

## SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST

**EXECUTIVE SUMMARY**  
**REPORT TO THE COUNCIL OF GOVERNORS**  
**HELD ON TUESDAY 2<sup>ND</sup> SEPTEMBER 2014**

<b>Subject</b>	The Mid Staffordshire NHS Foundation Trust Public Inquiry: Sheffield Teaching Hospitals Response
<b>Supporting Board Members</b>	Professor Hilary Chapman, Chief Nurse Dr David Throssell, Medical Director
<b>Author</b>	Sandi Carman, Head of Patient and Healthcare Governance
<b>Status</b>	Note

**PURPOSE OF THE REPORT**

To outline Sheffield Teaching Hospitals response to the Mid-Staffordshire NHS Foundation Trust Public Inquiry. This paper summarises the actions to be taken by the Trust and focuses on the contents of the final Government response *Hard Truths: The Journey to Putting Patients First*. The action plan at Appendix B will be updated and presented to the September 2014 Healthcare Governance Committee as part of the ongoing monitoring arrangements.

**KEY POINTS**

The final report of the Mid Staffordshire NHS Foundation Trust Public Inquiry was published on Wednesday 6 February 2013. The shocking experiences of patients and their families, and the failure of the system to collectively recognise and address these failings, were evident throughout the report.

The Government final response *Hard Truths: The Journey to Putting Patients First* was available in November 2013. The publication explained the changes that have been put in place since the initial response, and sets out how the whole health and care system will prioritise and build on this.

Following the publication of *Hard Truths: The Journey to Putting Patients First* the Trust undertook a detailed review of the recommendations included within the report. For each of the Chapters and the associated reports included within the Appendix, key actions, recommendations and statements have been reviewed and consulted on widely and subsequently allocated one of three categories new action, due regard and watching brief.

Each new action required has been mapped against the Trust Corporate Objectives and this information is included within the plan, however for ease of implementation the actions have been grouped into six themed areas:

- Patient Experience
- Clinical Effectiveness
- Patient Safety
- Transparency
- Regulatory compliance
- Workforce

Appendix B includes the detailed action plan however for wider communication purposes the key actions have been summarised in a headline list (page 5). It is envisaged that these summary points will be used to ensure the messages are communicated effectively across the organisation and shared widely with key external stakeholders. The detailed action plan and supporting papers will also be made readily available for reference as required.

The Healthcare Governance Committee will monitor progress against the action plan on a quarterly basis and action will be taken to address any areas of concern or slippage in the timescales.

## IMPLICATIONS

	<b>Aim of the STHFT Corporate Strategy 2012-2017</b>	<b>Tick as Appropriate</b>
1	Deliver the best clinical outcomes	✓
2	Provide Patient Centred Care	✓
3	Employ Caring and Cared for Staff	✓
4	Spend Public Money Wisely	✓
5	Deliver Excellent Research, Education & Innovation	✓

## RECOMMENDATIONS

The Council of Governors is asked to note the contents of this report.

## APPROVAL PROCESS

<b>Meeting</b>	<b>Presented</b>	<b>Approved</b>	<b>Date</b>
Healthcare Governance Committee	Professor Hilary Chapman Dr David Throssell	Yes	19 May 2014
Board of Directors	Professor Hilary Chapman Dr David Throssell		18 June 2014

## 1. Introduction

The final report of the Mid Staffordshire NHS Foundation Trust Public Inquiry was published on Wednesday 6 February 2013. The shocking experiences of patients and their families, and the failure of the system to collectively recognise and address these failings, were evident throughout the report.

The 290 recommendations detailed within the Report outline the key improvement areas for a number of agencies across the NHS. As a provider organisation there were over 100 recommendations that related specifically to activities of the Trust. Within various forums across Sheffield Teaching Hospitals the recommendations were debated and considered. Key messages and outcomes were shared across the Trust and incorporated into work plans. For example, specific work was undertaken with Nurse and Midwifery leaders to ensure the key messages were factored into the Nursing and Midwifery Strategy.

The Government's initial response *Patients First and Foremost* was published in March 2013. Five key areas provided focus for Trusts to address the concerns identified in the initial Inquiry report:

- Preventing problems
- Detecting problems quickly
- Taking actions promptly
- Ensuring robust accountability
- Ensuring staff are trained and motivated

During the summer of 2013 a number of additional national reports were commissioned to support the Government and the NHS in clearly identifying the key areas for change.

- Review into Healthcare Assistants and Support Workers in the NHS and Social Care Settings (Cavendish)
- Review into the quality and safety of care at 14 NHS hospital Trusts in England (Keogh)
- Improving the Safety of patients in England (Berwick)
- A Review of the NHS Hospitals Complaints System: Putting Patients Back in the Picture (Clwyd & Hart)
- Burdens Review (NHS Confederation)
- Children and Young People's Health Outcomes Forum's reporting for the Secretary of State for Health (Lewis & Lenehan)

The Government final response *Hard Truths: The Journey to Putting Patients First* was published in November 2013. The publication explained the changes that have been put in place since the initial response, and sets out how the whole health and care system will prioritise and build on this.

Whereas the Government's initial response, *Patients First and Foremost*, set out a radical plan to prioritise care, improve transparency and ensure that where poor care is detected, there is clear action and clear accountability. The subsequent *Hard Truths* report and its accompanying volume built on this to provide a detailed response to the 290 recommendations the Inquiry made across every level of the system. The report also responds to the six independent reviews which the Government commissioned to consider some of the key issues identified by the Inquiry

An illustrative overview of all the published reports is presented in **Appendix A**.

## 2. Process

Following the publication of *Hard Truths: The Journey to Putting Patients First* the Trust undertook a detailed review of the recommendations included within the report. For each of the Chapters and the associated reports included within the Appendix, key statements have been reviewed and consulted on widely and subsequently allocated to the following categories:

- New action** The Trust is required to establish a new work stream to address
- Due regard** Existing work stream in place – project leads will be requested to take due regard of the contents and recommendations within the Mid-Staffordshire and associated Reports and ensure these aspects are included within the improvement work.
- Watching brief** Executive leads to monitor national developments through professional networks and NHS England communications and incorporate actions into the overall plan as required.

There are a number of areas which will require new action, these matters have been incorporated into the Trust's Final Response Plan detailed in **Appendix B**.

This work will be undertaken in alignment with the Trust's corporate strategy *Making a Difference* and delivered against the five key objectives:

- Deliver the best clinical outcomes
- Provide patient centred services
- Employ caring and cared for staff
- Spend public money wisely
- Deliver excellent research, education and innovation.

Each new action has been mapped against the Corporate Objectives and this information is included within the plan, however for ease of implementation the actions have been grouped into six key themes.

- Patient Experience
- Clinical Effectiveness
- Patient Safety
- Transparency
- Regulatory compliance
- Workforce

The plan attached at **Appendix B** provides a detailed account of the actions the Trust will take in response to the Inquiry reports. However this work should not be seen in isolation and readers are advised to refer to the *Trusts Quality Report* and *Annual Plan* which provide detail of the broader Trust improvement activity.

### 3. Headlines

For wider communication purposes the key actions have been summarised into the following headlines.

<b>Patient Experience</b>	
We will...	Ensure our ward information poster includes information on how to provide feedback and make a complaint including signposts to organisations that can support patients and carers, e.g. Healthwatch.
	Publish monthly information relating to patient feedback and complaints received from Patients.
	Ensure our complaints and serious untoward incidents are effectively investigated using independent resources where appropriate.
	Ensure that every in-patient knows the name of the consultant and nurse responsible for their care.
	Use the information available from the Friends and Family Test to identify improvements required and take action.
<b>Clinical Effectiveness</b>	
We will...	Work with our Primary Care colleagues to ensure every person with a long-term condition is offered a personalised care plan.
<b>Patient Safety</b>	
We will...	Actively participate in the establishment of the regional Patient Safety Collaborative to deliver a culture of continual learning and improvement.
	Participate in Patient Safety projects to review and improve the care we provide for patients including the ongoing reduction of never events, safety thermometer and mortality review work.
<b>Transparency</b>	
We will...	Implement the new Duty of Candour and review practice to ensure the Trusts systems and processes support a culture of transparency.
	Develop a new integrated performance report to ensure reliable quality data is available to identify where improvements are required.
<b>Regulatory compliance</b>	
We will...	Develop our systems and processes to ensure the organisation can respond appropriately to the new Care Quality Commission inspection methods.
<b>Workforce</b>	
We will...	Increase the number of places on the Trusts Health Care Assistant training programme – Prepare to Care and monitoring the national developments in regards to the development of the new care certificate.
	Implement strengths based recruitment for nursing staff recruitment to ensure we attract and develop the very best staff.

It is envisaged that these summary points will be used to ensure the messages are communicated effectively across the organisation and shared widely with key external stakeholders. However the detailed action plan and supporting papers will also be made readily available for reference as required.

**Appendix A: Overview of published reports**

