

**Meeting of South Norfolk Clinical Commissioning Group  
Quality and Patient Safety Assurance Committee Meeting**

**11:00hrs – 13:00hrs  
Tuesday 5 November 13**

**Meeting Room GF 4, Lakeside 400, Old Chapel Way, Thorpe St Andrew  
Norwich, NR7 0WG**

**MINUTES**

Hilary Byrne (Chair), Karen Ward, Sandra Corry, Lisa Reid, Lynda Ellison-Rose, Samantha Cox (Minute Taker)

Part Attendees – Heidi Davey, Howard Stanley, Mark Gower

<b>ITEM</b>	<b>Action</b>
1. <b>Introductions &amp; Apologies</b> Rowan Slowther & Nicola Trepte	
2. <b>Declarations of Conflicts of Interest</b> None identified	
3. <b>Notification of Urgent Items</b> None identified	
4. <b>Items Exempt under the Freedom of Information Act</b> Any patient identifiable information and commercially sensitive information	
5. <b>Minutes of Previous Meeting</b> The QPSAC minutes from the previous meeting on Tuesday 8 <sup>th</sup> October 2013 were agreed to be a true and accurate record.	
6. <b>Matters Arising &amp; Action Log</b> The Action Log was reviewed, updated and noted.	
<b>Part 1</b>	
7. <b>Complaints/FOI Requests</b>  <b><u>Complaints</u></b> <ul style="list-style-type: none"> <li>• No new complaints last month</li> <li>• Currently very few outstanding. HD confirmed of which, only 1 which will go outside the timeframe and general guidelines, this is due to waiting on various responses from different agencies, patient is aware.</li> </ul>	

	<ul style="list-style-type: none"> <li>• HD is meeting with Jill Goulding from the CSU on 11.11.13 to discuss the 10 Legacy Cases associated with SNCCG. HD to feedback.</li> </ul> <p><b>FOI</b></p> <ul style="list-style-type: none"> <li>• SNCCG are currently receiving 8-10 FOI's per month, in September 22 were received</li> <li>• HD confirmed meetings are being held weekly with Mary Clarke from (A)CSU</li> <li>• HD confirmed (A)CSU have recruited to the FOI post. They are due to commence on 2<sup>nd</sup> December</li> <li>• HD confirmed that information is shared with CSU and wider CCG with regards to FOI requests, Ann Donkin has final sign off for SNCCG FOI</li> </ul> <p><b>Friends &amp; Family Update</b></p> <p>HD gave an update regarding friends and family and that there is a need to embed it in the CCG awaiting guidance on this</p> <p>HD attended a regional meeting, NCH&amp;C has been on early adapter, a meeting has been requested with NCH&amp;C's patient experience lead</p>	<b>HD</b>
8.	<p><b>CSU Quality and Safety Report</b></p> <p>LR presented the paper highlighting the following</p> <ul style="list-style-type: none"> <li>• NCH&amp;C have 6 SI's related to grade 3 PU's</li> <li>• There has been no change in the GP profile</li> <li>• 2 SI's from SNCCG relating to the N&amp;N are currently with the coroner</li> <li>• LR to go on maternity leave beginning of February, the vacancy is being advertised internally through CSU</li> </ul>	
9.	<p><b>Clinical Risk Register</b></p> <p>Item unable to of been discussed at this time. SCox to arrange separate meeting between KW,SC &amp; HB</p>	<b>SCox</b>
10.	<p><b>Care Homes Update – Highlights</b></p> <ul style="list-style-type: none"> <li>• LER confirmed there are no reds (high risks) in South Norfolk and this is reflected in Board report</li> </ul>	
11.	<p><b>Infection Control</b></p> <ul style="list-style-type: none"> <li>• CDiff appeal for Beech Ward, meeting at NNUHFT and NCH&amp;C ward staff. Area team said no to the appeal.</li> <li>• Beech ward had 3 incidents of sickness and diarrhoea which were failed to be identified and picked up.</li> </ul>	
12.	<p><b>Safeguarding Child Update</b></p> <ul style="list-style-type: none"> <li>• MG informed the meeting that the improvement plan is in its first draft and is currently at The Improvement board</li> <li>• Cath Goreman is the representative for Norfolk CCG's</li> <li>• Looked after children (LAC) improvements plans are being developed</li> <li>• MG is leading on a joint working project at a local level</li> <li>• A systmone template is being rolled out on GP survery systems, 9 out of the 17 systmone South Norfolk practices are up and running</li> <li>• Work is on-going to address this for non systmone surgeries</li> <li>• SC offered support with this work</li> <li>• MG fed back that Watton Medical Practice had a workshop regarding Child and Adult Safeguarding, feedback was extremely positive</li> <li>• MG to demonstrate the systmone template/child safeguarding template at next meeting (10/12/2013) SCox to ensure that Wi-Fi and projector is available for next December's meeting</li> </ul>	<b>MG/SCox</b>

	<p><b><u>Adult Safeguarding Update</u></b></p> <ul style="list-style-type: none"> <li>• Concerns about OOH service and lack of engagement in regards to training delivery for GP's and nurses</li> <li>• HS attended 3 OOH base visits, he was informed by a GP that they had not received any Adult Safeguarding training</li> <li>• Adult Safeguarding training is not statutory for GP's</li> <li>• Each practice is meant to have a safeguarding lead</li> <li>• HS to contact Sue Marsh for list of surgeries in the South as key contacts</li> <li>• HS to send HB information on safeguarding training and costs for GP educational evenings</li> <li>• HS is awaiting confirmation that he can attend Suffolk Safeguarding Board. SC &amp; HB to write to Suffolk Safeguarding Board regarding HS attending</li> </ul>	<p><b>HS</b> <b>HS</b> <b>SC/HB</b></p>
<p>13.</p>	<p><b>SI Policy</b></p> <ul style="list-style-type: none"> <li>• KW confirmed that the main changes with the SI Policy has been the timescales</li> <li>• Once KW has got the policy approved she will liaise with Oliver Cruickshank to ensure the policy is available on SNCCG website</li> <li>• SC to present the draft SI Policy to November's Leadership Team Meeting and then the December's Governing Body Meeting for approval</li> </ul> <p><b>Members of the SNCCG Quality and Patient Safety Assurance Committee approved the Serious Incident Policy.</b></p>	<p><b>KW</b> <b>HB</b></p>
<p>14.</p>	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• Amanda Brown will no longer be attending the QPSAC meetings, Heidi Davey (HD) will be attending going forward</li> <li>• HD confirmed that the QPSAC Meetings do have to be minuted.</li> </ul>	
<p><b>Date of next meeting: Tuesday 10th December 2013, 10.30am – 12.30pm</b> <b>SNCCG, Lakeside 400, Ground Floor 4</b></p>		
<p><b>Identified Items for the next Agenda</b></p>		