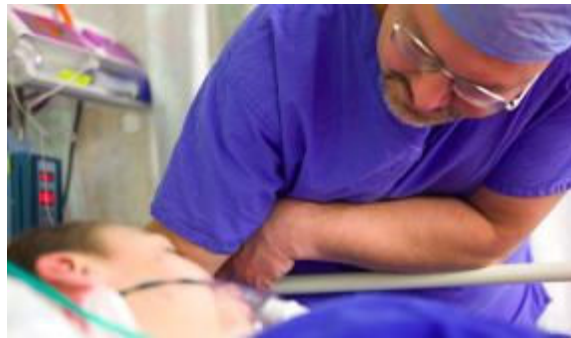


Quality Surveillance Groups (QSGs)



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Director of Nursing and Quality

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Background

- ***Quality in the new health system – Maintaining and improving quality from April 2013*** sets out the distinct roles and responsibilities across the system for quality and how the system should work together:
 - **Proactively** – to share information and intelligence on quality and to spot potential quality problems early. A network of Quality Surveillance Groups (QSGs) should be established to make this happen locally and regionally
 - **Reactively** – to identify potential or actual serious failures and to take corrective action, working collaboratively to secure improvement and protect service users.
- Key messages from **Francis** and **Berwick**

Role of QSG

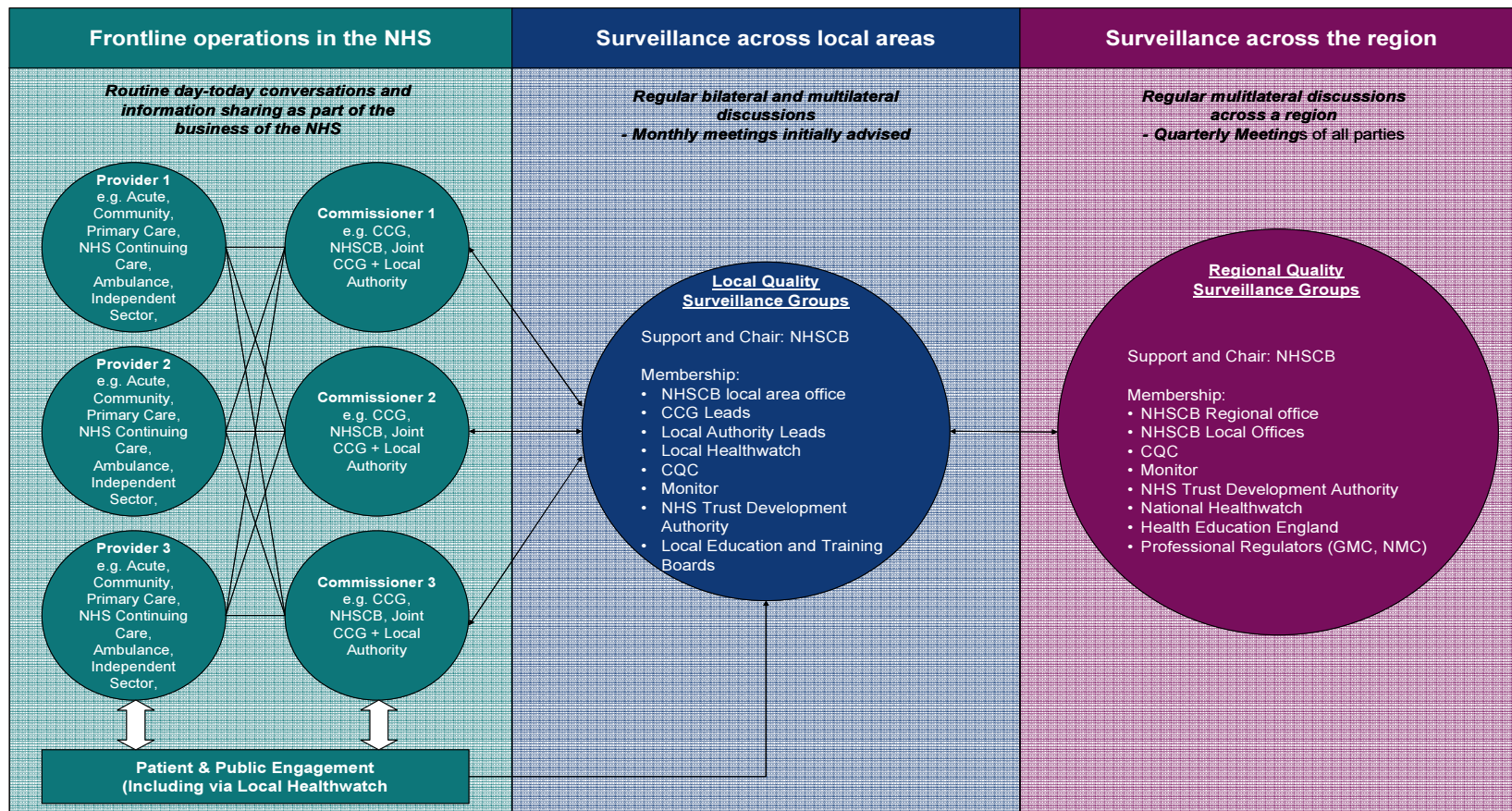
The role of QSGs

- QSGs bring together different parts of the health and care economy to routinely and methodically share information and intelligence about quality.
- This information is gathered through performance management, commissioning and regulatory activities.
- QSGs do not have executive powers

Operating model

- QSGs will operate at 2 levels:
 1. Locally, on the footprint of the NHS England's 27 local area teams
 2. Regionally, on the footprint of the NHS England's four regional teams.

Whole System Cooperation



4 QSG Roles and Responsibilities

Chair & Membership

- The chair is Felicity Cox the Area Director NHS England Kent and Medway.
- The QSG for Kent and Medway is well attended by the Accountable Officers and Chief nurses of the CCGs.
- Directors of Children and Social care services of both Kent and Medway Councils
- Directors of Public health for Kent and Medway councils
- Regional manager of Monitor

Membership

- Regional and Area Compliance Manager for CQC
- Associate Director for Governance and Quality Trust Development Agency
- Director of Education and Quality Health Education England Surrey and Sussex, Kent and Medway
- Public Health England (invited)
- Healthwatch
- Medical Director and Director of Nursing NHS England Area team and Members of their team

Membership

- **Local QSG Membership**

- All local commissioners in the area (NHS England, CCGs)
- Representatives from the NHS Trust Development Authority (where there are NHS Trusts in the area)
- Health Education England
- Public Health England
- Local Authority
- Local Health Watch
- Representatives from the regulators, Monitor and the Care Quality Commission

Membership

- **Regional QSG**
 - Professional regulators
 - Ombudsman
 - Networks/senates

Areas of care reviewed

- This includes any NHS funded care in Kent and Medway.
- Care homes and nursing homes
- Mental health
- Ambulance services
- CAMHS work with national and regional pathway assessing need and requirements
- Primary Care
- Large Provider Trusts
- Health and Justice provision

Role of NHS England

- NHS England role involves:
 - proactively ensuring that all parties who need to be involved, are involved;
 - facilitating sharing of information if needed;
 - ensuring that there is a clear understanding as to how the QSG will consider all providers and system wide issues over time;
 - chairing meetings where a chair is required by the group;
 - co-ordinating communications where there is a need to do so; and
 - providing a record of the discussions and agreed actions.

- The QSG model is evolving over time. We are reviewing the effectiveness of QSG in November /December.

QSG Example

- NHS England responsible for co-ordination of the response of all parties to the Keogh review (Medway Foundation Trust)
- Sub group of the QSG has been leading in this and work with Trust Board to ensure action plan and Key Performance Indicators are delivered.
- Responsibility of monitoring progress is with Monitor as the regulator in this case.
- Sub group has meant that all parties concerned are able to provide support and not duplicate.
- Reports to QSG

Methodology of Surveillance

The level of surveillance of providers is determined by the Heat Map Framework. The following factors are considered:

- Number of quality issues
- Level of risk
- Level of confidence in the provider

Working with councils

- KCC and Medway Council actively discuss concerns at the QSG and indicate areas of concern that they want to be joint working with and aware of.
- CQC and Health work with the councils together to ensure that standards of care are correct for vulnerable people.

QSG connect

- Through regional QSG
- Through Clinical senates
- Through Allied Scientific and Clinical Networks

Links with HOSC and Health and wellbeing board

- Through Directors of Children and health and social care (members of QSG)
- Through Healthwatch
- Links with the commissioning teams
- Area Team Directors reporting quarterly to HOSC and HWBB; covering quality to support decision-making.