

Board Meeting in Public Tuesday, 28 November 2023

Title of Report	Care Quality Commission Action Plan Report	Agenda No.	3.3
Nature of Report (tick one)	<input checked="" type="checkbox"/> Official	<input type="checkbox"/> Official Sensitive	
Author(s)	Iroro Agba – Assistant Director of Quality		
Lead Executive	Helen Gillan – Director of Quality		
Non-Executive Director Sponsor (if applicable)	N/A		
Presented for (tick all that applies)	<input checked="" type="checkbox"/> Approval	<input type="checkbox"/> Information	
	<input checked="" type="checkbox"/> Assurance	<input checked="" type="checkbox"/> Update	
Purpose of the report and key issues			
<p>The purpose of this paper is to provide an update and assurance to the Board on NHSBT's progress against its Care Quality Commission (CQC) action plan, following the Well-Led and regulated activity inspections in June and August 2022.</p> <p>Of the 33 actions raised to address the 6 MUST (Well-Led) findings, 31 have been closed in total (2 more since the last update to the Board).</p> <p>Following an update to the Board in September regarding the options for a Freedom to Speak Up (FTSU) app, the Executive Team (ET) has decided to exercise the 'do nothing' option. This decision was based on several factors, which are as follows:</p> <ol style="list-style-type: none"> 1) Risk to NHSBT's data integrity and security: The supplier of a mobile app was unable to assure NHSBT that adequate measures were in place to secure our staff data. 2) Alternative FTSU mechanisms: The exploration of a mobile app was an additional tool to the already established means within NHSBT that enables staff to raise any concerns. These alternative measures remain effective and will not be limited by the unavailability of a mobile app. 3) Increase in FTSU champions: The organisation has significantly increased the number of FTSU champions from 6 to 31. This provides sufficient coverage for the organisation. <p>All actions associated with the SHOULD findings in Therapeutic Apheresis Service (TAS) have been successfully closed since the last Board update. Objective evidence supporting their closure has been documented within the organisation's quality management system.</p> <p>This report does not contain the Blood Donation (BD) action tracker as all actions were successfully closed and noted by the Board on the 25th July 2023.</p>			
Previously Considered by			
<p>The ET on Tuesday 21st November 2023. This action plan is considered by the ET on a monthly basis.</p>			

Blood and Transplant

Recommendation	<p>The Board is asked to:</p> <ol style="list-style-type: none"> 1) Note closure of the action pertaining to FTSU app with the justification provided in the Well-Led section. 2) Acknowledge the successful closure of TAS's actions.
Risk(s) identified (Link to Board Assurance Framework Risks)	
BAF 09: Regulatory risk	
Strategic Objective(s) this paper relates to: [Click on all that applies]	
<input type="checkbox"/> Collaborate with partners <input checked="" type="checkbox"/> Invest in people and culture <input type="checkbox"/> Drive innovation <input type="checkbox"/> Modernise our operations <input type="checkbox"/> Grow and diversify our donor base	
Appendices:	<p>CQC Report Action Plans</p> <ol style="list-style-type: none"> 1. Well Led Action Plan 2. Therapeutic Apheresis Services Action Plan