

Trust Board Clinical Presentation Endoscopy Services at SASH



Outline

- Background to endoscopy services in the UK and SASH structures
 - GRS
 - JAG accreditation
 - EUG meetings
- Where we are: Safe, Effective, Caring, Responsive and Well led
- CR cancer screening
- Actions and Challenges

Endoscopy Overview

- Host some flexible cystoscopies and respiratory services
- Endoscopy 10,868 procedures pa (excluding above).
- 13% increase in workload year on year
- All endoscopy units are rated on GRS (Global Rating Score)
 - 21 Domains scored A-D
 - Last census we scored 20 Domains A and 1 B
- JAG inspect against GRS standards: Success Oct 2013
- Upper GIB rota, compliant with NICE guidance and enhanced standard

Global Rating Score: Areas

Surrey and Sussex
Healthcare NHS Trust



DOMAINS	ITEMS
Clinical Quality	Consent process including patient information
	Safety
	Comfort
	Quality of the procedure
	Appropriateness
	Communicating results to referrer
Quality of Patient Experience	Equality of access and equity of provision
	Timeliness
	Booking and choice
	Privacy and dignity
	Aftercare
	Ability to provide feedback to the service
Workforce	Skill mix review and recruitment
	Orientation and training
	Assessment and appraisal
	Staff are cared for
	Staff are listened to
Training	Environment and training opportunity
	Endoscopy trainers
	Assessment / Appraisal
	Equipment and educational materials

Puttira

Delivering excellent, accessible healthcare 

JAG Inspection Comments

Summary of Report and Feedback

Overall visit feedback

The assessment team was very impressed by the whole team attitude to quality, safety and running a patient centred service. The team observed excellence in many aspects of the service. It is important to maintain the current focus if the standards are to be maintained.

A: The unit should be congratulated on:

- Highly effective structure for endoscopy, with excellent Trust support.
- Excellent management and administrative model, which supports the service.
- All members of staff have worked hard and contributed to a successful accreditation outcome
- Investment in a patient focused environment and superb decontamination facilities.
- The whole team should be commended on their attitude to safety and quality, which has clearly been embedded over a number of years
- Excellent patient involvement. We are particularly impressed by the patient participation in the EUG, and the endoscopy open day.
- Strong and sustained nurse leadership from the senior nursing team
- Great feedback received from the trainees on the quality of training at SASH.

B: The unit needs to take the following actions:

N/A

C: Other recommendations for practice:

N/A

Our unit

- 3-4/52 wait for routine appointments (vs national target 6/52)
- 75% of all TWR referrals offered appointments within 7 days
- Business case approved to deliver CRC screening
- Capacity flexed to meet demand
- Robust culture of audit and learning
- 2nd Public Open day – May 10th 2014

Meetings- Minuted and set agendas

- Monthly and Multidisciplinary
- Review of minutes
- Actions review
- Adverse events/PALS and complaint reviews
- F & F reviews
- Actions review
- Reports from training, nursing, wait list, decontamination
- Rolling Audit inc. endoscopist performance & KPIs

CQC Measures



- Safe:
 - Auditable standards monitored and actioned. All above national guidance
 - Very few units GRS 20 As 1B, JAG accreditation on the day
- Effective:
 - Met with CCGs agreed pathways and feedback
 - Planned increase workload accommodated for
- Caring:
 - Patient open day, Patient satisfaction survey, Your care matters (Since Feb +78%)
- Responsive:
 - Feedback; Info sheets, Improved staggered arrivals, Chairs, Post procedure changes.
 - Training for doctors and nurses, Equality reviews, Learning disabilities
- Well led:
 - Strong Team around me, weekly operational meeting, monthly governance meetings

Plans, Challenges and Actions



Plans for Future

- Continue to deliver a timely and excellent endoscopy service
 - Attract more symptomatic patients
- Accommodate known workload increases year on year
- Expand into new services (capsule and pH/manometry achieved)
 - Anorectal physiology?
 - EUS?
- Colorectal cancer screening

Colorectal cancer screening

- Reputational benefits,
 - Bowelscope, Keen interest from DoH and Downing Street
 - Independent Screening Centre at SASH
- Local services for local patients. Virtually same screening population size as Frimley and Guildford combined.
 - Depending on uptake Bowelscope: 8 lists per week
 - FOBt screening 3 lists per week
 - Subsequent additional work generated, repeat scopes and operations
- Finance: Business case approved
 - Enhanced income.

Nursing Challenges going forward

- Recruitment and retention of motivated and committed endoscopy nurses particularly as we develop our services in **Bowel screening**. (faced by all endoscopy units)
 - Ongoing rolling advert.
 - Attractiveness of environment
 - Appraisal 100%.
 - Training and GIN
 - Extended roles
 - Developing talent in house
 - Discussions with Sarah Wood around recruitment

Risks and Challenges

- Endoscopist qualifications for delivery of CRC screening.
- Continuously monitoring performance/ workload especially with delivery of CRC screening.
- Rolling replacement programme for endoscopes
- RO plants for decontamination. We have business recovery plan.
 - Operational in 1 month