



Vale of York

Clinical Commissioning Group

Standard Operating Procedure (SOP)

SOP Reference: Management of Central Alerting System alerts (CAS alerts)

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Review by:

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1) Purpose

This Standard Operating Procedure (SOP) describes the process by which NHS Vale of York Clinical Commissioning Group receive, manage and obtain assurance on CAS alerts.

The Clinical Commissioning Group has responsibility to ensure that services commissioned are provided safely. This includes receiving and responding appropriately to Central Alert System (CAS) alerts when applicable.

2) Introduction

The Central Alerting System (CAS) is a web-based cascading system for issuing patient safety alerts, important public health messages and other safety critical information and guidance to the NHS and others, including independent providers of health and social care. The responsibility to cascade alerts to primary care contractors to action; and to monitor the implementation of alerts by contractors transferred to the NHS Commissioning Board Area Teams in April 2013 and is now the responsibility of NHS England.

Alerts relating to medicines are managed and actioned through a separate process by the Medicines Commissioning Committee, who receive information about Medicines and Healthcare products Regulatory Agency (MHRA) announcements from the Regional Drug and Therapeutics Committee (RDTC).

3) Procedure

The Clinical Commissioning Group requires robust processes in place to ensure the CCG and its providers fulfil their responsibility for the receipt and management of CAS alerts. These processes are:-

1. Identification through the commissioner-provider contract of the requirement to be registered and have robust management processes for CAS alerts
2. The maintenance of a log of all CAS alerts received including applicability to providers
3. Receipt and review of the Central Alert System (CAS) alerts notified to the CCG. Review the list of appropriate individuals and cascade any relevant alerts to appropriate individuals within the Clinical Commissioning Group

4. Receive assurance to meet the commissioner's responsibility to ensure providers have robust process for the receipt and management of CAS alerts
5. Assurance through providers quality reports of their appropriate internal management, implementation and closure of alerts on the Central Alert System including gap analysis of applicability and any actions taken

The strategic responsibility for the CAS system is delegated through to the Clinical Commissioning Group Chief Nurse. This is supported operationally by the Serious Incident team who will manage the receipt of CAS alerts into a specified email account, review and escalate to the Quality Lead if required. The Chief Nurse within the Clinical Commissioning Group has the ultimate responsibility for the management and distribution of the Central Alerts System (CAS) alerts in accordance with this guidance. The CCG will ensure that the requirement to be registered to receive CAS alerts is included in contracts with all providers. Provider organisations are required to be signed up to receive CAS alerts and are responsible for assessing their relevance to their organisation and operational area, benchmarking existing compliance then acting to secure the implementation of relevant alerts and reporting compliance status to the identified team within their organisation.

4) Implementation

The process for managing alerts within the Vale of York Clinical Commissioning Group is described below.

Phase 1 – Receipt of Alert, Assessment of Applicability

An automatic e-mail notification from the Central Alerting System is received within the central secure Central Alert e-mail account on behalf of the Vale of York Clinical Commissioning Group (voyccg.casalerts@nhs.net).

When the alert is received into the inbox the Serious Incident team will assess the alert for any necessary action or applicability to either the CCG or any providers. The alert will be logged onto the CAS action log (appendix 1)

Phase 2 – Circulation of Alerts if appropriate

The Patient Safety Lead will review and escalate to the Quality Lead if appropriate and a decision will be made to circulate the alert to relevant CCG managers only identifying whether the alert is for action or for information only.

A large number of alerts will be identified as not applicable to the role of the Clinical Commissioning Group but are sent for information only. In these instances a summary of the alert will be recorded on the CAS alert action log for audit purposes.

Phase 3 – Provider Implementation

If an alert is applicable to a provider following receipt of an alert, an action plan will be produced by the providers. Providers will have established processes identifying receipt and logging, internal onward circulation, any required action and provision of organisational assurance of compliance through established governance structures.

Phase 4 – Reporting and monitoring

For Acute, Mental Health and Community Organisations, Nursing Homes and any Independent Providers registration with the Central Alerting System (CAS) forms part of the agreed contract between providers and the Vale of York CCG.

The CCG will receive reports at agreed frequency through the quality schedule from providers informing them of alerts received, assessment of applicability and actions taken.

Further assurance is sought directly with care providers in relation to the implementation of action plans for multi-agency alerts; and where specific concerns have been identified in relation to an alert disseminated through the Central Alerting System (CAS).

Information on providers sign off on CAS alerts can be cross referenced for assurance if required at <https://improvement.nhs.uk/resources/data-patient-safety-alert-compliance/>.

Review

This SOP will be reviewed on an annual basis by the Quality and Patient Experience Committee

Appendix 1: VoY CCG Central Alerting System action log

CAS REFERENCE NUMBER	SUBJECT HEADER OF ALERT	DATE RECEIVED	APPLICABILITY TO WHICH PROVIDER	DEADLINE DATE (IF ACTION REQUIRED	Escalation to Quality Lead ACTION/ COMMENTS	ALERT CIRCULATED TO (IF APPROPRIATE)	CLOSED