

## Brent Urgent Care Centre Action Plan (from the Root Cause Analysis Investigation report June 12)

NO:	Recommendation	Actions	By Whom	Comments	Completion date
1	Review the recruitment processes.	<p>A full review the recruitment processes of Senior Operational Staff and Senior Clinical Staff to be undertaken including:</p> <ul style="list-style-type: none"> <li>• A review of the recruitment assessment procedures:</li> <li>• Competency assessments.</li> </ul>	Care UK Health Care UK HR & Operational Directors.	Post review, any amended policies to be shared with the commissioners.	<b>31.08.12</b>
2	Robust training of the radiology process at Brent UCC from first contact to discharge for all staff including the Brent UCC management team.	The IT Business System Clinical Team to undertake training of all staff at Brent UCC including the management team.	IT Business System Clinical Team.	Training completed, end to end process	<b>31.08.12</b>
3	Robust induction programme which includes the radiology process for all Locum/Agency staff.	Brent UCC Service Manager and the IT Business System Clinical Team trainer to devise a “radiology guide” for locum/agency staff.	Brent UCC Service Manger & IT Business System Team Clinical Trainer	Regular agency staff to have access to on line training modules and induction training of local processes including the radiology process.	<b>13.07.12</b>

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4	An operational process to ensure the radiology reports are reviewed by a competent clinician on a daily basis and scanned in a timely fashion.	<p>Brent UCC Service Manager and Brent UCC Local Medical Director to devise an operational process to identify a competent clinician to review the radiology reports on a daily basis.</p> <p>An operational process to be devised to ensure all radiology reports are scanned into the patient's notes and then ticked off as complete on the IT patients system.</p>	Brent UCC Service Manager & Local Medical Director	<p>Interim solution in place, a Shift Leader is appointed and is responsible for the management of the radiology list.</p> <p>A Shift Leader role description and is being devised and will be shared with commissioners at the next JSR meeting.</p>	<p>06.07.12</p> <p>27.07.12</p>
5	To devise a detailed operational "daily/weekly/monthly procedures resource file". (Standard Operating Procedures – SOP).	<p>Brent UCC Service Manager and Deputy Manager to devise an operational detailed operational "daily/weekly/monthly procedures resource file" (SOP)</p> <p>For when new managers take over they are aware of all the daily operational procedures and are then able to monitor if staff are performing the necessary tasks.</p>	Brent UCC Service Manager & Deputy Manager	A truncated version of SOP's to be available for agency/locum staff including the patent pathways and referral details.	06.07.12

6	Newly mobilised services to have “post go live IT test/audits” at regular intervals i.e. monthly for the first three months and then bi monthly for next six months and then quarterly test/audits.	<p>The IT Business systems team need to devise a “post go live” audit template.</p> <p>The audit should include the checking of the radiology queues and the discharge fax queues to ensure the processes are working correctly post go live of service.</p>	IT Business System Team with Mobilisation Team	<p>Review of mobilisation process to build in specific ‘tests runs’ for specific service streams eg Radiology process in UCC’s.</p> <p>Review meeting planned 17/07/12.</p>	31.08.12
7	Datix DIFF Two training mandatory training for all Service Managers and their deputies to attend.	Brent UCC Service Manager, Deputy Manager and Local Medical Director to attend the Datix DIFF two training.	Brent UCC Service Manager & Deputy Manager & Local Medical Director	Local training to be completed by the Governance team.	31.08.12
8	To reduce the service dependency on locum staff.	Review/revise posts and employment packages to encourage recruitment to permanent posts.	Brent UCC Service Manager & Deputy Manager & Local Medical Director & Regional HR Manager	<p>Care UK working towards using regular agency staff. A remuneration review is underway to attract and retain staff.</p> <p>Evidence of progress to be reviewed at JSRs by staff category (substantive, regular agency, ad hoc agency percentages) .</p>	27.07.12

9	Senior Management at Brent UCC needs to take ownership for their service's governance objectives.	Senior Management at Brent UCC, to evidence on a monthly basis to their Divisional Clinical Governance Manager evidence of Clinical Governance meetings and updates on Governance action plans.	Brent UCC Service Manager & Deputy Manager & Regional Clinical Governance Manager	Site Governance meetings to be held minimum of bi monthly. To be well attended, minutes taken and actions brought forward and closed when completed.  Evidence – minutes/actions plans to be submitted as part of the internal monthly reporting.	27.07.12
10	IRMER update training for all clinical staff referring to radiology.	All Clinical staff who are referring for radiology diagnostic tests need to have regular training updates.	Brent (UCC) Local Medical Director and Lead Nurse. Care UK Healthcare Division Diagnostic Manager	Training/update to be delivered to employed staff.  List of trained staff to be submitted.  Evidence – appropriate certificates to be kept on staff files.  IRMER training to be in line with legislation  Nurse Practitioner agency checklist to be amended to ensure agency NPs provide evidence of IRMER training.	31.08.12

**Brent Urgent Care Centre Action Plan relating to Safeguarding Children** (from the Root Cause Analysis Investigation report June 12).

<b>NO:</b>	<b>Recommendation</b>	<b>Actions</b>	<b>By Whom</b>	<b>Comments</b>	<b>Completion date</b>
<b>12</b>	Robust induction programme which includes the radiology process and the safeguarding referral pathways for all staff including Locum/Agency staff.	Brent UCC Service Manager and Brent UCC Safeguarding Lead to devise a "safeguarding referral guide" .	Brent UCC Service Manger & Safeguarding Lead	Requirement for locum induction/reference pack	<b>06.07.12</b>
<b>13</b>	To ensure reception staff to check and log all child attendances as per procedure in the local Brent UCC safeguarding Children policy.	Brent UCC Service Manager and Brent UCC Safeguarding Lead to ensure the process of checking the Child Protection Plan Lists (CPPL) by reception staff are carried out.  To be audited on a monthly basis	Brent UCC Service Manger & Safeguarding Lead	Audit to be submitted as part of the internal monthly reporting to Care UK Divisional Safeguarding Lead.	<b>05.07.12</b>
<b>14</b>	Change "(CPPL Check" to a mandatory field on the registration screen and for a pop up box to appear.	The registration field in Adastra needs to flag up and ask the question have you checked the CPP List for each DOB entered under 18 years of age. The Head of IT to raise a change request with Adastra (03/05/12)	Brent UCC Service Manger & Safeguarding Lead & Head of IT	Brent UCC Safeguarding Lead to ensure this has been implemented.	<b>29.07.12</b>
<b>15</b>	Ensure that all Locums are provided with the appropriate safeguarding children policies & referral procedures.	Brent UCC Service Manager and Brent UCC Safeguarding Lead to devise a "safeguarding referral guide" for locum/agency staff.	Brent UCC Service Manger & Safeguarding Lead		<b>13.07.12</b>

16	Ensure all employed staff undertake required Safeguarding training at the appropriate level.	All doctors and nurse practitioners Level three – Health Care Assistants Level 2, Admin Level 1.	Brent UCC Service Manger & Safeguarding Lead	Staff training data to be entered onto the Mandatory training collator on Harvest. To be reviewed on a monthly basis as part of the monthly internal reporting and CQC compliance.	27.07.12
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