

Increasing Medication Incident Reporting Rates

15% of the Quality Premium

Carole Mattock, Head of Quality & Safety
Mark Eaton, Head of Delivery & Performance

Background

Domain 5 of the 14/15 Quality Premium includes an opportunity for Hillingdon CCG to ultimately improve safety by increasing the rate of reporting for medication-related safety incidents within key providers.

The Quality Premiums are dictated to CCGs by NHS England (NHSE) but the mechanism for monitoring performance and demonstrating that the improvements have been delivered is proposed by the local CCG.

To achieve Domain 5 of the Quality Premium the Hillingdon CCG will be working with both Brent and Harrow CCGs to deliver improvements in three specified providers (THH, NWLHT and CNWL). Only CNWL and THH are relevant to the work being undertaken by Hillingdon CCG.

This paper is presented for approval by the HWBB of the targets for CNWL and THH. The targets for these providers has already been agreed by NHS England and also by the Executive Committees of the three BHH CCGs.

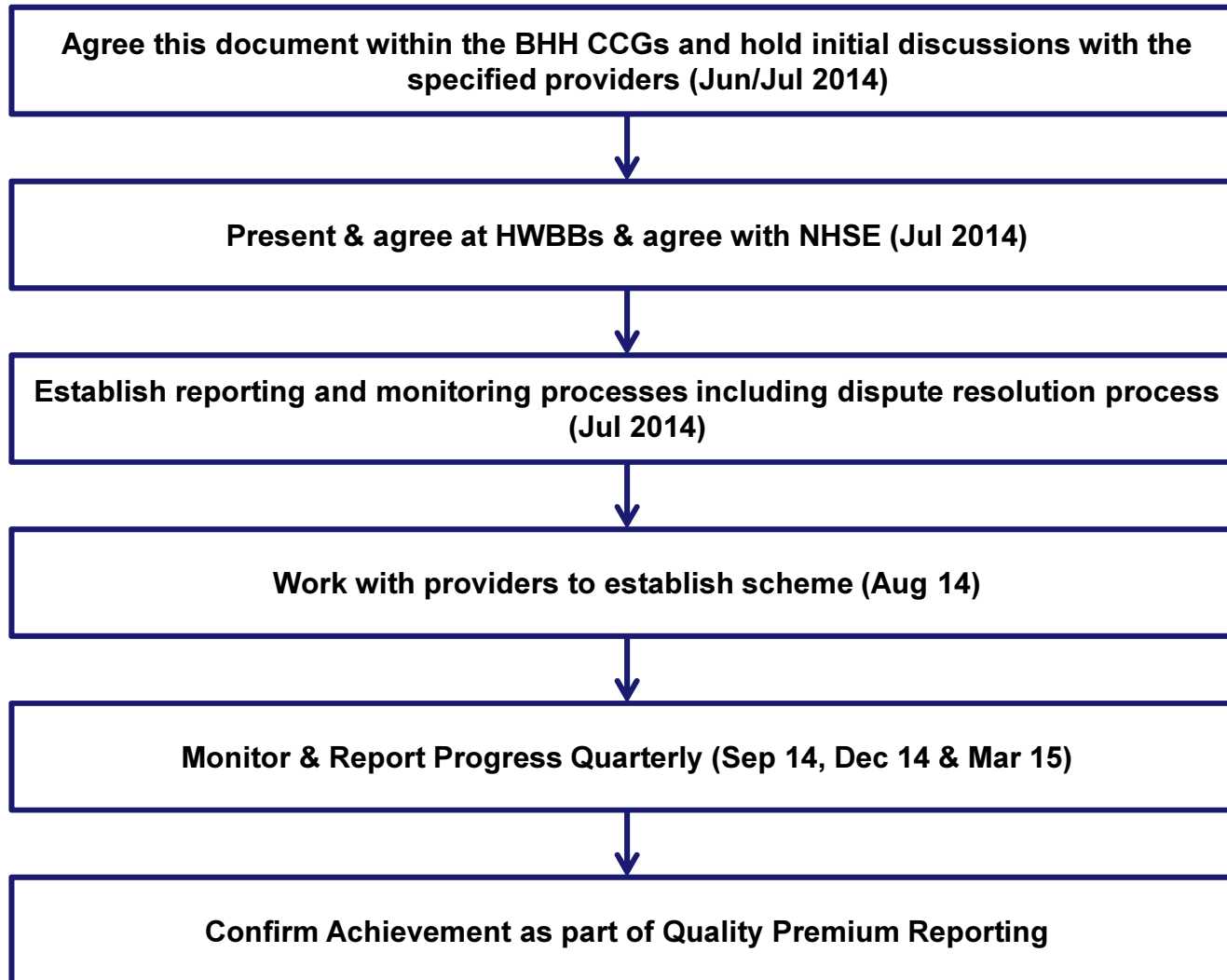
The providers are asked to achieve four things as part of this project:

- Demonstrate that they have a robust reporting process that is compliant with the NHS's NRLS reporting system.
- Put together a communications programme to encourage people to report more of the many unreported incidents that are felt to exist.
- Risk assess three major pathways to identify where medication incidents can occur and to put together plans to improve them.
- Demonstrate an increased reporting rate for medication incidents for Q3 and Q4 of 14/15.

There is a concern by NHSE that areas of poor performance within a provider organisation may be masked by the provider's overall reporting rate. To provide assurance that this is not the case providers are to be asked to produce a quarterly report for presentation at their CQG meetings that demonstrate not only an increase in the rate of reporting but also that the spread of reporting is equitable across the organisation.

This programme will be managed and monitored by Carole Mattock (BHH Quality & Governance Team) and Mark Eaton (Head of QIPP) on behalf of Hillingdon CCG.

High Level Implementation Plan



Increasing Medication Incident Reporting Rates at THH

Carole Mattock, Head of Quality & Safety
Mark Eaton, Head of Delivery & Performance

THH Targets & Baseline Information

The BHH CCGs propose to work with THH to deliver Domain 5 of the Quality Premium. The following is a summary of the baseline information and proposed improvements in performance.

THH

Baseline Information

(Six Months to Sep 13)

- Total Incidents Reported: 2,481
- Medication Incidents: 176
- Medication Reporting Rate: 7.1%

Comparison To Similar Organisations

The comparison to similar organisations suggests that THH should be reporting medication related incidents at a rate of around 11% of all incidents. Therefore THH are currently reporting at a rate 3.9% below that of comparable organisations.

Proposed Target for December 2014

Increase Medication Related Incidents reporting to more than 270/six months (with approximately 2,400 +/-10% reported incidents overall). This represents a 53% increase in overall reporting rates for THH.

Increasing Medication Incident Reporting Rates at CNWL

Carole Mattock, Head of Quality & Safety
Mark Eaton, Head of Delivery & Performance

CNWL Targets & Baseline Information

The BHH CCGs propose to work with CNWL to deliver Domain 5 of the Quality Premium. The following is a summary of the baseline information and proposed improvements in performance.

CNWL

Baseline Information

(Six Months to Sep 13)

- Total Incidents Reported: 3,660
- Medication Incidents: 383
- Medication Reporting Rate: 10.5%

Comparison To Similar Organisations

The comparison to similar organisations suggests that CNWL should be reporting medication related incidents at a rate of around 8.8% of all incidents. Therefore they are currently reporting at a rate 1.7% above that of comparable organisations.

Proposed Target for December 2014

Increase Medication Related Incidents reporting to more than 430/six months whilst maintaining this at a rate above 8.8% of all incidents reported. This represents a 12.2% increase in the overall reporting rates.