

Healthwatch Representatives Feedback Form

<p>Representative name</p>	<p>Cherill Scott</p>
<p>Meeting</p>	<p>St George’s Hospital: Clinical Quality Review Meeting</p>
<p>Date & Time</p>	<p>25 April 2018</p>
<p>Who attended</p>	<p>Executive directors and senior managers from SGH; representatives of commissioning bodies (Wandsworth and Merton CCGs, NHS England); Healthwatch Wandsworth.</p>
<p>Key issues</p>	<p>Key focus items: <u>Serious Incident (SI) thematic report for April 2017-September 2017.</u> There were 41 SIs reported in this period. Key themes across the hospital related to shortfalls in communication, adherence to documentation and decisions about the escalation of incidents. The clarity of policies, and adherence to them, was another significant theme which the Trust’s action plan is addressing and all policies will be reviewed and made more accessible to staff. Staff training was also part of the plan.</p> <p><u>Early Warning Signs (EWS) and Managing Deteriorating Patients</u> The Consultant Nurse for Critical Care reported findings of an internal audit conducted according to national guidelines. Unlike many other large hospitals, SGH does not have a dedicated outreach team to provide care for the above patient categories, but delivery is good despite the fragmented approach. The Critical Care Liaison Team (CCLP) provides advice support to bedside teams but has recently lost two posts due to cost pressures. The Chair, Dr Tom Coffey, suggested the Trust should develop a business case listing options e.g. a dedicated team, so that the current service could be sustained or expanded.</p>

	<p><u>'Prevent' report</u> A report on the staff training programme, which has slipped.</p> <p><u>On Day Cancellations</u> SGH has higher than average same-day cancellations of operations: 94 in January 2018, with only 76% rebooked within 28 days. Improvement so far has been limited, with 80% of cancellations being rebooked rather than 100% target. Most common reasons for cancellations include overrun theatre lists and emergency procedures taking priority. <i>I asked about theatre capacity and if all theatres were now up and running. It was confirmed that all theatres were now open at the Trust and that the rolling refurbishment programme did not have a major impact on activity as extra allocation was given at evenings and weekends.</i></p> <p><u>Trust Board Quality and Performance Report</u> The Trust reported on actions to deal with amber- and red-flagged indicators. The Chair noted that most of the Outpatient Indicators were amber or red. The OP team will give an update on progress at the June meeting.</p> <p>A new complaints process has been running since November 2017. New targets for response times have been set for PALS: 25 days for straightforward customer service complaints; 40 days for slightly more serious complaints; and 60 days for a final response in serious complaints.</p> <p><i>I raised the issue of the red flags against 62 day standard targets for lung cancer (57% performance) and upper GI cancers (51% against target). It was agreed that there would be a report back on what was being done at SGH to achieve national targets.</i></p>
<p>Healthwatch Actions</p>	<p>HWW should maintain a watching brief on performance against targets around same day cancellations and re-bookings, and cancer treatment waiting times.</p>

The Meeting in one sentence (for blog, FB, Tweeter, newsletter)	
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