

Compliance Team – Health Records

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FOI REQUEST NUMBER 322 2015

Request & Response

Thank you for your recent correspondence, part of which has been passed to my team to respond to under the Freedom of Information Act legislation. I can confirm the following:-

1. 'Top 10 Policies'

a) Did the 'Top 10 Policies' programme exist prior to my initial complaint?

- **Yes (your initial complaint was August 2015)**

b) When did this programme come into effect?

- **The rollout of awareness and training began approximately two years ago (Jan 2014 onwards) across the Trust. Each team received a poster template. Some teams chose to invite one of the Governance Practitioners into their teams to set out what was expected & facilitate completing the Top 10 posters. Other teams chose to manage this within the locality themselves.**

c) What are the current policies under focus in order that staff have a better (and consistent) understanding?

- **The teams identify Policies relevant to their own practice on top of the 5 fundamental polices in place for inpatient and community services. The policies identified by the team specific to the team you are enquiring about are as follows:-**

- **These are the top 10 policies, they are displayed in the team office and also the manager's office:-**

- **C16 Management of Health Records**
- **C82 Clinical Risk Assessment and Management**
- **C89 & C90 Safeguarding children and vulnerable Adults**
- **C93 Community services clinical team meetings**
- **Q12a Non access visits and missed appointments**
- **Q17 Lone working**
- **C112 Management of Medicines**
- **C70B Discharge from Trust Services**
- **C10 Confidentiality**

- d) How does the trust intend to measure the success of this programme?
- **As part of ongoing improvement and compliance visits carried out the use of the top 10 policy programme will be monitored. Staff during these visits will also be asked about the relevant policies and how they are discussed and shared in team meetings. Policy updates and learning will also form part of learning sessions as outlined below in 5 key learning posters. Top 10 policies will also be discussed as a standing agenda item in team meetings.**
- e) What is the timescale afforded to teams to cover the current 10 policies, and by which time they must move on to the next set of 10?
- **Each team will amend and update their top 10 Policy poster as and when required. There is no set time from them to change the Policies required for their areas. The top 10 policies are locally owned and monitored via Locality Governance and team meetings and will vary according to learning and any clinical or practice changes or policy updates.**
- f) If each team is being coached independently of one another, how are you going to ensure consistency across the service?
- **By embedding a new quality monitoring operating framework supported by new quality posts including Deputy Matrons and Clinical Skills Educators. The additional posts will enable Matrons to have input across a whole locality to ensure consistency is applied**

2. '5 Learning Points'

- a. Did the '5 Learning Points' programme exist prior to my initial complaint?
- **We are unable to confirm as teams began the process in Summer 2015 so it would have been around the time of your complaint but I cannot confirm a specific date.**
- b. When did this programme come into effect?
- **This was introduced following last year's Care Quality Commission visit and came into place during summer of 2015. To give a specific date of roll out is difficult as it's a Trustwide rolling programme and initiative. It was first introduced to the Matrons as an initiative to embed in their areas during that time.**
- c. Please precisely explain the difference between 'Top 10 Policies' and '5 Learning Points'.
- **The Top 10 Policies relates to specific Policies that each team needs to clearly understand that is relevant to their practice or the service in which they work for example a policy that maybe relevant to Older Persons service would not necessarily relate to Norfolk Recovery Partnership. This Trust has a large number of policies so the idea of the Top 10 Policies is that the essential core policies related to a team or service are clearly understood by those working in that environment. The 5 key learning points relate to learning that has arisen out of specific quality indicators such as Complaints, Serious Incidents, Audits, Datix reports (incidents) and Policy.**

- d. What are the current 5 practical learning points under focus?
- **Need for consent**
 - **Self-care & treatment**
 - **Staffing**
 - **Person Centred Care**
 - **Dignity and respect**
- e. How does the trust intend to measure the success of this programme?
- **The posters are populated during team meetings and reviewed during team meetings and updated as new learning is received into the team, there are also dedicated leaning sessions to which these posters link into so there is no specific time scale. The information format the posters can also feed into staff 1.1 supervision sessions**
- f. What is the timescale afforded to teams to cover the current 5 learning points?
- **The posters are populated during team meetings and reviewed during team meetings and updated as new learning is received into the team, there are also dedicated leaning sessions to which these posters link into so there is no specific time scale. The information format the posters can also feed into staff 1.1 supervision sessions**
- g. How will you ensure that separate teams are consistent in what they learn from complaints?
- **Through the sharing of learning via team meeting, locality meetings and dedicated learning sessions. New quality posts in place including Deputy Matrons to ensure consistent approach. New complaints manager in post to provide additional support and training to teams, including feedback on recurring themes during that training.**

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.