



Your Health. Your Choice.

Quality Accounts 2019-2020

“Prompt and efficient diagnosis,
treatment and aftercare”.

Working with the



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One Health Group (OHG)

Mission statement: OHG aims to provide innovative, high quality, integrated medical and clinical services for patients, optimising outcomes so they can quickly continue healthy lives.

Our NHS services include:

- Orthopaedics
- Spinal Surgery
- General Surgery
- Gynaecology

Our non-NHS services include:

- Urology

Our purpose is to promote and maintain the best quality of care and to provide a fast and efficient service which aims to get our patients back to work and return them to their normal lifestyle as soon and as safely as possible.

In achieving this we will strive to deliver personalised care to all our patients, at all times.

Personalised care

- **Fair:** - equally available to all, taking account of personal circumstances and diversity.
- **Personalised:** - tailored to the needs of each individual patient.
- **Effective:** - focused on delivering excellent outcomes for all our patients.
- **Safe:** - giving our patients confidence in the care they receive.

Continuity

All OHG patients are seen by the same Consultant at every visit throughout their treatment wherever possible and are assigned an individual contact from our dedicated Patient Liaison Team to help them manage their appointments and answer any queries they may have.

This ensures that every patient receives continuity, with the highest level of service and support throughout their care.

CQC facilities

We provide clinics and hospitals in facilities that are registered by the Care and Quality Commission (CQC) in locations convenient to our patients where transport links are good and there is always ample free parking.

Where possible our clinics are held in NHS facilities both in hospitals and community settings.

Since its inception, OHG has supported several charitable organisations and junior sport initiatives through sponsorship and fundraising efforts. These include our nominated Charity of the Year 2019, Support Dogs, Sheffield Children's Hospital Charity and Weston Park Cancer Charity.

To ensure we build and maintain strong ties with our local community, we have established a OHG Charity of the Year initiative.

- To support local charities & like-minded organisations in our community
- To engage our own staff in the process and encourage active involvement by way of work place fundraising
- Dedicate resource to organisations that share our values and bring real benefit to our communities.
- To maximise positive exposure to both organisations through social media & other communication platforms

Charity of the Year 2019/20: Support Dogs

We are delighted to have supported Sheffield charity Support Dogs, as our Charity of the Year for 2019/20.

Support Dogs is dedicated to increasing independence and quality of life for people with various medical conditions. They provide, train and support specialist assistance dogs to achieve this.

Weston Park Hospital Cancer Charity

This year we have supported WP2020 for Business campaign, helping to raise funds for research into cancer treatments.

OHG is proud to continue our support of WP Cancer Charity.

Nick Matthew APEX Squash Academy

OHG is delighted to partner three times World Squash champion, Nick Matthew in the NM Apex Squash Academy in Sheffield.

By working with Nick we'll be able to play a vital role in encouraging more young players into the game through the Academy's squash education programme that is being rolled out to schools across the region

OHG has traditionally always had very close relationships with sports teams and individuals.

Nick is someone we have worked with for a number of years and we're proud we can continue our association with the academy.

Chairman & Chief Executive Report

“Over 16 years working with the NHS”.

We hope you find the report helpful and informative, but if you require any further information please do not hesitate to contact us:

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Introduction

Welcome to our Quality Accounts for 2019/20. The report gives a detailed account of the quality of services provided to patients by The OHG through the NHS e-Referral system (ERS).

Since our inception over 15 years ago, our strategy has been to work in partnership with, and to support NHS commissioners and providers.

The ‘5 year forward view’ highlighted the need for new models of care to respond to the challenges currently faced by the NHS.

We recognise this ambition and the challenges described, and we continue to seek out opportunities for working in partnership locally and regionally in this regard.

We remain ambitious in our desire to support patients and the NHS more broadly and our plans to diversify in order to bring quality to other areas of care delivery are underway.

Quality Services to Patients

OHG prides itself on the quality of services provided to patients. Our patient satisfaction data shows 98% of patients say they would recommend OHG to others, and 98% of patients are totally satisfied with the care they have received.

Our outcome data is something that we are extremely proud of and consistently reflects high success rates across all set measures, across all specialities. Such data reflects a well embedded, open culture regarding care quality and clinical safety.

The Board structure and Clinical Governance arrangements allow us to monitor quality and safety effectively.

We remain committed to ensuring that this positive culture continues to be highly effective in driving clinical quality and safety within the organisation as a whole.

Finally, we acknowledge the commitment and support of all our staff and partners in providing what we believe to be excellent, efficient and high-quality services to NHS patients.

OHG considers itself to be a key part of the solution for helping to create Sustainable, Transformational, high quality services for NHS patients.

Statement of Accuracy of our Quality Account

The Directors at OHG have a statutory obligation to prepare a Quality Account for each financial year. This report has been prepared based on the guidance provided by the Department of Health. We can confirm that this report has been reviewed by the One Health Group Board of Directors and that to the best of our knowledge the information contained in it is accurate.

Date: 06/11/2020

Signed:



Ray Shannon (Chairman)

Date: 06/11/2020

Signed:



Adam Binns (CEO)

Sheffield Clinical Commissioning Group

Statement from NHS Sheffield Clinical Commissioning Group

For a number of years NHS Sheffield Clinical Commissioning Group (CCG) has had contact with OHG in relation to the provision of NHS elective care, managed under the conditions of the NHS Standard Contract. This has been and continues to be a very positive relationship where we have been able to constructively discuss any issues that have arisen and practically resolve in a timely manner. The Chief Executive Officer and the Associate Director of Operations along with the Clinical Governance Co-ordinator have provided the clinical support to the contract and again have worked in a very positive way to resolve any clinical issues, according to the contract requirements.

NHS Sheffield CCG has had the opportunity to review and comment on the information in this quality account prior to publication. OHG has considered our comments and made amendments where appropriate. The CCG is confident that to the best of its knowledge the information supplied within this account is factually accurate and a true record, reflecting the Trust's performance over the period April 2019 – March 2020.

NHS Sheffield CCG supports OHG's priorities for improvement for 2020/21.

Submitted by Beverly
Ryton on behalf of:

Alun Windle
Acting Chief Nurse

and

Isabelle Barker
Contract Manager
NHS Sheffield Clinical
Commissioning Group

19th November 2020

Our Services to Patients

When the company started in 2004, we offered the full range of Orthopaedic services in Sheffield. We have now extended these to include Spinal services with Neurological involvement, General Surgery, Gynaecology and Urology across a wider geographical region.



Our services are offered over a wide area that includes Yorkshire, the East Midlands and Lincolnshire.

Over the past 15 years we have seen a rapid growth in the provision of our services to the NHS, which now accounts for over 90% of our work.

To manage this work we have had to expand our Head Office infrastructure in Sheffield whilst ensuring that we remain highly cost effective. OHG is fully compliant with all the regulatory requirements needed to provide services to the NHS and we have an ongoing programme of service development.

Fundamental to our service quality is a comprehensive clinical governance and audit process.

Our vision is to develop closer integration with the NHS to ensure seamless pathways of care for our patients. We aim to bring as much of this pathway closer to the patient's home whilst not compromising on quality.

Our Surgeons

Our Surgeons work as part of a multidisciplinary team and use leading edge techniques in assessment, diagnosis, treatment and aftercare.

All our Surgeons are NHS trained and have undergone sub-specialist training in their chosen speciality (see appendix 1). This enables OHG to cover all aspects of Orthopaedic and Spinal Surgery, Gastro-intestinal and General Surgery, Gynaecology and Urology.

Out-Patient Services

Out-patient Clinics:

OHG clinics are provided across a wide geographical area (see appendix 2), providing patients with a greater choice of access as close to their home as possible. Our clinics are based in established clinical settings such as GP and Physiotherapy surgeries, Community, NHS and Private Hospitals.

In-Patient Services

Hospitals:

Our inpatient services are also available 7 days a week, including evenings and are provided in a range of CQC Registered Private Hospitals. We are expanding the range of Hospitals we work with and our ultimate goal is to provide in-patient services within NHS Hospitals in partnership with the NHS. This will ensure that services are provided even closer to where the patient lives. We are in active discussion with a number of NHS Trust Hospitals and CCG's to achieve this aim.

Growth in our service

Over the past year, OHG have benefited from last years introduction of effective MSK Triage Services by the CCG's, which have resulted in better quality patient referrals into our secondary care service. We look forward to working more closely with the CCG's as these services continue to establish and develop.

We have seen a rapid growth in NHS patients referred directly to us by GPs with the onset of the Any Qualified Provider (AQP) agenda offering a "Choose and Book" service to GPs. We are able to offer direct access to our clinics online through the E-Referral Service (formally known as the Choose and Book system) or by patients or GPs contacting us by letter, fax, email or telephone. Our dedicated NHS patient liaison team promptly deal with any enquiries.

Currently we see over 900 new NHS patients per month.

We also continue to provide a service to NHS Hospitals to ensure they meet their waiting time targets and due to the flexible nature of our services we are able to offer a speedy response that helps maintain the service to the local community.

Patient waiting times and hospital stay

We are dedicated to providing a quality service and as such our waiting times for initial consultation (see appendix 5), follow-up consultation and, in-patient surgery, are usually very short. Our strategy is to expand the number of clinics and theatre sessions in line with referral rates.

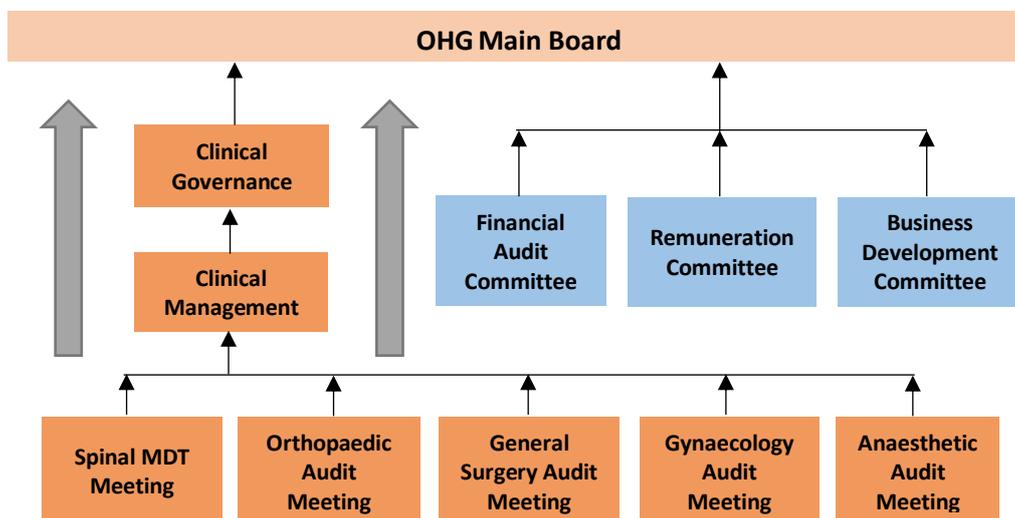
Our up-to-date clinical practice ensures that Hospital in-patient stay times and readmission rates are low as measured against the national data. For example we employ an accelerated rehabilitation programme for hip and knee replacements that has been shown to improve patient outcome and reduce the length of in-patient stay in hospital.

Patient rehabilitation closer to home

In 2015-2016 in response to the growing pressure on the NHS, OHG launched its own regional Physiotherapy Network, PhysioNet Plus, across Derbyshire, Lincolnshire and Yorkshire allowing patients to receive rehabilitation closer to their homes.

All our Physiotherapy partners report Functional Improvement Scores for patients allowing One Health to monitor closely the health gains of our patients in the period following their operations.

Corporate and Clinical Governance



Corporate Governance:

The Board comprises 3 Executives and 3 Non-Executive Directors.

Corporate Governance encompasses all financial and regulatory aspects of the organisation's business and to ensure matters are dealt with effectively and where necessary a subject matter expert, sub committees of the Board have been established.

Finance Audit Committee

This committee is chaired by Ray Shannon (Company Chairman) and is supported by external financial auditors. The Committee has responsibility for internal and external audit, the appointment of external auditors, the group's systems of internal control and other financial and business risk

financial and business risk assessments and a number of compliance functions.

In 2017/18 we were required to appoint an NHS counter fraud specialist in line with Monitor recommendations regarding income levels. As such we have appointed a nominated lead from 360 Assurance to support us in working towards full compliance.

Remuneration Committee

This committee is currently chaired by Ray Shannon and is responsible for developing and reviewing Director pay and benefits. OHG remains focussed on attracting high quality staff to support the growth and development of services.

New Business & Innovations Group

This committee is chaired by Derek Bickerstaff (Non – Executive Director) and is in place to explore new areas of service delivery and innovations, which may translate into sustainable

business plans and which further underpin the quality and range of services provided by OHG.

Clinical Governance: Clinical Governance Committee

OHG's Clinical Governance Committee (CGC) has oversight and responsibility for ensuring that services are safe. Clinical audit and regulatory compliance form part of a standing agenda at this meeting, in which the focus is purely on clinical safety, quality and effectiveness.

This committee is chaired by David Whitney who brings to the role a wealth of experience in Clinical Governance from former senior NHS roles. He is also currently Chairman of Derbyshire Health United.

OHG has also recently strengthened clinical services management with the appointment to the role of Head of Quality and Clinical Governance which works in

tandem with the Medical Director.

The Clinical Governance Assurance Framework is underpinned by the CQC five key lines of enquiry, ensuring our services are safe, effective, caring, responsive and well-led.

Clinical Management Group

The Clinical Management Group meets on a quarterly basis to bring together lead consultants from each surgical specialty and is chaired by the Medical Director. It has responsibility for providing assurance to the Clinical Governance Committee regarding systems and processes that are in place to underpin service safety and quality in all specialities.

Initiative to support patient led inspections of care.



Priorities for Improvement 2019/20

CQUIN (Commissioning for Quality and Innovation) is a framework within the NHS that supports improvements in the quality of services and the creation of new, improved patterns of care. It covers a wide range of areas, intending to drive transformational change within the NHS.

As part of our participation in the CQUIN scheme, OHG has chosen the following priority for improvement in 2019/2020.

1. Hip and Knee Replacement School

Hip and Knee Replacement School

Following the positive response from patients to the Knee and Hip School in 2018-19, OHG have decided to continue and expand this. The Hip and Knee School will focus on enhanced recovery as an approach that supports patients to recover more quickly after surgery. The programme will engage patients in taking responsibility for their health prior to surgery and actively participating in their full recovery after surgery. The team will gain first impressions of the clinic or ward environment and speak to patients to gain views of their experience.

Aim/Goal

To improve recovery times and outcomes following surgery for patients undergoing total hip and knee replacements. The service will be provided by an Orthopaedic.

Consultant with support from Physiotherapy and Pre-assessment Specialists.

Monitoring Progress

Outcomes Data gathered from the programme will be fed back to OHG Clinical Governance Committee who will oversee any improvements identified. The CGC will provide quarterly reports to the Board on the programme.

OHG undertakes a Patient Satisfaction Survey throughout the year and the results of which are reported to the Board on a regular basis.

Review of Services

During 2019-2020 OHG provided the following NHS services

- Orthopaedics
- Spinal Surgery
- General Surgery
- Gynaecology

We have reviewed all the data available to us on the quality of care in all of these services. The income generated by the NHS services reviewed during 2019-2020 represents 100% of the total income generated from the provision of NHS services by the OHG for the year ended 31 March 2020.

Listening to Patients

OHG undertakes a patient satisfaction survey throughout the year and the results of this work are reported to the Board on a quarterly basis. During 2019-2020 we received 1,245 patient responses which represented a 27% return rate on surveys issued to patients who had undergone a procedure with us.

Our surveys include free text boxes which patients use to provide additional feedback on our services and these comments are reviewed by the Clinical Governance Committee on a quarterly basis with recommendations for service improvement fed back to our clinical and patient liaison teams. On the few occasions where patients have scored our service as poor, we will investigate this further and report the findings to the Clinical Governance Committee.

Patient Safety: Never Events

The Never Events Policy Framework 2018 defined never events as: Never Events are patient safety incidents that are wholly preventable where guidance or safety recommendations² that provide strong systemic protective barriers are available at a national level and have been implemented by healthcare providers. For organisations working in the complex field of medicine, things will sometimes go wrong.

Incident reporting is one of the key methods for alerting other parts of our organisation to issues that, if left unattended, may pose a risk in future to service users or the health and safety of our staff and visitors. Never Events are serious, largely preventable patient safety incidents that should not occur if the available preventative measures have been implemented.

OHG adheres to the 'Serious Incident Framework 2015' which has replaced the National Patient Safety Agency (NPSA) guidance on the reporting and management of Serious Incidents Requiring Investigation, including Never Events, and the structure and process of a full root cause analysis, as set out in the National Patient Safety Agency guidance, is applied to each case.

OHG is pleased to confirm that it did not have to report any Never Events during 2019-2020.

Safeguarding Patients

OHG has a robust safeguarding adult and children's policy in place in addition to a policy regarding Mental Capacity and Deprivation of Liberty. Safeguards. All staff have mandatory safeguarding training and are aware of the process for referrals to safeguarding teams. Any issues relating to safeguarding are reported to OHG's Clinical Governance Committee and ultimately, to the Board.

Extract from Patient Satisfaction Survey for the period April 2019-March 2020	Good to Excellent	Equal to (No of Patients)	Total No of Patient Responses
The patient's overall impression of our consultant	99.6%	1,219	1,224
The quality of nursing care provided	98.4%	1,185	1,204
The respect shown for our patients' privacy	99.5%	1,200	1,207
The dignity and respect with which each patient was treated	99.8%	1,201	1,203

NHS Friends and Family Test

The NHS friends and family test is an important opportunity for patients to provide feedback on the care and treatment they receive from OHG and to improve services.

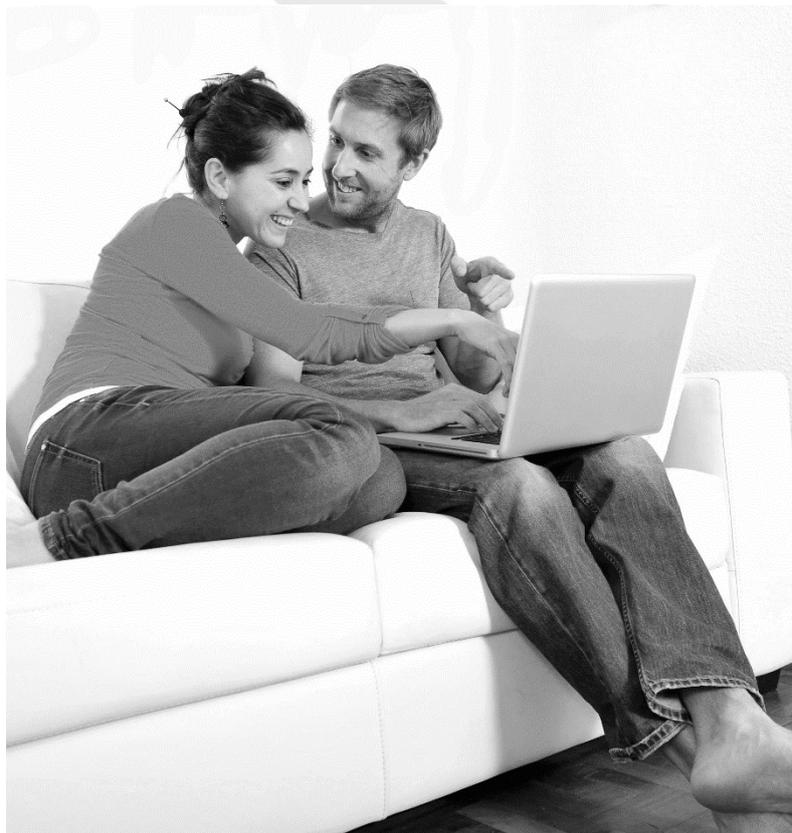
It was introduced in 2013 and asks patients whether they would recommend clinical and hospital services to their friends and family if they needed similar care or treatment. This means every patient in our services, wards and departments is able to give feedback on the quality of the care they receive, giving OHG a better understanding of the needs of their patients and enabling improvements.

In 2019-20, OHG patients gave us the following feedback: (see diagram below).

Each NHS service has been able to choose a data collection method that works best for its staff and people who use services. The guidance suggests a range of methods that can be adopted including tablet devices, paper-based questionnaires and SMS/text messages, amongst others.

The lack of a standardised methodology means that there are likely to be, what are known as, mode effects. Mode effect is a term used to describe the phenomenon of different methods of administering a survey leading to differences in the data returned. For example, we may expect to see differences in responses at a population level when comparing paper-based questionnaires to tablet devices.

However, mode effects do not prevent OHG from comparing our own data over time periods when we have conducted the test in the same way, as any biases inherent in the way we collect data are constant over the period



NHS Friends and Family Test

How likely are you to recommend OHG's services to friends and family?	Extremely Likely	Likely	Neither Likely/Unlikely	Unlikely	Extremely Unlikely	Don't Know
April 2018-March 2019	1,312 (83.4%)	221 (14%)	25 (1.6%)	6 (0.4%)	5 (0.3%)	4 (0.3%)
April 2019-March 2020	1,013 (81.4%)	203 (16.3%)	17 (1.4%)	6 (0.5%)	3 (0.2%)	3 (0.2%)

PROMs

Patient Reported Outcome Measures

Participation in Clinical Audit:

During 2019-20, 3 national clinical audits covered the NHS services provided by OHG. During that period One Health Group participated in 100% of the national clinical audits in which it was eligible to participate.

The national clinical audits that OHG was eligible to participate in during 2019-2020 are as follows:

National Joint Registry

National PROMS programme

British Spine Registry

The national clinical audits that OHG participated in, and for which data collection was completed during the year 2019-2020, are listed in the table above alongside the number of cases submitted to each audit.

Name of Audit	Cases Submitted 2019-2020
National Joint Registry	495
National PROMS programme	472
British Spine Registry	1,689

During 2019-2020, OHG intends to take the following actions to improve the quality of healthcare provided:

- Increase participation in the PROMS programme to include Groin Hernia and ensure forms are correctly completed to ensure high compliance levels.
- Develop early mobilisation and enhanced recovery programme for patients.
- Develop formal PROMS reporting to include outcomes from our spinal services

- Increase patient participation in the review and development of clinical services.

- Extend collaborative working with our hospital partners to streamline patient pathways and increase the quality of clinical services

Participation in Research:

There were no NHS patients recruited during the reporting period for this Quality Account to participate in research approved by a research ethics committee.

OHG CQC Registered

Commissioning for Quality and Innovation (CQUIN) Framework:

A proportion of OHG's NHS income in 2019/20 was conditional on achieving quality improvement and innovation national and local targets agreed with our NHS Commissioners through the Commissioning for Quality and Innovation payment framework.

We are pleased to report that OHG have achieved 100% of this target for 2019/20.

Statement from the Care Quality Commission:

OHG is registered with the Care Quality Commission (CQC), the national regulator of care services in England. We are registered in respect of the following regulated activities:

1. Treatment of disease, disorder and injury
2. Surgical procedures

(OHG only provides surgical services in facilities that are also registered with the CQC).

During 2019/20 the CQC did not undertake any inspections of OHG facilities. OHG continue to provide services in line with the CQC Key Lines of Enquiry framework and meet all the fundamental standards.

There are no conditions attached to our registration and the Care Quality Commission has not taken enforcement action against the OHG during 2019-2020. Copies of our CQC reports can be downloaded from our website (www.onehealth.co.uk).

Clinical Performance Data:

All elective surgery carries the risk of complications and these are explained to patients during their initial consultation. A relatively small percentage of patients will develop complications although the vast majority of these are minor problems that are usually resolved outside of hospital. Unfortunately, a small number of patients may need to return to hospital for more specialised care.

OHG monitors the incidence of all complications on a monthly basis in order to identify any adverse trends that may emerge in relation to specific procedures or surgical teams. Our data is reviewed by our Clinical Management Group and reported to our Clinical Governance Committee and our NHS Commissioners on a quarterly basis.

Infection control quality account statement

OHG monitors hospital associated infections (HAI'S) via a service level agreement (SLA) with its independent hospital partners.

The monitoring of HAIC's is carried out at quarterly contract meetings and infection control reports are sent to OHG on a quarterly basis.

Over the past year all hospitals have had no incidences of clostridium difficile infection or methicillin resistant staphylococcus. (MRSA).

Surgical site infections are reported and monitored on a monthly basis by all surgical specialities to OHG's Clinical Management Group. The incidence of surgical site infections is very low and is currently less than 0.3%

OHG also, as part of its mandatory training programme, provides infection control training to its clinical staff.

Mandatory Indicators

Indicator	Source	2017-2018	2018-2019	2019-2020	Actions to improve quality
Number of people aged 18 years and over re-admitted within 28 days of discharge	CQC performance indicator				OHG will continue to closely monitor Consultant complication rates and ensure all surgeons continue to meet quarterly to audit their own practice
	Clinical audit report	20 (0.4%)	24 (0.3%)	22 (0.3%)	
Number of admissions risks assessed for VTE	Standard contract	100%	100%	100%	OHG will continue to seek regular assurance from its hospital partners that VTE assessments are being carried out
Number of Clostridium difficile infections reported	From national Public Health England returns	0	0	0	OHG will continue to seek regular feedback from its hospital partners regarding reported infection rates
Number of patient safety incidents which resulted in severe harm or death	From hospital incident reports (Datix)	1	0	1*	OHG will continue to seek assurance from its hospital partners that all clinical standards are met and any incidents are investigated and reported in line with NHS requirements
Responsiveness to personal needs of patients	Patient satisfaction survey data – for overall level of care	98%	99%	99%	OHG will continue to work closely with its hospital partners to ensure a high level of quality and will continue to meet quarterly to review patient feedback and discuss improvements that can be made
Friends and Family Test - patients	Patient satisfaction survey – rated extremely likely/likely	98%	98%	98%	OHG will continue to review all negative responses and highlight any trends for actions to be put into place
Friends and Family Test - staff	Staff satisfaction survey	94%	94%	98%	

**This incident relates to a patient outside of OHG's contract with NHS Sheffield CCG and was reported to the relevant CCG.*

Complaints* The quality of service provided by OHG is reflected in the relatively low number of patient complaints we receive.

OHG Group Totals	2019/20	2018/19	2017/18	2016/17
Number of new patients seen	10,945	12,236	11,137	12,749
Number of follow up appointments	13,625	15,017	13,441	14,590
Number of procedures undertaken	6,741	7,481	6,889	7,818
Total complications recorded (including hospital re-admissions)	107	73	83	140
As a % of procedures	1.6%	1.0%	1.2%	1.8%
Number of hospital re-admissions	22	24	20	14
As a % of procedures	0.3%	0.3%	0.4%	0.3%

Year	Complaints Received	New Patient Consultations	% of New Patients	Patients Treated	% of Patients Treated
2012/2013	23	5,467	0.4	3,598	0.6
2013/2014	19	7,960	0.2	4,721	0.4
2014/2015	21	7,988	0.3	5,923	0.4
2015/2016	24	9,855	0.2	7,152	0.3
2016/2017	15	12,749	0.1	7,818	0.2
2017/2018	18	11,137	0.2	6,889	0.3
2018/2019	34	12,236	0.3	7,481	0.5
2019/2020	26	10,945	0.2	6,741	0.4

Complaints History:*

OHG ensure that all complaints made to our organisation are seen as a positive step to identify improvements to patient services, to be learnt from and shared and all complaints are reported to our Clinical Governance Committee on a quarterly basis with recommendations for improvement fed back to our clinical and administrative teams.



Statements on Data Quality: Information Governance

OHG recognises that excellent quality information underpins the effective delivery of patient care and is essential if improvements in the quality of care are to be made. OHG has a robust framework of Information Governance that guides and informs our standards of record keeping and data security.

We have a range of policies to guide employees and we train all staff in managing information and confidentiality. During 2020-21 we will be taking the following actions to improve quality data:

- Establishment of the IG Steering group, to coordinate information governance across the organisation
- Regular review of data reports to ensure that correct patient data is submitted to the Secondary Uses Service (SUS).
- Enhanced/Further Information Governance training for key members of staff (Line managers, senior team, directors)

We have an overarching IG action plan, which is reviewed on a quarterly basis at the IG Steering groups. We have established an ad-hoc business relationship with an external independent Data Protection Officer (DPO). The DPO chairs the IG Steering group and supports our Privacy Champion and key staff who have enhanced data protection responsibilities to discharge their duties effectively and efficiently in maintaining the confidentiality, integrity, and availability of our data.

Clinical Coding Error Rate

The OHG was not subject to the Payment by Results clinical coding audit during 2019-20 by the Audit Commission.

Data Security & Protection Toolkit

OHG are required to complete the NHS Digital Data Security and Protection Toolkit on an annual basis.

The completed Toolkit allows OHG to measure performance against the National Data Guardian's 10 data security Standards. It provides us with assurance that we are practising good data security and that personal information is handled correctly.

OHG's overall score in 2019/20 was rated as 'Standards Met'. This demonstrates that OHG has achieved compliance as set out by NHS Digital. Each year the evidence required to reach compliance will increase; in line with changes to legislation and national guidance, and OHG will work to maintain this standard.

An external validator works with OHG's Privacy champion to gain further assurance and assess the compliance of evidence submitted to the toolkit.

NHS Counter Fraud

As a Monitor licenced provider of healthcare to the NHS, OHG is required under service condition 24.2 of the NHS standard contract to comply with NHS Counter Fraud Authority (NHSCFA) standards on countering fraud bribery and corruption. This includes the nomination of an accredited counter fraud specialist to undertake the full range of counter fraud, bribery and corruption work, including proactive work to prevent and deter fraud, bribery and corruption and reactive work to hold those who commit fraud, bribery or corruption to account.

'360 Assurance' was appointed in December 2017 to provide advice and undertake initial work to progress OHG towards compliance with NHSCFA standards. An Annual Report is worked on and presented by Robert Purseglove (OHG's nominated Counter Fraud Specialist) and presented to the OHG Board, which summarises counter fraud activities undertaken to date and informs the Board of corrective action that should be taken to ensure full compliance with the standards going forward.

Self-review tool (SRT)

OHG are required to complete an annual self-review tool (SRT), which enables us to produce a summary of the counter fraud work we have conducted over the previous financial year. The SRT generates a red, amber or green rating within four key areas, as well as an overall rating, to support the organisation in identifying fraud risk areas and inform future work planning. The latest assessment against the SRT was completed by our Lead CFS in November 2019, agreed and authorised by the CEO prior to submission to the NHSCFA in January 2020. The final submission confirmed an overall Amber rating, which classifies OHG as being partially compliant with the standards. Whilst we have limited opportunity to undertake the full range of counter fraud, bribery and corruption activities that would demonstrate full compliance with NHSCFA provider standards, considerable progress has been made. We are therefore well placed to continue this work going forward and meet our obligations under service condition 24.2 of the contract with Sheffield Clinical Commissioning Group.

Secondary Users System (SUS)

OHG submitted records during 2019-2020 to the Secondary Users Service for inclusion in the Hospital Episodes Statistics which are included in the latest published data. The percentage of records in the published data which included the patient's valid NHS number:

100% for Admitted Patient Care

100% for Outpatient Care

The percentage of records in the published data which included the patient's valid General Medical Practice code was:

99.3% for Admitted Patient Care

99.2% for Outpatient Care

Appendices

Appendix 1:

Table of Surgeons with sub-specialist interest

OHG Register of Consultants

Name	GMC Number Registration	Full Registration Date	Specialist Register	Specialist Register	Sub-Speciality Appointment
SPINE					
Jark JD Bosma	3419276	04/03/1991	Neurosurgery	02/01/2002	Spine & Neck
Abhinay A Kamat	6029978	01/11/2002	Neurosurgery	07/09/2009	Spine & Neck
Vivek Panikkar	4354844	09/10/1996	Trauma and Orthopaedics	15/02/2007	Spine
Ivan Vidakovic	7481768	05/08/2014	Trauma and Orthopaedic Surgery	17/09/2014	Spine
KNEE & HIP					
Derek R Bickerstaff	2614331	01/08/1983	Trauma & Orthopaedic Surgery	29/05/1996	Knee
Fazal M Ali	3400012	02/03/1989	Trauma & Orthopaedic Surgery	22/07/2004	Knee
Narendra Garneti	4680314	31/01/2000	Trauma & Orthopaedic Surgery	09/10/2008	Knee & Hip
Kalid AbdIslam	5202608	27/07/2001	Trauma & Orthopaedic Surgery	27/07/2009	Knee & Hip
Jeevan Chandrasenan	6054810	06/08/2003	Trauma and Orthopaedics	28/09/2015	Knee & Hip
Joby John	6048452	27/01/2005	Trauma and Orthopaedic Surgery	16/07/2013	Knee & Hip
FOOT & ANKLE					
James A Fernandes	4387484	17/03/1997	Trauma & Orthopaedic Surgery	26/06/2000	Foot & Ankle
Sanjeev S Madan	4394512	08/05/1997	Trauma & Orthopaedic Surgery	16/02/2004	Foot, Ankle & Hip
Matthew WJ Morris	4535359	04/08/1999	Trauma & Orthopaedic Surgery	16/10/2009	Foot & Ankle
Saravana Karupiah	6029326	21/10/2003	Trauma & Orthopaedic Surgery	27/05/2017	Foot & Ankle
HAND, WRIST					
Jose A Garcia	3590733	06/08/1992	Trauma & Orthopaedic Surgery	14/04/2003	Hand & Wrist
Apurv Sinha	6093672	06/12/2005	Trauma & Orthopaedic Surgery	08/11/2014	Hand & Wrist
SHOULDER & ELBOW					
Shantanu A Shahane	4279479	29/03/1996	Trauma & Orthopaedic Surgery	19/12/2000	Shoulder & Elbow
Apurv Sinha	6093672	06/12/2005	Trauma & Orthopaedic Surgery	08/11/2014	Shoulder & Elbow
Dave Chan	4256575	04/02/1997	Trauma & Orthopaedic Surgery	12/11/2011	Shoulder & Elbow
Asif Pardiwala	4746920	01/08/2000	Trauma & Orthopaedic Surgery	10/08/2010	Shoulder & Elbow
GENERAL SURGERY					
Robin Gupta	3686429	03/08/1993	General Surgery	11/04/2003	General Surgery & Colorectal
Clive Kelty	4092889	02/08/1995	General Surgery	27/02/2007	General Surgery & Upper GI Surgery
Krish Ravi	4461494	03/10/1997	General Surgery	07/05/2002	General Surgery & Upper GI Surgery
Harjeet Narula	5200513	12/07/2001	General Surgery	03/04/2009	General Surgery & Colorectal
Adeshina Fawole	4560269	01/09/1998	General Surgery	30/09/2006	General Surgery
Shwan Amin	4167147	15/03/1995	General Surgery	31/05/2000	General Surgery
Athur Harikrishnan	4748180	08/08/2000	General Surgery	12/10/2009	General Surgery
Richard Slater	4015941	01/08/1994	General Surgery	01/11/2006	General Surgery & Laparoscopic
Chris Macklin	3583863	01/08/1993	General Surgery	21/03/2006	General Surgery
Hannah Welbourn	6103010	02/08/2005	General Surgery	19/08/2014	General Surgery & Colorectal
Rina George	4535074	04/08/1999	General Surgery	30/12/2014	General Surgery & Colorectal
Shridhar Dronamraju	5206993	16/08/2004	General Surgery	28/10/2014	General Surgery
Gynaecology					
Andrew Baxter	3353093	01/08/1990	Obstetrics & Gynaecology	01/10/1998	Obstetrics & Gynaecology
Khaled Farag	4404103	10/06/1997	Obstetrics & Gynaecology	06/05/2005	Obstetrics & Gynaecology
Hany Lotfallah	3635856	05/08/1992	Obstetrics & Gynaecology	20/11/2003	Obstetrics & Gynaecology
Kumar Muthukumarappan	3596117	09/09/1991	Obstetrics & Gynaecology	05/10/2005	Obstetrics & Gynaecology
Hany Lashen	3601332	01/11/1991	Obstetrics & Gynaecology	08/06/1999	Obstetrics & Gynaecology
Niki Baxter	4319638	07/08/1997	Obstetrics & Gynaecology	11/01/2012	Obstetrics & Gynaecology (Sexual and Reproductive Healthcare)
UROLOGY					
Nigel Boucher	3254510	16/09/1988	Urology	16/01/1998	Urology

Source: GMC/OHG

Appendices

Appendix 2:

OHG-Regional Clinics

OHG Regional Clinics

West Yorkshire

Huddersfield	Ossett	Wakefield	Featherstone
Spine	Spine, Hip, Knee, Foot, Ankle, Hand, Wrist, Shoulder, Elbow	Spine	Spine

South Yorkshire

Sheffield	Barnsley	Doncaster	Rotherham
Spine, Hip, Knee, Foot, Ankle, Hand, Wrist, Shoulder, Elbow, General, Gynaecology	Spine, Hip, Knee, Shoulder, Elbow, Foot, Ankle, Hand, Wrist, General, Gynaecology	Hip, Knee, Foot, Ankle, Hand, Wrist, Shoulder, Elbow, General, Gynaecology	Hip, Knee, Foot, Ankle, Hand, Wrist, Shoulder, Elbow, General, Hip, Knee

Derbyshire & Nottinghamshire

Chesterfield	Nottingham
Hip, Knee, Foot, Ankle, Hand, Wrist, Shoulder, Elbow, General, Gynaecology	Foot, Ankle, Hip, Knee

Lincolnshire

Gainsborough	North Hykeham
Spine, Spinal Injections, Hip, Knee, Foot, Ankle, Hand, Wrist, Shoulder, Elbow, Gynaecology	Spine, Hip, Knee, Foot, Ankle, Hand, Wrist, Shoulder, Elbow, Gynaecology

Appendices

Appendix 3:

List of NHS Organisations we work with

OHG- NHS Commissioners

NHS Barnet CCG	NHS Rotherham CCG
NHS Barnsley CCG	NHS Rushcliffe CCG
NHS Bassetlaw CCG	NHS Sheffield CCG
NHS Bradford City CCG	NHS South Lincolnshire CCG
NHS Bradford Districts CCG	NHS South West Lincolnshire CCG
NHS Brighton & Hove CCG	NHS South Worcestershire CCG
NHS Calderdale CCG	NHS STH Framework Contract
NHS Cambridgeshire & Peterborough CCG	NHS Stockport CCG
NHS Canterbury & Coastal CCG	NHS Surrey Downs CCG
NHS Central Manchester CCG	NHS Tameside And Glossop CCG
NHS Corby CCG	NHS Vale Of York CCG
NHS Coventry & Rugby CCG	NHS Wakefield CCG
NHS Cumbria CCG	NHS Walsall CCG
NHS Derby and Derbyshire CCG	NHS Warwickshire North CCG
NHS Doncaster CCG	NHS West Leicestershire CCG
NHS East Lancashire CCG	NHS Sheffield Teaching Hospital MSK
NHS East Leicestershire & Rutland CCG	
NHS East Riding of Yorkshire CCG	
NHS East Staffordshire CCG	
NHS East Surrey CCG	
NHS England Hub Q72	
NHS Greater Huddersfield CCG	
NHS Harrogate & Rural District CCG	
NHS Heywood, Middleton & Rochdale CCG	
NHS Kingston CCG	
NHS Leeds Clinical Commissioning Group	
NHS Leeds North CCG	
NHS Lincolnshire East CCG	
NHS Lincolnshire WEST CCG	
NHS Mansfield & Ashfield CCG	
NHS Nene CCG	
NHS Newark & Sherwood CCG	
NHS Newcastle Gateshead CCG	
NHS North Derbyshire CCG	
NHS North East Lincolnshire CCG	
NHS North Kirklees CCG	
NHS North Lincolnshire CCG	
NHS North West Surrey CCG	
NHS Nottingham City CCG	
NHS Nottingham West CCG	
NHS Oldham CCG	
NHS Oxfordshire CCG	

Key

AQP contract signatories

Non-contract activity

Appendices

Appendix 4:

Table of new patient appointments by year and speciality

Year	Orthopaedics	Spine	General Surgery	Gynaecology	Urology	Total
2011/2012	2,344	1,238	0	0	0	4,090
2012/2013	1,790	2,695	871	111	0	5,467
2013/2014	2,753	3,076	1,915	216	23	7,983
2014/2015	2,891	2,666	2,169	262	102	8,100
2015/2016	3,460	2,937	2,937	485	87	9,942
2016/2017	4,952	3,611	3,636	550	75	12,824
2017/2018	4,096	3,238	3,185	557	61	11,137
2018/2019	4,138	3,536	3,479	1,009	74	12,336
2019/2020	3,863	2,956	2,785	1,297	44	10,945

Appendix 5:

OHG-current average waiting times

Specialty	Weeks
Gynaecology	3
General Surgery	2
Foot and Ankle	2
Hip	3
Hand & Wrist	3
Knee	2
Shoulder & Elbow	2
Spine	6
Urology	2

Appendices

Appendix 6:

Meet the OHG Operational Board



Mr Ray Shannon
Chairman

Qualified in Nursing and Social Work, Ray has over 20 years Board level experience in both public and private Healthcare organisations.

Previously an NHS Chief Executive, he has undertaken several troubleshooting roles in “challenged organisations”.

Ray has extensive experience in managing change and changing organisational culture.

Ray became Chairman of the OHG in May 2012, having been involved with the company on an advisory basis for the previous 3 years.



Mr Adam Binns
CEO

Adam joined OHG in January 2018 as Chief Operating Officer, adding Chief Finance Officer responsibilities in July 2018 following the retirement of the previous post holder.

He is an Accountant by profession with over 30 years’ experience in senior Operational, Commercial and Financial roles with some of the largest retail, manufacturing, and logistics businesses in the UK.

Adam took on the role of Interim CEO in February 2019 and was appointed CEO in July 2019.



Mr Shantanu Shahane
Medical Director

Shantanu is a Consultant Orthopaedic Shoulder and Elbow surgeon at the Chesterfield and North Derbyshire Royal Hospital NHS Trust. He has completed a fellowship at Wrightington Hospital, a centre of excellence for surgery of the upper limb and a further six months as a fellow at the Cappagh Hospital, Dublin to obtain further training in surgery of the shoulder and elbow joints. He has also since visited various centres of excellence around the world including the Mayo Clinic (Rochester, USA), Fondren Clinic (Houston, USA), DeBeer clinic (Cape Town, South Africa) to further his knowledge of surgery of the shoulder and elbow joints. He is on the board of reviewers for the journal “Shoulder & Elbow”. He is on the faculty for arthroscopic and open surgery courses for the shoulder and elbow joints in the UK and overseas.

Shantanu took on the role of Interim Medical Director in April 2019 and was appointed Medical Director in July 2019.



Mr David Whitney
Chair of Clinical Governance Committee

David was formally Chief Executive of Central Sheffield University Hospitals NHS Trust from 1990 to 2001. He is a Non-Executive Director of Westfield Contributory Health Scheme and Chairman of the Weston Park Hospital Cancer Charity.

David is Non-Executive Director at Chesterfield Royal Hospital NHS Foundation Trust where he has been Chair of their Clinical Governance Committee for the past 7 years.

David is one of our Non-Executive Directors and drawing upon his substantial experience in Clinical Quality has the specific role of chairing the OHG Clinical Governance Committee.

His role involves ensuring the standards of the Care Quality Commission are met, providing internal assurance to the One Health Board that the clinical processes within OHG are robust and fit for purpose and that the clinical outcomes are appropriate and properly benchmarked/peer reviewed.

My Referral to OHG

You can get a referral to OHG:

In line with NHS requirements, your referral can be made through our DIRECTLY BOOKABLE service. This enables you to choose the date and location of your appointment before you leave your GP Practice via choosing the Electronic Referral Service for **One Health Group Ltd.**

For appointments or to request more information please call:

0114 250 5510

www.onehealth.co.uk

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enquiries@onehealth.co.uk