

Liverpool University Hospitals NHS Foundation Trust

Chief Executive Update
Sir David Dalton

Sefton OSG - 4th January 2022



LIVING OUR VALUES









CQC inspection: context

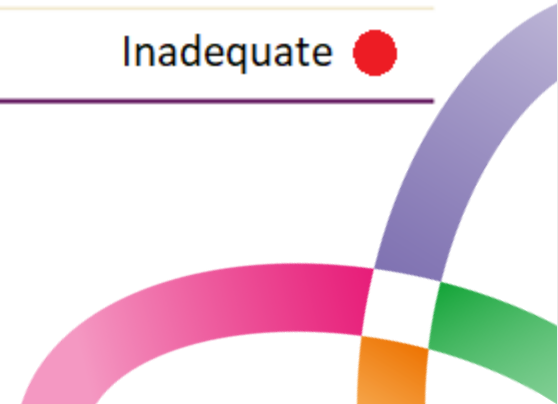
- The CQC is a regulatory body which looks into whether services appear to be getting better or worse. Their report is their judgement of the quality of care provided by Liverpool University Hospitals.
- In June 2021, CQC inspectors assessed services in the following areas: Urgent and Emergency Care, Medicine and Surgery services at the Royal Liverpool University Hospital and Aintree University Hospital and overall Trust leadership.
- Liverpool University Hospitals has now been rated as **Requires Improvement**.



CQC inspection: ratings

Ratings

Overall trust quality rating	Requires improvement 
Are services safe?	Requires improvement 
Are services effective?	Requires improvement 
Are services caring?	Good 
Are services responsive?	Requires improvement 
Are services well-led?	Inadequate 

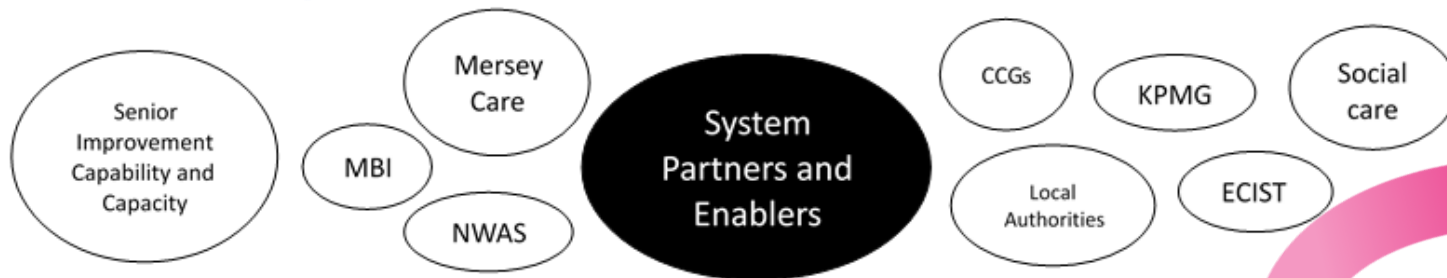
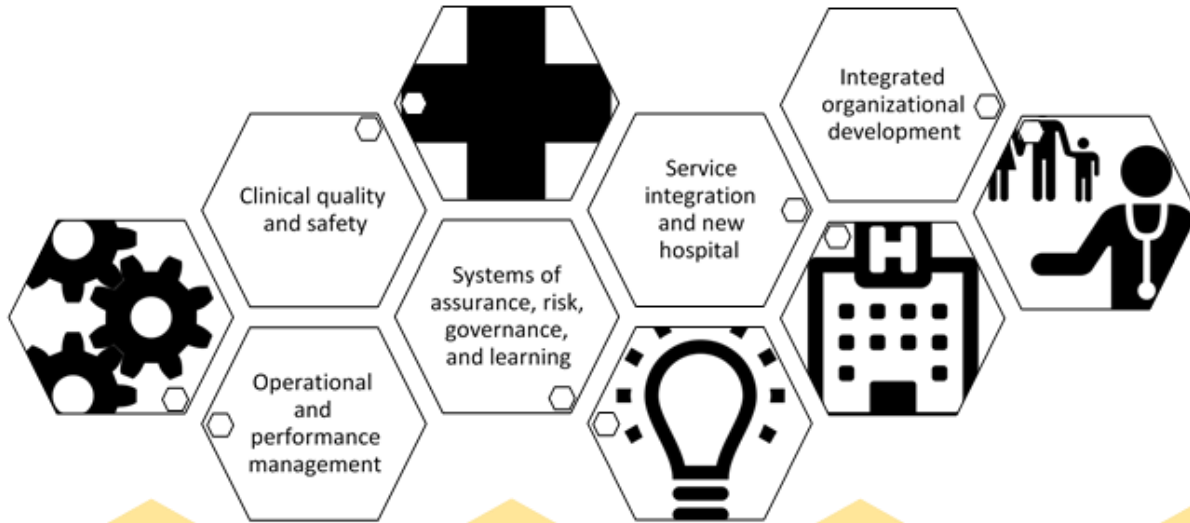


3 Fundamental Priorities

- **Purpose:** LUHFT's Improvement plan has now been submitted to the Care Quality Commission and shared with NHS England and Improvement
- **People:** We have instigated improvements within the Trust to enable the right level of support/resources to be provided to the Clinical Divisions.
- **Partners:** We continue to explore how we can unite with partners, in different ways, to improve the health and wellbeing of the people in the city region.



LUHFT
Improvement
Plan:
The Journey to
High Reliability



LUHFT improvement plan : Summary

- Clinical Quality & Safety
- Operational Performance & management
- Workforce capacity & capability + integrated OD Plan
- Systems of Assurance, risk management, governance and learning
- Improving leadership
- Readiness to move to new hospital



LUHFT improvement plan: Fragile services

- Urgent and emergency care and assessment services;
- Patient-flow services with particular focus on transfer and discharge arrangements;
- Elective administrative services i.e. out-patient assessment and booking; and
- Dementia and delirium services.



LUHFT improvement plan: Organisational Change

The new organisational arrangements are designed to:

- strengthen 'the middle of the organisation', shifting power from the Executive
- strengthen site leadership arrangements, with focus on patient flow
- retain x-site integrated clinical service improvement and development
- enhance the importance of clinical reliability and clinical effectiveness

The Board will operate new Assurance and Governance Arrangements:

- New Audit & Risk committee
- New Executive-Led Assurance Committees

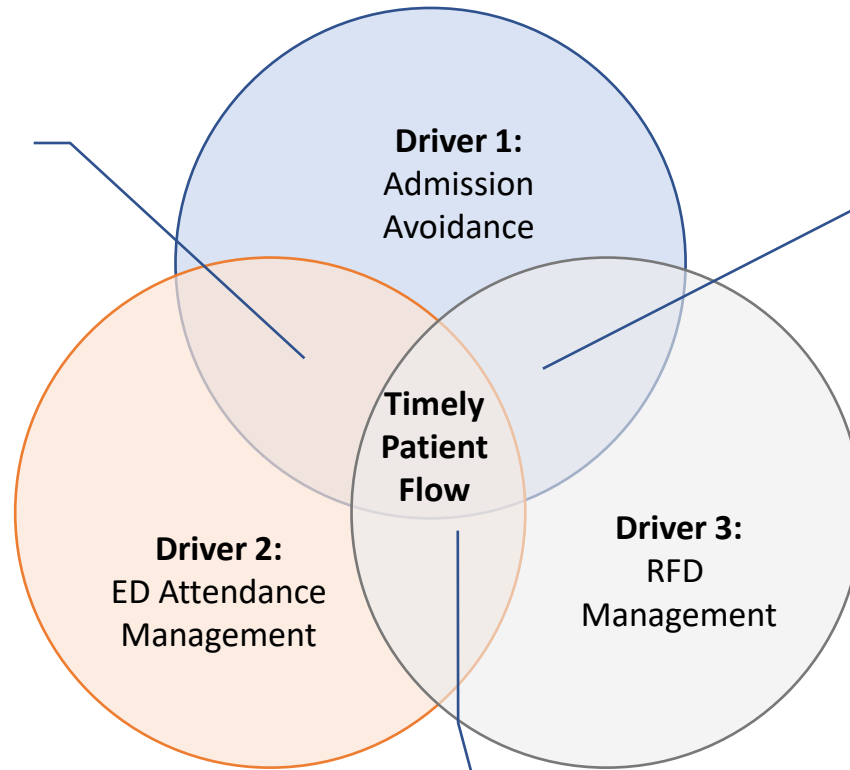


System working patient flow opportunity

Initiatives

- E-triage and redirection away from ED front door
- NHS 111 pathways
- Urgent treatment centre models
- Walk in Centre pathways

Currency: ED attendance Reduction from baseline



Initiatives

- Discharge to Assess Pathways
- Home First Services
- Reablement Services

Currency: Occupied bed day reduction and bed availability

Initiatives

- Frailty pathways
- Direct Conveyancing
- Same Day Emergency Care
- Short Stay Pathways

Currency: RFD number reduction and/or total RFD over 72hrs reduction



Quality and Patient Safety

- Improvement Plan
- Patient Harms
- Safe Staffing
- LUHFT Learning Framework

People

- Integrated OD Plan
- COVID-19 / Flu vaccine programme

High reliability

Performance

- 52 & 104 Week Waits
- Ready for Discharge
- Patient Flow

Finance

- Forecast for H2 (Q3 & Q4)
- Electronic Patient Record (EPR)



Partnerships

- Hyper-Acute Stroke Services for North Mersey Public Consultation



Questions?



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