Body meetings
- ✓ Reviewed the information that we have on patient experience and how we use it in commissioning and assurance processes
- ✓ Agreed approach to co-production and co-design with patients
- ✓ Developed our approach to clinical site visits and begun to carry these out
- ✓ Staff away days focussing on quality
- ✓ Quality embedded in objectives for all staff



What have we still got to work on:

- Develop more and better ways to hear patient's views and link them into our commissioning and monitoring processes
- Publish our commissioning for quality framework and take forward some further recommendations into our commissioning processes
- Embed clinical effectiveness in all our commissioning and redesign plans
- Link up better with regulatory bodies and other commissioners

