

Item 5: Quality Surveillance

By: Peter Sass, Head of Democratic Services

To: Health Overview and Scrutiny Committee, 29 November 2013

Subject: Quality Surveillance

Summary: This report invites the Health Overview and Scrutiny Committee to consider the information provided on Quality Surveillance in Kent and Medway.

It provides additional background information which may prove useful to Members.

1. Introduction

- (a) At its meeting of 19 July 2013, the Committee received an update on the Francis Report from Sally Allum (Director of Nursing and Quality (Kent and Medway), NHS England) and Dr Steve Beaumont (Chief Nurse, NHS West Kent CCG). The Committee agreed the following recommendation:
- AGREED that the Committee thanks its guests for their attendance and contributions today, asks that they take on board the comments made by Members during the meeting and looks forward to receiving a further update in November, in particular in relation to quality surveillance aspects.
- (b) The Minutes from this discussion are appended to this report for reference.
- (c) During the meeting, Dr Beaumont offered to take small groups of Members around local acute hospital sites. The first visit took place on 18 November when Mr Mike Angell and Ms Angela Harrison visited Maidstone Hospital.
- (d) The National Quality Board (NQB) was established by the Department of Health in 2009 following the NHS Next Stage Review and the publication of *High Quality Care for All*. It brought together the national organisations across the health system responsible for quality including the Care Quality Commission, Monitor, the NHS Trust Development Authority, NICE, the General Medical Council, the Nursing and Midwifery Council, the NHS Commissioning Board, Public Health England and the Department of Health
- (e) In January 2013, the NQB published the report *Quality in the new health system - maintaining and improving quality from April 2013*. This had been published in draft form in August 2012. This report set out plans for the creation of Quality Surveillance Groups (QSGs) which

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would match NHS England's local and regional structures. The following definition was provided:

- "The QSG will act as a virtual team across a health and care economy, bringing together organisations and their respective information and intelligence gathered through performance management, commissioning, and regulatory activities to maintain quality in the system by routinely and methodically sharing information and intelligence."¹
- (f) In October 2013, a *Keogh Quality Note* was published jointly by NHS England, the Care Quality Commission, Monitor, NHS Trust Development Authority and NHS Health Education England. This "sets out the roles, responsibilities and accountability of each of the organisations that are expected to play a part in enabling improvements in the hospitals involved in the Keogh Review."² This included discussion of QSGs: "The role of Quality Surveillance Groups is principally about alignment, not accountability."³
- (g) The role of QSGs was also highlighted in the full Government response to the Francis report which was published on 19 November 2013:
- "The Quality Surveillance Groups will focus on the following questions:
 - What does the data and the soft intelligence tell us about where there might be concerns about the quality of care?
 - Where are we most worried about the quality of services?
 - Do we need to do more to address concerns or gather intelligence?

Once concerns are identified, action can be taken swiftly by the relevant organisation."⁴

2. Recommendation

Members of the Health Overview and Scrutiny Committee are asked to consider and comment on the reports presented on the Quality Surveillance Group.

¹ Department of Health, *Quality in the new health system – maintaining and improving quality from April 2013*, January 2013, p.52,

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213304/Final-NQB-report-v4-160113.pdf

² NHS England, the Care Quality Commission, Monitor, NHS Trust Development Authority and NHS Health Education England, *Keogh Quality Note*, October 2013, p.4 <http://www.england.nhs.uk/wp-content/uploads/2013/10/keogh-qual-ltr.pdf>

³ *Ibid.*, p.7.

⁴ Department of Health, *Hard Truths. The Journey to Putting the Patient First*, 19 November 2013, Volume 1, p.67,

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/259648/34658_Cm_8754_Vol_1_accessible.pdf

Appendices

Appendix - Extract from HOSC Minutes, 19 July 2013,
<https://democracy.kent.gov.uk/mgAi.aspx?ID=25454>

Background Documents

Department of Health, *Quality in the new health system – maintaining and improving quality from April 2013*, January 2013,
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213304/Final-NQB-report-v4-160113.pdf

NHS England, the Care Quality Commission, Monitor, NHS Trust Development Authority and NHS Health Education England, *Keogh Quality Note*, October 2013, <http://www.england.nhs.uk/wp-content/uploads/2013/10/keogh-qual-ltr.pdf>

Department of Health, *Hard Truths. The Journey to Putting the Patient First*, 19 November 2013, Two Volumes,
<https://www.gov.uk/government/publications/mid-staffordshire-nhs-ft-public-inquiry-government-response>

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