

# Core brief

Tuesday 17 December 2019

## Introduction

This issue of Core Brief details information from today's Board meeting.

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**The Board of NHS Greater Glasgow and Clyde met on Tuesday 17 December 2019.**

All the papers are available on our website at: [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

**Here is a summary of the key items discussed at the meeting:**

- Internal Review of QEUH and RHC
- Board Integrated Performance Report

## Internal Review of QEUH and RHC

A report was presented at the Board summarising the findings from three internal reviews which were commissioned by the Chief Executive in February 2019.

The reviews covered three areas central to the delivery of safe, high quality healthcare in the QEUH campus: facilities and environment; capacity and flow; and, clinical outcomes.

The Board was advised that work is ongoing to address capacity issues which have arisen due to current demand being significantly higher than was expected when the hospital was planned in 2008.

The clinical outcomes review findings on a range of indicators, including standardised mortality and infection control, were positive. Satisfaction rates with the hospitals are also high, with 97% indicating they would be likely, or extremely likely, to recommend the ward they stayed in for treatment.

The Board also heard that work had either been completed or was in hand to mitigate and remediate the facilities issues identified, including the water system, the ventilation system, glazing, fire doors, cladding, the heat exchanger and the fabric roof.

The Board has accepted the legal advice it received to raise Court proceedings in light of the outcome of the facilities and environmental impact review.

Following the Board meeting, the Chief Executive issued the following statement on the reviews and the legal action agreed by the Board today:

## Statement from Chief Executive

“Patients, families and staff deserve the Queen Elizabeth University Hospital and Royal Hospital for Children to be a safe and welcoming environment where the highest standard of person centred care will be delivered. However, since its opening, a number of issues have arisen around the operational effectiveness of the hospital which have impacted on the seamless delivery of safe and effective healthcare. I am sorry for the distress this has caused.

“I am fully committed to resolving these issues and alongside the Executive Team and the rest of the NHS Board, are addressing these in a fully transparent and open manner.

“This is why I commissioned three separate reviews to consider capacity and flow, the facilities and environment and clinical outcomes at the QEUH / RHC.

“Our reviews confirmed a number of issues we are determined to resolve.

“Our clinical outcomes findings are positive. Satisfaction rates amongst patients are high, with 97% indicating they would be likely, or extremely likely, to recommend the ward they stayed in for treatment.

“The review on capacity and flow confirms the forecast volume of patients through the QEUH exceeds original expectations. As a result, we have developed a specific improvement programme to help address these issues and enhance patient flows to optimise the delivery of safe, effective and person centred care.

“Following the completion of the facilities and environmental impact review, which addressed concerns raised about the buildings at the QEUH and RHC, we are delivering a programme of work focussed on the findings of the review.

“Having sought independent legal advice, we can confirm the Board today has agreed to pursue legal action. In light of this, the report we commissioned on facilities and environmental impact cannot be published as this would potentially cause significant prejudice to NHSGGC. We will however publish the report when it is possible, but at the moment we are unable to comment any further on legal proceedings.”

[Click here to view the full paper.](#)

## **Board Integrated Performance Report**

The Board received their regular report on the current performance against a number of key targets. Key highlights from the presentation included:

- On the Emergency Department performance, the Board noted that we have experienced a rise in ED attendances of 6% and a rise of 12.9% in ED admissions compared to the same period last year. The Winter Plan has now been initiated, extra wards have been opened and the QEUH Minor Injuries Unit will open later this week. Colleagues in acute services are working closely with the Health and Social Care Partnerships and the Scottish Ambulance Service to ensure patients are treated in the right place by the right teams.
- Continued efforts in reducing the number of patients waiting more than six weeks for endoscopy have had a positive impact and we have seen a reduction from more than 2800 patients waiting beyond six weeks at the start of the year, to 512 patients currently waiting more than six weeks.
- We are currently training six nurses to become specialist nurse endoscopists to help tackle waiting times.
- We have successfully recruited three ENT consultant surgeons to join our team. This is a significant achievement and the local service and recruitment colleagues were commended for this success.
- GP Out of Hours – there was a detailed discussion about the issues affecting our ability to staff the primary care emergency centres at all times. The Board heard that we are being supported

by Sir Lewis Ritchie following his national review and are working with the Local Medical Committee and the GP Sub-committee to address the current challenges.

[Click here to view the full paper.](#)

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