

Council of Governors: 16/10/18
 Agenda Item: CGo.10.18.6

RTT & Ambulance Handovers: Response to recommendations from External Auditor 2017/18

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Previously considered by:			

Key points	Purpose:
1. The Trust has made progress in addressing the recommendations raised within the Deloitte's NHS Quality Report External Assurance Review 2017/18	To note and gain assurance

<p>Executive Summary:</p> <p>This paper provides an update on progress with completion of the recommendations in respect of Referral to Treatment (RTT) and Ambulance Handovers which were identified in the Deloitte's NHS Quality Report External Assurance Review 2017/18.</p> <p>Referral to Treatment (RTT) Indicators requiring action:</p> <ol style="list-style-type: none"> 1. Pathway start or stop date discrepancies between client report and patient notes 2. Insufficient information of start and stop date in patient notes 3. Data transfer <p>The Trust has implemented a detailed Elective Care Improvement plan which incorporates a number of actions to address the recommendations.</p> <ol style="list-style-type: none"> 1. All pathway start and stop dates are recorded against the encounter (patient episode) and validated as part of the full waiting list validation process using the data recorded within the Electronic Patient Record (EPR). Supporting information is used to ensure accuracy and where discrepancies are found these are thoroughly investigated with missing information located or recorded to support the patient pathway. 2. The Trust no longer generates nor records activity within paper clinical case notes therefore all pathway activity is now recorded within EPR, supported by clinical documentation - outpatient clinic correspondence, inpatient discharge summaries, clinical notes and referral letters which are scanned into Evolve to confirm the patient pathway, assist with the validation process and be available and complete for audit purposes. 3. The RTT full waiting list incorporates patients transferred from the Trust's IPM patient administration system (PAS) to the Trust's new EPR system and as a result the pathway status will be validated as part of the agreed full waiting list validation process and no further supplementary check is required.

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Ambulance Handover indicators requiring action:

1. Completeness of reporting
2. Data Recording

The Emergency Care Department are focussed on improving the responsiveness of Ambulance Handovers and have introduced a number of initiatives to address the issues raised.

1) The Emergency Department staff have implemented a standard operating procedure for ambulance service triage which clearly defines the required actions for notification of arrival and handover of the YAS screen. To support adherence to this process the department is working closely with the ambulance service to introduce a pilot of the Hospital Ambulance Liaison Officer (HALO) role which will reinforce completion of the YAS reports.

2) The reception staff within the Emergency Department have all received training in the new EPR registration system and the requirement to enter the call sign following a patient being conveyed to the department by an ambulance crew. The Trust is also supporting the Ambulance Service with the implementation of its Electronic Patient Record system.

2.1) There is a daily validation process of ambulance service data which includes review of the Electronic Patient Record which records time of arrival and movement within the department which is used to cross reference in any cases which are challenged with the Ambulance Service. This information is held centrally to support any audit requirements.

Financial implications:

No

Regulatory relevance:

Monitor:

Quality Governance Framework
Annual Reporting Manual

Equality Impact / Implications:

Is there likely to be any impact on any of the protected characteristics? (Age, Disability, Gender, Gender Reassignment, Pregnancy and Maternity, Race, Religion or Belief, Sexual Orientation, Health Inequalities, Human Rights)

Yes ☐ No ☐

If yes, what is the mitigation against this?

Other:

Strategic Objective:

Reference to Strategic Objective(s) this paper relates to

To provide outstanding care for patients
To deliver our financial plan and key performance targets
To be a continually learning organisation