

MANAGEMENT ACTION PLAN

APPENDIX C

Audit Source:	Internal Audit	Audit Year:	2019/20
Report Ref:	SBU-1920-028	Title:	Discharge Summaries
Report Issued:	24/06/2020	Overall Assurance Opinion:	N/A
Lead Executive:	Richard Evans	Version:	Final V2.0

Key Finding Ref	Findings	Impact	Recommendation	Priority	Management Response	Responsible Officer	Deadline
1 (O)	From the dashboard, it is not possible to distinguish between summaries that are signed off by pharmacy and ones that are not.	Effectiveness of monitoring reduced	We recommend that management request further system development to enables reporting of this distinction so that the completeness of discharge summaries transmitted can be monitored	M	Request that Digital Team amend Discharge Summaries Dashboard to identify those that are signed off by pharmacy and those that are not. Implementation will be monitored via the arrangements set out in the other actions listed below.	Alastair Rooves, Deputy Medical Director	30/06/2020
2 (O)	Executive Medical Director meetings with Unit Medical Directors are not recorded.	Poor record-keeping of governance process	We would recommend records be made of key aspects of meetings between the Executive Medical Director's Team and Unit Medical Directors. In particular we would recommend that meeting notes record attendance, risks highlighted, assurances given and actions agreed.	L	Meeting notes to be taken at monthly meetings between Exec MD and UMDs, to include record of attendance, any risks highlighted, assurances given and actions agreed	Alastair Rooves, Deputy Medical Director	30/06/2020
3 (D)	Early in the audit it was established that the original intent expressed in September 2019 to develop a recovery plan did not progress as it was decided to pause whilst an interface between the MTeD and TOMS systems was developed nationally.	Lack of coordinated improvement approach	Following confirmation of implementation of an upgraded version of MTeD, we would recommend that the recovery plan be developed as originally conceived and arrangements be put in place to monitor and report on progress and outcomes	M	Update of recovery plan (including monitoring and reporting) to be developed to be agreed at next Exec MD/UMD meeting on 14th July 2020. The target date is the best estimate given the current trajectory of NWIS developments and it may require adjustment in line with any changes to NWIS timescales.	Alastair Rooves, Deputy Medical Director	17/07/2020
4 (O)	DatixLite figures for Quarter 1 discharge summary issues were circulated amongst Unit Medical Directors, but there is no routine mechanism operating currently to review how the issues are addressed.	Potential to improve feedback on issues with completion / Potential to enhance assurance to LMC	We would recommend that the Executive Medical Director seek assurance on actions taken to address issues raised in specialties attracting most feedback. Consideration should be given to including this in recovery plan actions and reporting improvement made in a future update to the LMC	M	Assurance mechanisms and reporting (internal to Q&S Committee, and external to LMC) to be built into SBUHB Discharge Summary recovery plan, highlighting actions on poorly performing specialties identified through Datix Lite and the ETOC Dashboard. The target date is the best estimate given the current trajectory of NWIS developments and it may require adjustment in line with any changes to NWIS timescales.	Alastair Rooves, Deputy Medical Director	17/07/2020

Key: D = Design issue; O = Operational Effectiveness Issue