

Report to meeting of:	Clinical Quality and Governance Committee
Date of meeting:	11 March 2015
Title of paper:	Open and Honest Care: Driving Improvement (Midlands and East)
Time required on agenda:	10 minutes
<p>Summary:</p> <p>In November 2012 the National Nursing Strategy: Compassion in Practice (2012) was launched and as part of Action Area 3 the Open and Honest Care: Driving Improvement Programme was created. From November 2013, NHS England North supported 23 Acute Trusts in the North of England to start voluntarily publishing monthly Open and Honest Care reports. Currently there are 32 Acute, Community and Integrated Trusts in the North Region, regularly publishing data including acute, community and maternity metrics.</p> <p>The Open and Honest work stream is now being rolled out across the Midlands & East region, commencing with 14 pilot sites of which Sherwood Forest Hospitals NHS Foundation Trust (The Trust) is one of them.</p> <p>The aim of the Open and Honest Improvement programme is to provide patient safety (nurse indicator) data to patients and their families in a consistent, easy to ready format, 2 clicks away from an individual NHS provider organisations 'home' web page.</p> <p>Attached are three documents for discussion and approval in principle.</p>	
<p>Next steps:</p> <ul style="list-style-type: none"> • There is now a requirement for the Trust's Board of Directors to sign up to the Open and Honest Care: Driving Improvement Programme and committing to all of the nine principles of the Board Compact. • The Standard Operating Procedure for Acute and Community is to be approved, noting that this is still in draft with changes to be made following the meeting on Thursday 26 February 2015 • The Standard Operating Procedure for Maternity are to be reviewed and commented on by Maternity Leads • The publications should be published monthly on the Trust internet, intranet and on the NHS England website by the end of each month. • Access to the Open and Honest Care report should be labelled clearly from the homepage and should be available within 2 clicks from that home page. 	
Submitting author:	Nichola Crust, Head of Governance
Action required:	<ul style="list-style-type: none"> • To endorse the Board Compact and the nine principles contained therein and agree to submit to Board of Directors as they have to have agreed and endorsed the Board Compact prior to the first publication. • To agree the regular reporting committee as the Open and Honest Care report should be discussed monthly at Board level or an appropriate sub-board committee.

Introduction

There is a strong link between high quality healthcare and an excellent reporting culture where issues are highlighted early and discussed openly in order for lessons to be learnt and improvements made. The Open and Honest Care: Driving Improvement Programme promotes this belief by supporting organisations to publish existing safety, experience and improvement data that may be reported singularly in other publications, together in the one easy to understand report. The overall aim of this work is to enhance patient understanding regarding the quality of care provided by an organisation and to improve patient experience, by improving practice and creating a culture of safe compassionate care that staff and organisations can be proud of.

Background

In November 2012 the National Nursing Strategy: Compassion in Practice (2012) was launched and as part of Action Area 3 the Open and Honest Care: Driving Improvement Programme was created. From November 2013, NHS England North supported 23 Acute Trusts in the North of England to start voluntarily publishing monthly Open and Honest Care reports. This was the beginning of a significant culture change which is evident in the Trust's commitment to supporting the Open and Honest care programme. Currently there are 32 Acute, Community and Integrated Trusts in the North Region, regularly publishing data including acute, community and maternity metrics. Pilot work is also underway with Mental Health Trusts to develop mental health metrics. An interim evaluation report was produced in July 2014 and an independent evaluation of the programme was commissioned with results being published in January 2015.

The Open and Honest work stream is now being rolled out across the Midlands & East region, commencing with 14 pilot sites of which Sherwood Forest Hospitals NHS Foundation Trust (The Trust) is one of them (see appendix 1 for the 14 pilot sites). The Midlands and East (ME) Open and Honest Programme Implementation Group is responsible for the regional delivery of the Open and Honest Improvement programme. Preparation for this commenced in January 2015, with publication of the first data on trust websites planned for April 2015.

An initial workshop was held on 12 January 2015 attended by the Head of Governance and the Patient Safety Lead. In readiness for this meeting, a self-assessment questionnaire was completed and submitted which asked specific questions on the types of data already collected, the specific details of metrics reported, how the data is used to identify risk, the reporting lines and where the information is published.

The aim of the Open and Honest Improvement programme is to provide patient safety (nurse indicator) data to patients and their families in a consistent, easy to ready format, 2 clicks away from an individual NHS provider organisations 'home' web page.

The objective of the implementation group is to increase the number of Open and Honest programme 'cohort' organisations across Midlands and East, and demonstrate that this improvement model has a positive impact on patient/carer and staff outcomes.

Scope of Work

On 26 February the Midlands and East ME group agreed in principle to the following scope:

- a. The development and agreement of a set of core programme documents to be used by 'cohort' organisations to ensure there is appropriate governance and consistency across the programme in the region. These documents are:
 1. Open and Honest Board Compact (attachment A)
 2. Open and Honest Standard Operating Procedure* (attachment B & C)
 3. Open and Honest Reporting Template*
 4. Open and Honest Reporting Process*

**further work is required on each of these marked with an **

- b. To develop and oversee a project plan with key milestones for phased roll out.
- c. To develop a set of metrics and definitions to be agreed with 'cohort' organisations at the outset of each phase.
- d. A clear plan for how staff and patients will be engaged, to provide feedback during development of the programme, and also to evaluate impact.
- e. Development of a proactive communication plan with core messaging about the programme.

The implementation group will meet monthly either via WebEx or conference call

Next Steps:

- There is now a requirement for the Trust's Board of Directors to sign up to the Open and Honest Care: Driving Improvement Programme and committing to all of the nine principles of the Board Compact.
- Confirmation that the Trust Board of Directors has agreed to join the Open and Honest Care Programme needs to be sent to the Chair (Assistant Nurse Director (Compassion in Practice) NHS England (Midlands and East).
- The publications should be published monthly on the Trust internet, intranet and on the NHS England website by the end of each month.
- Access to the Open and Honest Care report should be labelled clearly from the homepage and should be available within 2 clicks from that home page.
- Trusts should establish a regular feedback mechanism with staff, patients and families to ensure the publication is understandable and meaningful.
- The Open and Honest Care report should be discussed monthly at Board level or an appropriate sub-board committee.

Appendix 1

The implementation group is chaired by Suzie Loader, Assistant Nurse Director (Compassion in Practice) NHS England (Midlands and East). Other members include:

- National and regional CiP and Open and Honest programme leads who have overall responsibility for the delivery and support of the Midlands and East Open and Honest programme roll out.
- Directors of Nursing of 'Cohort' Organisations Phase 1 (or their representatives) responsible for the implementation of the Open and Honest Improvement programme within their organisation, engaging with key stakeholders and the delivery of the agreed project plan and milestones

Phase 1 Cohort Organisation

- Anglia and Community Enterprise
- Burton Hospital
- Lincolnshire Community Health
- Northampton General Hospital
- Papworth
- Royal Wolverhampton Hospital
- Shrewsbury and Telford
- Black Country Partnerships
- University Hospitals Coventry and Warwick
- Luton and Dunstable Hospital
- Norwich Health and Community Trust
- Robert Jones Agnes Hunt Orthopaedic Hospital
- Sherwood Forest Hospital
- University Hospitals North Staffordshire