

North Cumbria University Hospitals Trust - Intra-Hospital Transfers action list

NCUH Action	Current Position/Progress	Action status
Develop clear transfer documentation	<p>An Intra-hospital Transfer booklet has been developed and is being piloted between A&E at West Cumberland Hospital and the Coronary Care Unit (CCU) at CIC. The booklet contains:</p> <ul style="list-style-type: none"> • Decision to transfer form • Communication tool • Escort and transport requirements • Transfer assessment checklist • Intra-transfer record • Arrival checklist • Transfer audit tool 	Verbal feedback regarding the pilot use has been very positive and an audit will be carried out before the booklet is implemented for all hospital transfers
Carry out a second Patient Experience survey following the survey carried out in 2014	CCG and NCUH have both agreed to fund the survey which will ask patients who have been transferred a set of questions about their experience of the transfer	Survey has been commissioned with a view to carrying out in August/ September 2016
A regular meeting between NCUH and NWAS to be set up in order to progress outstanding actions regarding the transfer of patients	<p>Meetings have been running since January every 6-8 weeks.</p> <p>Current work in progress includes;</p> <ul style="list-style-type: none"> • Training of NWAS staff in NCUH equipment so they can support the use of equipment in transfers and free up NCUH staff that would otherwise have been escorts – in progress • Pathway work to review the current high risk pathways and decide if there is a cohort of patients who could be triaged by NWAS and transferred direct to CIC to avoid delays in receiving appropriate treatment. Action in progress and will require sign off by both NCUH and NWAS Trust Boards and Commissioners • Updating the Transfer documentation as per above action 	Actions ongoing and in progress

North Cumbria University Hospitals Trust - Intra-Hospital Transfers action list

Transfer Policy to be reviewed and updated	Once the documentation for transfers is agreed and the escort protocol is finalised this Policy can be competed and rolled out. This work is being led by Fiona Graham (Consultant Anaesthetist).	In progress to be completed by Aug-16
Patient file Audit of Transfers complete by Trust for 10% of patients who transferred and verified by NEQOS	Audit completed in full and NEQOS independently verified the NCUH results. Outcome highlighted that transfers were made for clinically appropriate reasons but the main issue was the poor documentation. This is being addressed by the introduction of new standard for transfer documentation.	Complete
A review of all complaints, claims, inquests and incidents (including serious incidents) will be undertaken to establish whether any patient has been harmed or died as a result of transfer from West Cumberland Hospital to Cumberland Infirmary	<p>There have been no deaths during transfer from WCH to CIC (all incidents from May 2013 onwards have been reviewed).</p> <p>However there are 4 serious incidents to note, 2 relating to the high risk vascular pathway, 1 relating to cardiac pathway and the other case was involving necrotising fasciitis.</p> <p>There are no inquests, claims or complaints relating to harm or death of patients as a result of transfer from West Cumberland Hospital to Cumberland Infirmary.</p>	Complete
Correspondence to be sent to the Clinical Directors (Cardiology, Trauma, Surgery and Medicine) regarding the specification and standardisation of pre and post care outcomes	<p>Dr Jeremy Rushmer wrote to the Clinical Directors on 9 November 2015 clarifying the action required and confirming that the information was to be presented at CPG & Public Trust Board (January 2016).</p> <p>Dr Flucker had meetings with the relevant Clinical Directors in week commencing 14 and 21 December 2015 to review progress.</p>	Complete
<p>A reflection of the "Transfer of Patients" from WCH to CIC will be undertaken. This reflection will be undertaken by a lead clinician and include:</p> <ul style="list-style-type: none"> • consideration of the alleged concerns raised • a review that the safe arrangements in place continue to work • identification of any areas of concern and if there are concerns, confirmation that these are being escalated appropriately and resolved • provision of a report to the Trust Board 	<p>A process is already underway to reflect upon the policy and procedures led by Fiona Graham (Consultant Anaesthetist). See below</p> <p>Training for staff is also in place led by Lynn Anderson (Chief Matron). Training for transfers sessions are scheduled to take place throughout the year.</p> <p>As part of the action plan developed in response to WCH A&E concerns there is now a weekly governance meeting and a weekly planned visit by the BUD and Deputy BUD – these would be the forums for day to day concerns as well as usual reporting routes.</p> <p>In summary, work in progress, routes for escalation of risk in place, monitoring will be via governance meeting with any issues or concerns fed through to via EXUB and EMOB CEG as appropriate.</p> <p>An audit of transfers has been completed and externally verified. April-16</p>	Complete
Incident Reporting Rate to	100% of all eligible incidents have been	

North Cumbria University Hospitals Trust - Intra-Hospital Transfers action list

<p>be monitored closely to ensure all feasible incidents are uploaded to the NRLS by 27 November 2015 for inclusion in the national data set. Escalation will be via EMT.</p>	<p>uploaded to NRLS. A review has been undertaken of the Trust incident reporting rates. The latest data in April-16 demonstrates a significant improvement in the Trust performance to within two places of being within the top 20%. This this is a huge improvement from the last report where the Trust was in the bottom 10%.</p>	
<p>An analysis of incident reporting rates from A&E on both sites should be undertaken alongside an analysis of the type of incident categories.</p>	<p>The incident reporting rate has remained comparable between WCH and CIC from January 2013 to present</p>	<p>Complete</p>
<p>An independent review will be commissioned into the allegations of the "transfer of patients".</p>	<p>Review completed of the NCUH Trust internal transfer Audit and concluded that the NCUH Trust internal audit was robust and accurate.</p>	<p>Complete</p>