



## Learning from Experience Steering Group

**Minutes of the Meeting held on  
Tuesday 29 Oct 2019**

**Committee Room, A Floor, BCH**

### **Present**

Ms Brenda Creaney	Director of Nursing & User Experience (Chair)
Dr Cathy Jack	Medical Director
Mr Brian Armstrong	Interim Director for Unscheduled & Acute Care ( <i>&amp; representing Mrs Owens</i> )
Ms Caroline Leonard	Director of Surgery & Specialist Services
Mr Robert Henry	Acting Senior Manager, Corporate Governance ( <i>minute taker</i> )

### **1. Apologies**

Ms Bernie Owens	Director of Unscheduled & Acute care
Mr Aidan Dawson	Director of Specialist Hospitals & Women's Health
Ms Charlene Stoops	Director of Performance Planning & Informatics
Ms Maureen Edwards	Director of Finance, Estate & Capital Planning
Ms Marie Heaney	Director of Adult Social & Primary Care Services
Ms Claire Cairns	Co-Director, Risk & Governance / Head of Office
Mrs Carol Diffin	Director of Children's Community Services
Ms Jacqui Kennedy	Director of Human Resources
[REDACTED]	Assurance Co-ordinator, Corporate Governance

### **2. Minutes of the previous meeting**

Previous minutes for the last meeting of the Learning from Experience Steering Group were approved. No changes required.

### **3. Chair's Business**

It was noted unfortunately the meeting was not quorate. As last meeting of this group had been July 2019, agreement from those present was to still work through Agenda and seek assurance on actions identified previously. Chair agreed to further raise attendance at next Executive team. Papers for next Assurance Group are to be prepared in advance of the 6<sup>th</sup> November.

#### **3.1 Conflicts of Interest**

There were no conflicts of interest.

## 4. Matters Arising

### 4.1 Committee Matrix (Action to draft)

Mr Henry advised he was aware for the Service Directorates there had been work completed by Ms S McLachlan, for S&SS, Ms J Austin for ASPC and Mr O Farrelly for CCS in the review of staff that currently attend groups listed within the Assurance Framework. This was to confirm that the current membership was still appropriate and were appropriate adequately covered the wider Directorate if not all Divisions were represented at these meetings. Mr Armstrong agreed to follow up with Mrs Owens to check if UNSACU had anything currently compiled. Mr Henry agreed to follow-up with [REDACTED] to get a new request out to the Directorates to facilitate compilation of an overall Committee Matrix. This would then be shared by Corporate Governance once completed. Agreed to keep on Matters Arising

**ACTION: Mr Henry**

### 4.2 Risk re lack of data analyst resource to be inc on Risk Register (Action to record as risk)

Mr Henry provided a brief overview of the background as to why this had originally been raised. Dr Jack confirmed in relation to data coding a recent paper had been brought to the Exec team seeking approval for an additional £150,000. In summary the ongoing crude data had been satisfactory but the SHMI data was unable to be supported and a need had been identified for additional depth of data. It was confirmed that previously a paper had been submitted and approved for 9 data coders but more recently it had been identified that additional funding was required. Ms Creaney added that once coders are in post the first year involves extensive training before fully trained, so even with approval it will take time before these posts can be fully utilized. There was some discussion around the current different data analyst resources across the Directorates. Dr Jack confirmed that she had recently written to Ms Stoops to consider a business partner arrangement to help in both the consistency of data being generated / analysed as well as building in additional contingency across the wider team.

### 4.3 CMR multi-agency event (Action to feedback)

In Mrs Diffin absence Mr Henry confirmed that Mrs Diffin had raised the importance of identifying learning coming from the CMR process at the last Children's Safeguarding Committee he had attended. There had been acknowledgement at this committee due to the very sensitive / case specific information some learning was difficult to share widely. Ms Creaney added that separate to this there should still be learning coming through around things like processes, communication across Trusts if a child is known to more than one Trust etc. Mr Henry indicated in the last CMR update Mrs Diffin had indicated the Belfast panel will be organising a dissemination workshop to share the learning on a multi-agency basis. Agreed to keep on Matters Arising.

**ACTION: Mrs Diffin**

#### 4.4 Claims Review Group – membership to include CCS rep

In Ms Cairns and Mrs Diffin's absence Ms Creaney requested this be carried over to next meeting.

**ACTION: Ms Cairns**

#### 4.5 Follow-up re Complaints Data reports inc KPIs

Mr Henry confirmed that Ms Cairns had kindly provided an update to the query raised at the last LfE meeting as part of the SUEFG assurance update at that time. In the email back from Ms Cairns to Mr Henry she had confirmed that detail in the previous update had not been fully accurate. Ms Cairns had outlined that providing accurate and up-to-date information regarding NIPSO cases being mindful of GDPR had been proving difficult and had meant provision of all information to be halted over the summer. Ms Cairns in her correspondence to Mr Henry had indicated the aim was to recommence sharing of KPI data, etc with Directors (without NIPSO updates) on a 2 monthly frequency in line with SUEFG reporting, or at least quarterly if there is a resource issue. Ms Cairns confirmed separately to this meeting she would follow-up with Ms Maxwell to progress. Agreed that an update would be requested at the next meeting

**ACTION: Ms Cairns**

### 5. Sub-Committee Assurance Updates & Shared Learning

#### 5.1 Shared Learning Report (23 Jul – 25 Sep 2019)

Mr Henry presented the Shared Learning Report for this period and advised all Shared Learning (4 in total) presented under Item 5.2 and 5.4 has been shared Trust-wide and is for noting.

*Mrs Leonard left meeting (Prior to leaving, Mrs Leonard was also present for the discussion about the draft report from Outcome Review Group covered in 5.5.1)*

#### 5.2 SAI Group Assurance Update

Dr Jack presented the SAI Group Assurance Update and provided an outline of progress to date. The Group continues to meet on a monthly basis with the last 2 meetings chaired by the Deputy Medical Director. As mentioned earlier under 5.1 two shared learning letters had been approved by this group since date of last LfE. In relation to the shared learning re W184955 Trimethoprim and Methotrexate Dr Jack confirmed that the Medicines Safety Optimisation Group were looking at this again in relation to electronic prescribing.

Dr Jack outlined current arrangements with SAI reviews and steps being taken to hopefully further improve arrangements.

Dr Jack confirmed Peer Audits of SAI Action Plans had commenced, which involves someone from a different Directorate independently auditing an action plan that has been previously identified as completed at a later date. New audits are completed on

a 6 month cycle. Next cycle would probably include review of an action plan from a SAI Review involving a never event.

No additional actions / comments identified by group members for the other shared learning linked to SAI 18 030 Transferring Deteriorating Pt across Hospital Sites

### **5.3 Claims Review Group Assurance Update**

In Ms Cairns absence, Dr Jack provided a brief overview from the report submitted. Dr Jack queried if Claims Review Group had been re-instated into the Assurance Framework. Mr Henry confirmed that latest structure did not include this group but was aware that Mrs McNally and Ms Cairns had been in discussion as how best to provide ongoing assurance. Dr Jack requested that this is updated and approved. Mr Henry agreed to follow-up with Mrs McNally / Ms Cairns

#### **Action Mr Henry**

Mr Henry was able to confirm that the meeting with DLS scheduled for the 27<sup>th</sup> Sept had now taken place which was looking at improved review arrangements to identify learning at an earlier stage coming from claims.

Dr Jack added the introduction of grading of claims will be very helpful in identifying future trends and that Mrs McNally also had recently introduced a new checklist for claims to ensure further consistency and standardisation of files.

### **5.4 Service User Experience Feedback Group**

In Ms Cairns absence, Mr Henry confirmed that the SUEFG assurance was outstanding and would follow-up on this. Those present highlighted the importance of having this update included in papers for Assurance Group on the 6<sup>th</sup> November. Summary of the Patient Experience Collaborative Information to include an overview of who has been involved, a summary overview of key finding to-date as well as an update from 10, 000 voices and a reference to some of the findings from the Independent Neurology Inquiry to-date should be included. Mr Henry agreed to follow-up with Ms Maxwell

#### **ACTION: Mr Henry**

### **5.5 Outcomes Review Group Assurance Update**

Dr Jack presented the Outcomes Review Group assurance update and summarised progress to date. This included an update on BHSCT Mortality Dashboard. For SHMI data a request was made to update entry for Aug 2019 to include 'crude data'. Mr Henry agreed to follow-up with Mr Connolly

#### **ACTION Mr Henry**

As part of discussion about data there was a request for Mr Henry to follow-up with Ms Stoops to check if there needed to be a new Corporate Risk that covered the risk of lack of depth of coding in relation to the SHMI and the risk of not being fully assured.

#### **ACTION Mr Henry**

Dr Jack provided a brief overview on National Audits and a Regional Learning event planned for the 15<sup>th</sup> Nov 2019 organised by the Department of Health. There will be approximately 40 staff who will attend this from BHSCT. Dr Jack confirmed that Structured Judgement Review training had now been undertaken at the start of September and a copy of those trained has been requested from Mrs McNally to allow one to start promptly. For the assurance update a request was made to include a reference to the visit of Charles Vincent and pilot framework planned for the Mater, Mental Health & Surgery and this would be supported by a paper that would be submitted to the Exec team shortly. Mr Henry agreed to follow-up with Mr Connolly

**ACTION Mr Henry**

- 5.5.1** The Draft **Annual Report for Outcomes Review Group** was tabled and discussed. Dr Jack confirmed that Mrs McNally was currently following up additional SHMI information details from Mr D McWilliams and this along with details about the limited assurance findings identified by Internal Audit would be included in the final version. This should be completed and made available for next Assurance Group

## **5.6 External Reports & Reviews Group**

Dr Jack advised that as ERRG meets on a six-monthly basis and last meeting was in September. At this meeting Dr Jack outlined details of the seven Action plans that were agreed for closure. In relation to the review linked to the GAIN Guideline: *Care of Clients with a Learning Disability in Acute Hospitals* Ms Creaney agreed to follow-up with the team to progress

**ACTION – Ms Creaney**

## **6. Learning from Other Sources**

### **6.1 External Guidance for Action**

Dr Jack briefly talked through the table that includes NICE guidance for the period 1<sup>st</sup> July to 18<sup>th</sup> Sept 2019. Dr Jack advised that Mrs McNally and her team now manage the receipt of all external guidance and oversee the onward distribution within the Trust that includes identifying the lead director.

Dr Jack confirmed that there had been a recent meeting with Prof Young & Ms Thompson from Standards & Guidelines as well as Mrs McNally and Ms Cairns. It had been agreed at this meeting that the information in this table would be now managed via a monthly report to Exec Team. As a result assurance will need to be presented up via Governance Steering Group rather than Learning from Experience. Further discussion was to happen with the chair of the Governance Steering Group and depending on what is agreed Terms of Reference may need to change for both LfE and Governance Steering Group. Mr Henry agreed to follow-up with Mrs McNally

**ACTION – Mr Henry**

### **6.2 Whistleblowing**

In Ms Cairns absence, Dr Jack confirmed in a separate meeting with Ms Cairns there are 12 whistle-blow reviews underway and potentially another 12 to be logged / considered under whistleblowing. Mr Henry added further awareness sessions for Advocates and Non-Executive Directors was being planned by Ms Cairns for the 7<sup>th</sup> Nov, that would be delivered by 'Protect'.

### **6.3 Case Management Reviews**

In Mrs Diffin's absence Mr Henry briefly outlined the key points from the Assurance report submitted in addition to what had been mentioned under 4.3 earlier. This included the Trust is currently involved in 4 CMRs and CMRs are a standing agenda item on the Trust's Children's Safeguarding meeting.

## **7. AOB**

Dr Jack requested for the next Assurance Group and ongoing LfE meetings an assurance update should also be requested from Mr P Watson in advance to provide a learning update from the '*Independent Neurology Inquiry Reflective Analysis Group*'. This should include details of when the group has met and key learning points identified at these meetings. Mr Henry agreed to follow-up with Ms Gribben

**ACTION: Mr Henry**

New dates for next LfE confirmed as already in diary. Mr Henry was asked to link in with Ms Gribben and check attendance at meetings currently in diary. If low numbers confirmed, consideration to moving this meeting going forward to a Tuesday morning between 10 and 11:30 on a quarterly basis a month in advance of Assurance Group.

**ACTION: Mr Henry**

## **8. Date of Next meeting:**

7<sup>th</sup> Jan 2020 10:00 – 11:30