

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS' MEETING

Meeting Date: 24 June 2015

Title and Author of Paper: Trust visit arrangements
Gary O'Hare, Executive Director of Nursing and Operations

Paper for Debate, Decision or Information: For Information.

Key Points to Note:

The Corporate Decisions Team has reviewed the different visit programmes to streamline them. This paper provides details of the new visit arrangements within the Trust.

Outcome required: For Information.

TRUST VISIT ARRANGEMENTS

24 June 2015

Background

The trust currently arranges a number of different opportunities for senior staff, governors and partners to visit trust services. This has many advantages, including ensuring that senior managers are visible in operational services; opportunities to see and hear directly from staff working in frontline services; assessing and ensuring high standards and ensuring that partners and governors understand and can have a direct view of services.

As visits have become more popular, a number of different types of visits have been established, which has led to confusion and the potential to overburden clinical teams. The Corporate Decisions Team has therefore reviewed the different visit programmes to streamline them. The new visit arrangements are set out below, also included is the type of visits which they replace.

Proposed Visit Programme

Visit Type	Purpose	Administration and feedback
CQC Mock visits Assurance visit	<p>A means of gaining assurance, or not, of a particular service area against the CQC's compliance requirements.</p> <p>This process involves a small core team made up of managers, clinicians and corporate staff, visiting a defined clinical area. These visits will now be opened up to the Council of Governors.</p>	<p>Executive Director of Nursing and Operations office.</p> <p>Feedback to teams directly and report and action plan to Group Quality and Performance meetings and the Corporate Quality and Performance Committee as appropriate.</p>
Commissioner visits Assurance visit	<p>These are arranged on request for the Commissioners to review compliance.</p>	<p>The schedule is co-ordinated by the Executive Director of Performance and Assurance office.</p> <p>Feedback directly to Performance and Assurance Director and onto Groups.</p>

<p>Observational shifts</p>	<p>These were introduced in February 2013. It was agreed that SMT members would undertake a full shift on an inpatient ward. Over time this process has developed into a rolling programme and now includes community teams.</p>	<p>Executive Director of Nursing and Operations office.</p> <p>A form completed and these are reviewed on a 6 monthly basis by the Executive Director of Nursing and Operations.</p>
<p>PLACE (Patient-led assessments for the care environment)</p> <p>Assurance visit</p>	<p>These visits are a statutory requirement to assess hospitals across a range of environmental aspects against common guidelines.</p> <p>The visits are conducted on an annual basis and are unannounced and assessors need to receive training in advance.</p>	<p>The programme is co-ordinated by the facilities department and invitations are extended to the Council of Governors and local Healthwatch.</p> <p>Feedback is submitted at a national level.</p>
<p>Senior Manager visits</p>	<p>For senior managers to be visible in the organisation and to raise awareness of service issues to CDT.</p> <p>'Senior managers' can include Executive and Non-Executive Directors and members of CDT.</p>	<p>The programme is co-ordinated by the Executive Director of Nursing and Operations office.</p> <p>(replaces Executive Director visits and SMT visits)</p> <p>Feedback is to CDT and Board of Directors via brief form.</p>
<p>Council of Governor visits</p>	<p>To assist the Council of Governors awareness of the organisation and the services and functions provided. This can be as part of induction, ongoing development, or in response to issues considered by the Council of Governors at meetings or as part of sub groups.</p>	<p>Arranged by Membership Office and based on suggestions from the Council of Governors e.g. include visit to IRT, PCP, new Dementia wards, Hopewood Park etc.</p> <p>Feedback via brief form. Reported to Council of Governor/sub groups if appropriate.</p>

Recommendations

The Board of Directors is asked to note the visits arrangements above.

Gary O'Hare
Executive Director of Nursing and Operations
June 2015