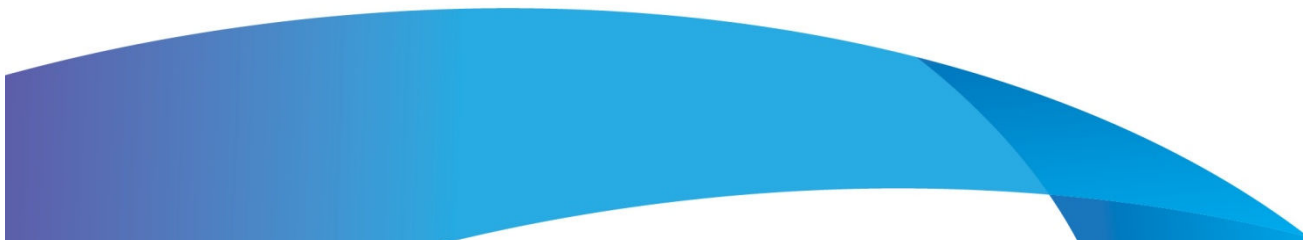


# The Francis Report – An Update

## Dr Steve Beaumont

### Chief Nurse - West Kent CCG

July 2013



Valuing individuals,  
providing quality,  
improving outcomes

# The Francis Report

## 'An Unhealthy and Dangerous Culture'

- Bullying
- Target-driven Priorities
- Disengagement by medical leaders
- Discouragement of feedback from trainees
- Low staff morale
- Isolation
- Lack of candour
- Acceptance of poor behaviours
- Reliance on external assessments
- Denial (*Kings Fund, 2013*)

# Leadership is Crucial

- 290 Recommendations.
- The need for effective leadership '*From Boards to Wards*' .
- No difference for CCGs.
- Everyone in the CCG have a responsibility to put the patient at the heart of all activity.

# What Kent CCGs are doing?

## Putting the patient first

- The NHS Constitution
- Listening to the voice of the public.

## Actions

- Providers are asked to comment on how they are monitoring adherence to the constitution.
- Comments complaints and compliments
- Public Participation Groups
- Governing Body Meetings
- West Kent Health Network
- Lay member involvement

## Promoting Quality of Services

- Timely feedback following complaints.
- Listening to staff.
- Monitoring of quality

## Actions

- The number of complaints to providers are monitored.
- Interrogation of staff surveys, quality visits and clinical work by Chief Nurses.
- Regular Quality Meetings and Quality Accounts

## Patient Safety

- Serious Incidents and Never Events.

## Actions

- Chief Nurses are made aware of all Serious Incidents and Never Events; root cause analysis, action plans and lessons learned are monitored.

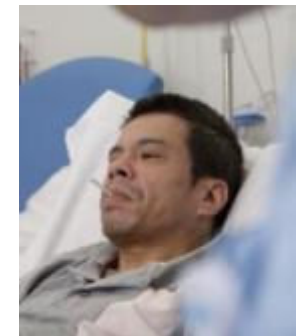
# Sharing Information

- Sharing information about good practice and concerns
  - Quality Surveillance Group.
  - Community Partnership.
  - Working together e.g. Mental Health Services.
  - Responding to the media.
  - Commissioning for standards.
  - Commissioners articulate the service required, not the provider.

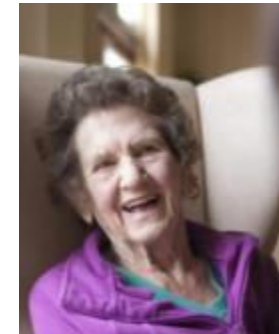
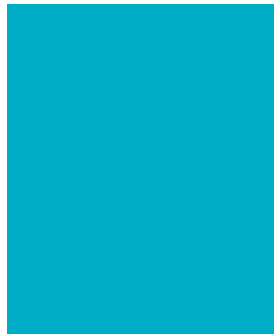




# So what else will make a difference?



Sally Allum  
Director of Nursing  
Kent and Medway



## National Review and Regulation Impact

- **Cavendish review:** published 10 July focused on support workers in health and social care
- **Keogh reviews:** Quality/Mortality in acute hospitals (Medway Foundation Trust): published 16 July
- **Berwick review:** independent on NHS safety standards: expected July
- **Complaints review:** expected July
- **CQC Consultation:** fundamental and expected standards: closes 12 August

## More to come

- **Burdens review** – reduce regulatory and information burden by a third
- **Accountability review:**
  - individual
  - organisational
  - system failure

# Openness and Transparency

- **Ratings** – single version of the truth
- **A Chief Inspector for:**
  - Hospitals
  - Social Care
  - Primary Care

# Leadership

- Clinical leadership
- Attract professionals and leaders into senior roles
- ‘Front line’ experience – keep in touch!
- Time taken to train good staff v time to knock the good stuff out of them!

## Access to information

- Healthwatch: strengthen collective voice
- Patient access to records: 2015
- Outcome data for 10 surgical specialities: benchmarks: what does good look like?

# Education

- Support staff and progression
- Training periods
- Open up access to training: different approaches
- Pre-degree experience (Nursing):
  - Spend one year in practice
  - Impact on attrition
- Regulation of support staff – opposing views

# Staffing

- 5 billion a year spent on staffing in health
- Does the workforce have the right culture?
- What is the workforce of the future?
- Are we recruiting for right values and behaviours?



## What next?

- **Maximise opportunities to hear patients, families and carers voices:** Friends and family test – maternity, prisons, primary care, dentistry
- **Community Staffing Review:** with Canterbury Christchurch University, International Practice Development Unit
- **Work to bring about change together:** learning of Winterbourne View and Francis
- **Excellent experience of care**

## References and Contacts

- [www.midstaffspublicinquiry.com/report](http://www.midstaffspublicinquiry.com/report)
- [www.gov.uk/government/publications/government-initial-response-to-the-mid-staffs-report](http://www.gov.uk/government/publications/government-initial-response-to-the-mid-staffs-report)
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