

# EXTRAORDINARY SUMMIT:

## COLLABORATIVE RESPONSE TO EMERGING CONCERNS



## 1. Introduction and Background

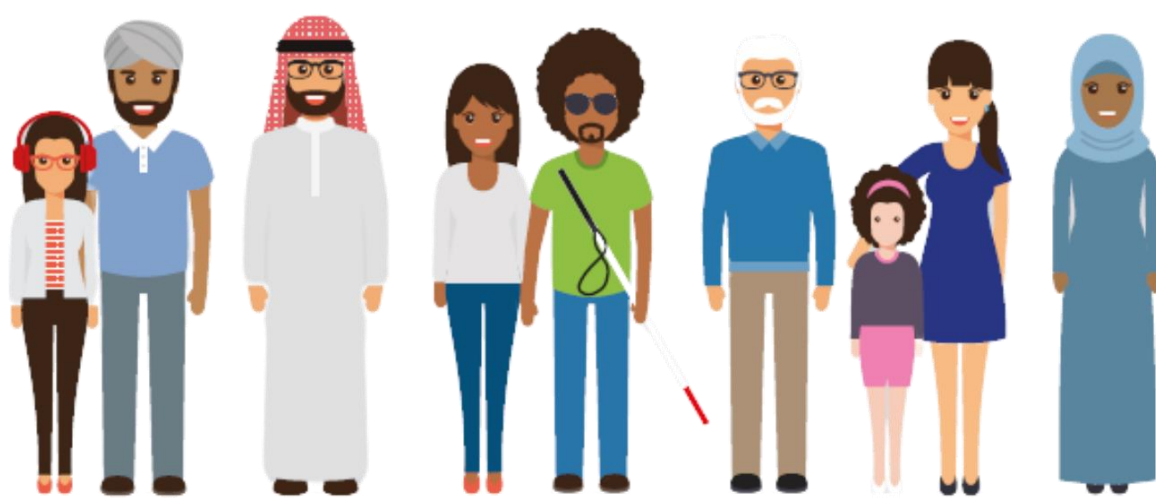
Effective arrangements for sharing intelligence are vital, to allow regulators and partners in NHS Wales to effectively assess and respond to patient safety concerns and risks. This collaborative response will help provide us with a greater understanding of risks and issues, and drive system and service improvement.

Current arrangements for sharing intelligence include the Healthcare Summit, which is hosted by Healthcare Inspectorate Wales (HIW). Meetings take place bi-annually to enable discussion between audit, inspection, regulation and improvement bodies.

The focus of the bi-annual Summit is to discuss and share intelligence on the quality and safety of healthcare services provided by NHS Wales. This includes discussion at a Health Board or Trust level, and the identification of national themes and risks. Following the Summit, a letter is sent to the NHS Wales Chief Executive, to provide a summary of the key national themes and concerns that emerged from discussions.

During 2021/22 initial work was undertaken to develop a way for healthcare regulators and improvement bodies in Wales to collaborate, and respond to significant patient safety concerns as they arise. This includes sharing intelligence when urgent risks and concerns arise outside the bi-annual Summit dates. This led to trialling an 'Extraordinary Summit' to bring partners together swiftly to share and triangulate specific concerns and risks, and agree robust and clear actions.

To develop this further and embed the process into core business, a key deliverable was included in the HIW Operational Plan 2022/23 'Develop a healthcare summit to address emerging issues and priorities'. This builds on the initial work undertaken in 2021/22.



## 2. Purpose of the Extraordinary Summit

The purpose of the Extraordinary Summit is to provide a clear mechanism, for members of the Healthcare Summit to raise significant emerging patient safety issues and risks. The core principle for this work is to ensure relevant organisations can share and triangulate information in a nimble and timely manner, so as to respond to patient safety concerns.

The Extraordinary Summit meetings have a very different focus to the bi-annual Summits.

- The bi-annual Summits are a retrospective summary review. This includes good practice and what has gone well, as well as risks and issues in each Health Board. The meetings are scheduled every six months and cover all Health Boards and Trusts in Wales.
- The extraordinary meetings are triggered by one of the member organisations, on the emergence of a specific concern or risk. Meetings focus on sharing intelligence and insight, and on actions to be taken to mitigate risk, address issues, gain assurance and support improvement. The meetings are focused on specific issues (which may be local or national issues), and are triggered via a process based on patient safety risk exposure - the process is included in section four below.



### 3. Participating Organisations

In line with the bi-annual Summit, the follow organisations are signatories of the Extraordinary Summit process:

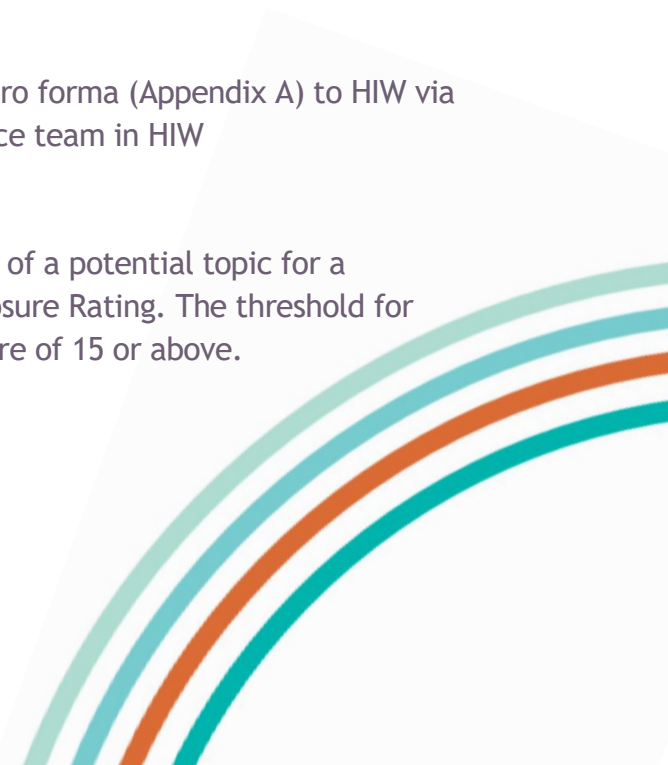
- Healthcare Inspectorate Wales (HIW)
- Llais Wales
- Care Inspectorate Wales (CIW)
- Delivery Unit, NHS Wales (DU)
- Health and Safety Executive (HSE)
- NHS Counter Fraud Service Wales (NCFSW)
- Improvement Cymru Public Health Wales (PHW)
- Public Services Ombudsman for Wales (PSOW)
- Audit Wales (AW)
- Welsh Risk Pool Services - NHS Wales Shared Services Partnership (WRPS-NWSSP)
- General Medical Council (GMC)
- General Dental Council (GDC)
- Nursing and Midwifery Council (NMC)
- General Pharmaceutical Council (GPhC)
- The Health and Care Professions Council (HCPC)
- Health Education and Improvement Wales (HEIW)
- Welsh Government NHS Wales Performance

### 4. Extraordinary Summit Process

An organisation can trigger the process if they become aware of emerging risks or significant concerns that relate to patient safety. This view must be supported by evidence.

The first step is to submit an Extraordinary Summit pro forma (Appendix A) to HIW via the general email for the Partnerships and Intelligence team in HIW [hiw.pim@gov.wales](mailto:hiw.pim@gov.wales)

The Extraordinary Summit pro forma includes details of a potential topic for a meeting, which includes the Patient Safety Risk Exposure Rating. The threshold for progressing on to the next stage is an overall risk score of 15 or above.



The decision on whether to proceed with an Extraordinary Summit will be made by HIW. If the issue is urgent and time sensitive, the Summit will be called immediately. If it is less urgent, within ten working days of receipt, following consultation with the proposer. The decision will be notified to all Healthcare Summit members within five working days of the decision and, where required, a meeting will be arranged. The administration, facilitation and secretariat will be provided by HIW.

All Healthcare Summit members will receive an invitation, and the completed Extraordinary Summit pro forma. To ensure the meeting remains focused on a specific issue, **organisations should only send a representative if there is a direct link to the risk or concern and should confine their submission and discussion to that issue**, in line with the organisation's roles and responsibilities.

Organisations which accept the meeting will be asked to send any relevant supporting information in advance via Objective Connect (in line with section 5 - Information Security).


The meeting will be chaired by HIW, and will focus on gaining a shared understanding of the specific issue or risk, and discussing potential actions that each organisation can take forward to mitigate the risk and / or address the concern.

A summary of the key points discussed will be produced by HIW, which will include the agreed action plan. This will be circulated to participating organisations.

**The monitoring of the action plan will depend on the nature and extent of the concern, and the meeting will recommend whether it should be further escalated by HIW. If the issue is specific to the organisation raising the concern, it will be their responsibility to monitor actions. This includes providing an update on progress at the biannual summit meetings.**

## **5. Information Security**

Participating organisations will respect the confidentiality of Extraordinary Summit discussions. In line with the process for the biannual Summits, secure electronic transmission of documents between the participating organisations will be managed by HIW using Objective Connect, a secure file sharing portal. This will take account of and comply with the General Data Protection Regulation (GDPR), Data Protection Act 2018, Freedom of Information Act 2000 and other UK data protection legislation.



## Appendix A - Extraordinary Summit Pro Forma

Submitted by (name, job title and organisation):

Date submitted:

### Suggested Issue for Extraordinary Summit

*Please include details of the specific patient safety risks, and the rationale / what has triggered the need to hold an extraordinary summit meeting (500 words maximum)*

### Patient Safety Risk Exposure Rating

*Please use the risk scoring matrix to provide the following information, which should include the basis for allocating the likelihood / severity scores (500 words maximum):*

Overall Patient Safety Risk Score:

Risk likelihood score:

Risk severity score:

**Further Supporting Information**

*Please use this section to include any additional supporting information, which relates to the specific topic for the extraordinary summit meeting (500 words maximum)*

## Patient Safety Risk Exposure Rating

### Risk: Likelihood

Level	Descriptor	Description
5	Almost Certain	Likely to occur on many occasions - a persistent issue
4	Likely	Will probably occur but it is not a persistent issue
3	Possible	May occur occasionally
2	Unlikely	Do not expect it to happen but it is possible
1	Rare	Unlikely to ever happen

### Risk: Severity

Level	Descriptor	Actual or Potential Impact on Individual(s)
5	Catastrophic	Death
4	Major	Permanent Injury
3	Moderate	Semi-Permanent Injury / Damage
2	Minor	Short Term Injury / Damage
1	Insignificant	No Injury or Adverse Outcome



**Risk Score**

Likelihood	Severity					Action
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Catastrophic	
1. Rare	1	2	3	4	5	No action
2. Unlikely	2	4	6	8	10	No action
3. Possible	3	6	9	12	15	Extraordinary Summit
4. Likely	4	8	12	16	20	
5. Almost Certain	5	10	15	20	25	