Risk Register Lead : Mr C Campbell, Chief Executive

NHS LANARKSHIRE CORPORATE RISK REGISTER :MARCH 2018

ITEM 12B

Appendix 1

| ID | | Corporate Objectives | Risk Type | Opened Date | Description of Risk | Risk level (initial) | Mitigating Controls | Risk level (current) | Risk level (Tolerance) | Risk Owner | Review Date | Assurance sources |
|------|---|-------------------------|-----------|-------------|--|----------------------|---|----------------------|---------------------------|------------|-------------|--|
| 1364 | Risk of cyber attack in respect of stored NHSL data | Safe | Business | 09/11/2015 | There is an ongoing risk of malicious intrusion into data stored on NHSL digital systems resulting from inherent IT vulnerabilities that could be exploited to cause maximum disruption and/or theft of data, with the potential for NHSL to have significant service disruption and impact adversely on the organisational reputation. | High | Implementation of Software Patches to address known vulnerabilities as part of an overall action plan, moving towards a centralised patching solution for NHS Scotland Anti-virus has been successfully deployed across our Infrastructure. All of the advanced features have been enabled in areas with the exception of General Practice where the product is configured in standard mode. Our security provider has confirmed that the features enabled across our estate would prevent a Cyber Attack which we experienced in May and August 2017. This work is complete. We will continue to undertake monthly reviews with our security provider to ensure the products are fine tuned and our staff are fully trained. The firewalls have been installed in the datacentre and are undergoing User acceptance Testing. A number of issues have arisen and a new "go-live" date has been scheduled by 28/02/2018. NHSL have agreed to be a 'Cyber Catalyst Organisation' to test and implement a Scottish Government Cyber Resilience Framework, progressing to end of October 2018 as described in the Public Sector Action plan. Development of a local action plan to address the findings and recommendations recorded through the completed Significant Adverse Event Review (SAER), approve action plan through CMT and implementation overseen through the eHealth Executive Group | Very High | Medium | C Sloey | 30/03/2018 | Planning, Performance & Resource Committee |

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| 1379 | Delayed Discharge Performance and Impact | Effective | Business | 2/2015 | There is a collective risk that NHSL, and North and South H&SCP's will not achieve the expected national performance for delayed discharges, resulting from a range of issues, including the undertaking of Community Care Assessments, provision of homecare packages, care home placements, AWI and internal hospital issues eg pharmacy delays. This has the potential to adversely impact on patient outcomes, loss of acute beds, waiting times, treatment time guarantee, hospital flow and reputation of the service providers. | High | CMT have weekly oversight of performance, reasons for delays and discuss actions Pan-Lanarkshire Unscheduled Care and Discharge Group National ISD exercise to ensure all Partnerships are recording correctly, work ongoing August 2017 Winter Bed Plan 2017/18 approved. Improvement Support through Driver Diagram and Integrated Action Plan. There is an agreed trajectory as part of the IJB performance, built upon the winter plan. | Very High | Medium | C Campbell / V DeSouza / J Hewitt | 30/03/2018 | Planning, Performance & Resource Committee |

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|----|--|-------------------------|----------|-------------|---|----------------------|--|----------------------|---------------------------|-----------------------------------|-------------|--|
| | GP input to sustain current community hospital clinical model of service. | Safe | Business | 5/2016 | There is a risk to NHSL that there is insufficient GP capacity to enable sustainable delivery of medical input to the community hospitals that are dependent on the GP's. Issues include a change in portfolio career arrangements, age profile of existing workforce, increased part time working and less medical students choosing GP practice as a career. For NHSL, this has already resulted in one community hospital being closed to admissions, with the potential to recur in other areas. | | Investigation of delivery of a non medical-led clinical service model of care for Community Hospitals. Focus on maintaining delayed discharges at low level. GP recruitment and retention fund from Scottish Government to enable local solutions to local problems over 2 financial years Commissioning of Service Model Options Appraisal Community Bed Modelling Plan Community Hospital Refresh Strategy, that outlines alternative approaches including advanced nurse practitioners | Very High | Medium | C Campbell / V DeSouza / J Hewitt | 8 | Planning, Performance & Resource Committee |

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| 1413 | Unscheduled Care Performance | Safe | Business | 13/06/2016 | There is a risk that NHSL will not meet and sustain the agreed locally adjusted unscheduled care performance targets as profiled over the year 17/18. | High | Unscheduled care plan developed against 6 key essentials approved through the Joint Unscheduled Care / Delayed Discharge Improvement Board. Site specific action plans written, approved and implemented Site actions managed and monitored through the weekly site flow meetings Service improvement support for unscheduled care deployed to all 3 sites Fortnightly performance calls with sites below 90% as part of overall internal monitoring. Enhanced support for Hairmyres through bid from Glasgow 7. Additional physicians On-going dialogue at senior level with Health & Social Care Partnerships aimed at tackling delayed discharge through the joint Unscheduled Care / Delayed Discharge Improvement Board. Implementation of the rapid assessment and treatment (RAT) and same day admission. 24/48 hour business continuity arrangements in place for each site and Board wide escalation in place, with testing of BCP's Improvement Teams allocated to each site Daily site huddles on all 3 sites supported by duty managers MINITS/MAJOR nursing to compensate for middle grade medical staff Short term sustainability recruitment action plan in place Extended hours for Ambulatory Care Winter plan 16/17 extended into 17/18 and approved Integrated improvement plan for delayed discharge (Risk ID 1379) will have an impact on the performance for this risk. Wull' Model implemented to enable stable patients to move to nursing and residential care in times of crisis. Capacity identified beyond winter surge beds on all 3 | Very High | Medium | Н Клох | 30/03/2018 | Planning, Performance & Resource Committee |

Prepared by Carol McGhee, Corporate Risk Manager. Accurate as at 14th March 2018.

Risk Register Lead : Mr C Campbell, Chief Executive

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| 1450 | Ability to maintain existing GM Services across NHS Lanarkshire | Safe | Business | 14/11/2016 | There is an increasing risk that there is insufficient GP capacity to enable sustainable delivery of general medical practice across NHSL, resulting from a range of changes including a change in portfolio career arrangements, age profile of the existing workforce, increased part time working and less medical students choosing GP practice as a career. For NHSL, this has already resulted in a number of practices 'closing their list' which has consequences for other neighbouring practices, with some practices alerting NHSL to say they believe their ongoing sustainability as a practice is in serious doubt. Additionally, many of the staff who may be identified as potentially offering support to cover GP vacancies are also in short supply, e.g. Advanced Nurse Practitioners. | ery High | Executive group established to highlight and enact potential solutions. Transforming Primary Care Programme Board are developing a Primary Care Strategy that aims to enable 'new ways of working', a funded initiative through the Scottish Government that will include extended and enhanced roles for other primary care clinicians, eg pharmacists, nurses and AHP's integrating the new GMS Contract. GP recruitment and retention fund from Scottish Government to enable local solutions to local problems over 2 financial years GP sustainability action plan. | Very High | Medium | C Campbell / V DeSouza / J Hewitt | 30/03/2018 | Planning, Performance & Resource Committee |

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|----|---|-------------------------|------------|-------------|---|----------------------|---|----------------------|---------------------------|---------------------|-------------|---|
| | Ability of NHSL to realise the required savings within year 2018/2019 and deliver a balanced budget | Effective | Business | 1/2018 | There is a risk that NHSL will not be able to realise the required savings for 2018/2019 and deliver a balanced budget, with the potential to impact adversely on current and subsequent years financial planning. | Very High | Continuous financial planning, including plans for covering any loss of savings Organisation wide efficiency drive with defined programme structure, overseen through CMT Requirement for nationally mandated initiatives and policy changes that facilitate the realisation of the balance of the total efficiency savings requirement Assessment of service impact from savings, with CRES schemes being risk assessed Regular financial scrutiny by Chief Executive, Director of Finance and Director of Strategic Planning through scheduled scrutiny panels meetings. | Very High | Medium | LAce | 30/03/2018 | Planning, Performance & Resource Committee |
| | Delivery of the LDP 2017/2018 | Effective | Reputation | 2/2017 | There is a risk that delivery of the LDP for the year 2017/18 will not be fully realised because of the continuous challenges of the necessary cash releasing efficiency schemes to be implemented. This could result in decreased capacity and potential for failure to meet some of the LDP standards and targets. | High | Capacity Plans for all Access targets CRES programme with all schemes having service impact risk assessed Continuous oversight of the integrated corporate performance framework for Scottish Government and local targets, through completed anticipated trajectory summary for each quarter and year end. NHSL review of the targets set within the LDP and the consideration given to what can reasonably be achieved with the least adverse impact. Achieving Excellence Strategy supported by capacity modelling and redesign of service delivery models Weekly performance reporting to CMT with bi-monthly reporting to PPRC and OMC for oversight of performance | High | Medium | Corporate Directors | 30/03/2018 | Planning, Performance & Resource Committee |

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| 1491 | Community Bed Reprovision to Align with Balance of Care Need. | Effective | Business | 27/04/2017 | There is a risk that the developing community bed reprovision for Lanarkshire will not be directly aligned to the balance of care need, adversely impacting on unscheduled care, delayed discharge and the principles of shifting the balance of care. | High | Strengthening of the integrated health and social care system through the North and South Strategic Commissioning Plans and the NHSL Healthcare Strategy : Achieving Excellence. Bed Modelling Steering Group Initial community bed reprovision plan set out and approved for planned moves with timescales for: -contracted beds community hospitals out of area placements | High | Medium | C Campbell / V DeSouza / J Hewitt | 30/04/2018 | Planning, Performance & Resource Committee |

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| | Consistent provision of high quality care, minimising harm to patients | | Business | 04/05/2017 ate Ris | There is a risk that NHSL does not provide consistent safe, effective and person-centred care with the potential to adversely impact on patient outcome and patient safety, and the reputation of NHSL. | Medium | Transforming Patient Safety & Quality of Care Strategy with supporting implementation plan. Boards strategic prioritised patient safety plan Patient safety Strategic Group with oversight of the Boards patient safety prioritised plan. Executive and Non-Executive commitment to patient safety. Si - annual Patient Safety Culture Survey undertake to identify priority actions linked to Patient Safety Plan. Improved site level reporting, review and management of incidents and patient safety data Category 1 Adverse Events overseen by the Category 1 Review Group and CMT SAER reporting to CMT through the monthly adverse event report SAER reporting to CMT through the monthly adverse event report Automated notification of Category 1 graded adverse events to agreed cohort. Function extended to wider operations cohorts January 2017 Review and management of complaints and patient feedback Increased training for staff and development for the workforce competence in improvement science through the QI capability and capacity plan, and the eQuip programme Executive Safety Leadership walkrounds with actions and reporting closure of actions Patient Safety Steering Group has a patient safety measurement reporting (dashboard) that informs HQAIC Committee, through the Quality and Safety Dashboard New Support, Care and Clinical Governance Framework (joint with H&SCP's) Development of a Quality Dashboard for Health & Social Care Partnerships Implementation of weekly CMT 'huddle' to address immediate or emerging quality of care issues Short-term, whole system actions: -daily conference calls with acute and H&SCP to manage flow endelingual surge beds -viring of staffing across the whole system -deployment of volunteers | High | Medium | I Wallace | 28/06/2018 | S Healthcare Quality, Assurance & Improvement Committee |

Risk Register Lead : Mr C Campbell, Chief Executive

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| | Implementation of the Duty of Candour Legislation effective from 1st April 2018. | Effective | Business | 13/11/2017 | There is a risk that NHSL will not be in a position to fully implement the Duty of Candour legislation resulting from a delay in the issue of national guidance that supports the legislation. This has the potential to adversely impact on the ability of NHSL to comply with the legislative requirements, effective from 1st April 2018. | High | Initial Workshop National factsheet distribution across NHSL NHSL Short Life Working Group with Term of Reference Draft local guidance NHSL Implementation plan in development6HIS Community of Practice Website with a dedicated page on Duty of Candour | High | Medium | I Wallace | 30/04/2018 | Healthcare Quality, Assurance & Improvement Committee |
| | Compliance with the General Data Protection Regulations (2017) | Effective | Business | 13/11/2017 | There is a risk that NHSL will be non- compliant with the legislative requirements within the General Data Protection Regulations (2017), required by May 2018, as the Data Protection Bill has yet to be fully finalised, and there is no appointed Data Protection Officer as an enabler for compliance. This has the potential to adversely impact on both the financial position and reputation of NHSL if financial penalties are applied. | High | GDPR Project Group Established with dedicated Project Manager Detailed Action Plan set out against the key requirements of the GDPR Established Information Governance arrangements Information Asset Register being updated GDPR Training Planned Active member of national IG groups and receiving advice/guidance on GDPR. | High | Low | C Sloey | 30/04/2018 | Planning, Performance & Resource Committee |

Risk Register Lead : Mr C Campbell, Chief Executive

| Title Objectives Standing risk that T | | orsto | Risk Type | Opened Date | Description of Risk | Risk level (initial) _{Hi} | Mitigating Controls | Risk level (current) | Risk level (Tolerance) M | Risk Owner | Review Date 30 | Assurance sources R | |
|---|----------------------|-----------|-----------|-------------|---|------------------------------------|--|----------------------|-----------------------------|------------|----------------|---|--|
| external factor adversely aff financial bala | ors may fect NHSL | Effective | Business | 4/2008 | may adversely influence NHSL's ability to sustain recurring financial balance (eg superannuation and national insurance and other legislative changes and pay awards), but increasingly new high cost drugs will require to be managed on a rolling basis through horizon scanning. | High | Financial Planning & Financial Management Routine Engagement with external parties: Regional planning Scottish Government Networking with other Health Boards | High | Medium | Ace | | Planning, Performance & Resource Committee | |

Risk Register Lead : Mr C Campbell, Chief Executive

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| | Cost Effective Prescribing | Effective | Business | 22/02/2010 | There is a risk that even by implementing the prescribing quality efficiency programme, the expected savings will not be realised. | Very High | System wide programme of change and improvement overseen by the PQEP Board, which includes action plans for the 3 acute hospital sites and 1 for primary care. Rigorous Programme Management approach with continuous performance monitoring of prescribing expenditure and trends at the Prescribing Management Boards (Primary Care and Acute) and the PQEP Executive group which meets fortnightly. Working closely with localities with focussed approach with GP practices from prescribing management team based on current prescribing data and planned GP Incentive Scheme. Locality Prescribing Action Groups developing locality PQE plans. Communications, updates on Scriptswitch continuously updated to ensure increased compliance. Monthly meeting with Scrutiny Panel Implementation of the HEPMA (Hospital Electronic Prescribing & Medicines Administration) System Reference Group set up to generate and validate innovative and additional ideas to continue to improve prescribing across NHSL Regular communication with senior staff regarding the aims and objectives of PQEP Board and effectiveness of the PQE Plans Acute hospital Medicine Quality & Safety Groups to be established to create and manage PQE on each site. Regular feedback and presentations to HSCPs to build sustainable infrastructure and embed the programme approach Development of a Public Communication Strategy | High | Medium | I Wallace | 30/04/2018 | Planning, Performance & Resource Committee |

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| 1128 | Sustainability of Safe and Effective Medical Input to Clinical Services | Safe | Clinical | | There is a risk that NHSL will be unable to appoint to vacancies in medical staffing and retain existing medical staff resulting from the overall available medical resource, including training and non-training grades. | tial) High | Endorsed Achieving Excellence NHSL Strategy with implementation plan Implementation of Phase 2 Trauma & Orthopaedic Services Review of Clinical Models through the MRRP Continuous risk assessment of clinical specialties undertaken Annual Board Workforce Plan National and International Recruitment, including the International Medical Training Initiative (MTI), to recruit middle grade doctors from overseas. Locum Appointments with monitoring Achieved University status with academic partners, including joint academic and service posts and honorary academic / teaching posts. Job Planning to maximise contribution of consultant workforce Medical Leadership Forum Monitor GP workforce and have contingency plans available to manage closure of a GP practice GP sustainability action plan in place through Transforming Primary Care Programme. Chief Resident Appointments on 3 DGH sites Continuous review of quality of medical training through trainee forums on 3 sites and the Medical Education Governance Group Redesigned OOH Service implemented Ability to use SG funding to incentivise new partners in general practice Clinical Development Fellows through Medical Education 18. Implementation of a Coaching Approach to enhance recruitment and retention of GP's Contingency plan to address the notification of loss of 20 GPST posts linked to identified specialties. | | Medium | I Wallace | 30/04/2018 | urces Healthcare Quality, Assurance & Improvement Committee |

Prepared by Carol McGhee, Corporate Risk Manager. Accurate as at 14th March 2018.

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| 1323 | Provision of Clinical Services Required | Safe | Business | 27/07/2015 | There is a risk that NHSL will not be able to continue to provide clinical services required because of the availability, recruitment and retention of clinical staff, with the potential to adversely impact on patient care and the overall corporate objectives for NHSL. | | Implementation of Clinical Strategy Commissioning Plans for H&SCP Implementation of Workforce Plan Redesign of the OOH Services Increased trainee numbers through ensuring NHSL can provide a high quality training and learning environment: eg driving change to the T&O service, anaesthetics, general surgery Service Model review for GM service to Cottage hospitals 'New ways of working' through the Transforming Primary Care Programme Board, including alignment with the new GMS contract. | High | Medium | C Campbell | 30/03/2018 | Planning, Performance & Resource Committee |

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| 1363 | Increasing Reliance on IM&T | Safe | Business | 09/11/2015 | There is a risk created by the increasing reliance on all NHSL IT systems and infrastructure. As the use of IT systems and infrastructure are stretched without proportionate investment, there is a greater likelihood of aspects of these systems failing with direct impact on the medical management of patient care. This risk is further increased by the increasing level of interoperability between systems. | High | Development of contingency arrangements both technical and with service leads to provide for continuity of operation in the event of systems failure, i.e. Graypack, Acute Services contingency arrangements NHSL approved eHealth Strategy eHealth Executive Group with oversight of planning and investment for ehealth Strategy SAER completed with recommendations set out to inform action plan Business Continuity Plans reviewed with additional action card system and hot debrief processes now in place. Recruitment of a new role - eHealth Service Continuity Manager underway | High | Medium | C Sloey | 30/04/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| Ę | 983 Ou Ol Se | utcome Reports from der Peoples ervices Inspectorate | Effective | Clinical | s/2012 | There is a risk that despite having Organisational and support systems in place, NHSL does not meet the criteria of announced and unannounced visits by HIS to inspect services for Older People in acute care, with the potential for NHSL to be subject to adverse publicity following publication of the Reports. | Medium | Older People in Acute Care (OPAC) Steering Group Agreed Board Reporting Debriefing Action Plans OPAC Improvement Board Patient Safety Walkrounds Care Assurance Board reporting to HQAIC Self Assessment Complete prior to site visit Local OPAH pre visit concluded - Actions for improvement noted by local team. Revised approach being taken to auditing standards of care delivery at ward level. Team Leaders and Charge Nurses have Objectives set to drive improvement Continuously developing initiatives through 'John's campaign' | Medium | Low | l Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 1349 | Child Protection | Safe | Reputation | 01/10/2015 | There is a risk that despite organisational and support systems, there is potential for failure to protect vulnerable children. | High | Compliance with national standards working in collaboration with other agencies; Child Protection Supervision system; record keeping; information sharing and governance; monitoring and reporting and training programme, both single and multi-agency. National, regional and local multi-agency Child Protection policies and procedures and NHS Lanarkshire's additional Child Protection policies. Review of existing NHSL workplan and collaboration in development of multiagency workplan linked to Care Inspectorate Reports for North and South Lanarkshire. NHSL associate work will be delivered via a number of established NHSL groups and committees and tracked via a single masterplan. Continuous self evaluation and service improvement through annual review and reporting. Directly linked to Public Protection Objectives. Governance arrangements confirmed with reporting through HQAIC. Benchmarking against local and national case reviews to ensure learning informs NHS Lanarkshire Child Protection work. Experienced multi-disciplinary Child Protection Team available to advise and support staff and managers throughout NHS Lanarkshire and partner agencies in relation to child welfare/protection concerns and clinical input provided by Child Protection Paediatricians as appropriate. Discussion underway with designated Child Health Commissioner relating to representation and engagement on | Medium | Low | I Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 1310 | Nursing - Availability of Specialist Practitioners | Safe | Clinical | 6/2015 | There is a risk that NHSL may fail to recruit adequate numbers of Health Visitors and District Nurses with Specialist Practitioner Qualifications (or equivalent) because of insufficient supply both locally and nationally, leading to challenges in meeting local needs. | Medium | Workforce and workload planning process identifying and highlighting changing needs. Collaborative working with UWS to ensure appropriate pathways to support recruitment and retention. Senior Leadership and Management engaged in business continuity planning to ensure no adverse impact of changing workforce profile and secondary impact of temporary absence associated with any unplanned leave Agreement reached at CMT to support further training of additional HV Students and ongoing Training Plan in place New National Guidance for District Nurse Training launched December 2017. Workforce Planning at Government level through Scottish Executive Nurse Directors (SEND), under the 'Transforming Nursing Roles' Agenda. Collaborative caseload review between North & South H&SCP's to enable effective skill mix aligned to demand and workload. | Medium | Low | l Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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|-----|--|-------------------------|----------|-------------|---|----------------------|---|----------------------|---------------------------|------------|-------------|-------------------|
| 594 | Prevention & Detection of Fraud, Bribery and/or Corruption | Effective | Business | 2/2009 | There is a risk that NHSL fails to prevent, appropriately identify, investigate and report fraud, bribery and corruption. This has the potential to adversely affect clinical care, staff, the Board's financial position, and the reputation and public perception of NHSL. | High | Participation in the National Fraud Initiative: Fraud Policy & response plan, SFI's, Code of Conduct for board members and Staff, Internal Audit, Internal Control System and Scheme of Delegation (level of individual authority) Appointment of Fraud Champion Appointment of Fraud Liaison Officer Key contact for NFI, who manages, oversees, investigates and reports on all alerts Audit Committee receives regular fraud updates Annual national fraud awareness campaign On-going fraud campaign by the Fraud Liaison Officer through comms plan Learning from any individual case Enhanced Gifts and Hospitalities Register Procurement Workshops for High Risk Areas Enhanced checks for 'tender waivers' and single tender acceptance Increased electronic procurement that enables tamperproof audit trails Planned internal audit review of departmental procurement transactions and follow up on the implementation of the Enhanced Gifts and Hospitalities Register Annual Review with the National NHS Counter Fraud Services | Medium | Medium | LAce | 28/09/2018 | Audit Committee |

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| 659 | Failure to deal effectively with major emergency | Safe | Clincal | 01/08/2009 | There is a risk that NHS Lanarkshire is unable to prevent or effectively manage a major emergency, potentially resulting from the passive nature of the threat and/or the nature or scale of the major emergency and could result in excess morbidity and mortality | Very High | Major Emergency Plan Resilience Group meets regularly to review actions Evaluate and review Plan regularly. Standards and monitoring in place with external scrutiny by HIS CGRM Review and West of Scotland Regional Resilience Partnership (RRP) COMAH sites major incident plans Monitor, evaluate and revise site plans Ensure Public Health staff aware of specific responsibilities Staff education and training Ensure appropriate cohorts of staff receive education and training Monitor, evaluate and revise education and training Monitor, evaluate and revise exercises Jundertake, monitor, evaluate and revise exercises Jundertake, monitor, evaluate and revise exercises Joint Health Protection Plan BCP plans tested at Corporate and Divisional level Multi-agency monitoring Group Lessons learned from national exercise 'Safe Hands', mass casualty testing 'Boarder Revier' and the CMT tabletop exercise (30th October 2017) Completed Review of the NHSL Resilience Group function and Term of Reference Investment for Resilience Infrastructure that includes the appointment of a Resilience Manager and supporting site resilience facilitators Development/ Refresh of Primary Care Mass Casualty Plans for completion end of March 2018. | Medium | Medium | G Docherty | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 847 | Adult Support and Protection | Safe | Clinical | /2010 | There is a risk that within NHSL, there is failure to identify where adult support and protection is breached, and that this is not notified to the relevant authorities timeously with the potential to adversely impact on adults receiving care from NHS Lanarkshire and the reputation of NHS Lanarkshire. | High | National Adult and Support Protection Guidelines implemented. NHSL ASP Policy Multi-agency Guidelines Public Protection Group for NHS Lanarkshire (Chaired by Director of NMAHP'S) Lanarkshire Multi-Agency ASP Committee for both North and South (2 Committees) Reporting and Recording of Incidents (Datix) Enhanced Escalation Process Training Needs Identified and agreed Implementation of an Annual letter (in August) to all registered nurses highlighting Code of Conduct, facilitated through Practice Development. Multi - Agency Chief Officers Group to oversee all Public Protection Issues Annual Report to HQAIC, including training and referral data. Quarterly reports to Director of Nursing for H&SCP on training and referral monitoring and numbers. | Medium | Low | l Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 84 | Outcome Reports from HEI Visits | Effective | Clinical | 2/2011 | There is the risk that NHSL does not meet the HEI Standards at each visit (announced and unannounced, despite having organisational and support systems in place, with the potential for NHSL to be subject to adverse publicity following publishing of the Reports. | gh | Detailed SIPS audits in place monthly Infection prevention & control audits in place Reported via Hospital Management Teams Executive led environmental / infection control visits increased now multi-level (CMT & OMT) Immediate feedback and action taken on the day to address any deficits. Also formal reporting of findings to OMT, CMT, LICC, HQAIC and Board continues IPCT Workplan 2017/18 Local inspection programme led by the Head of Infection Prevention & Control Introduction of skills lab based at Hairmyres Hospital. Hospital Hygiene Groups with a focus on compliance with hygiene standards, reporting to LICC. Announced HEI Inspection Report for Udston Hospital. | Medium | Low | l Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 980 | National Change of HR / Workforce electronic Systems from SWISS to EEES | Effective | Business | 9/2012 | There is the risk that with the implementation of the new national eEES (electronic employee support system) to replace the SWISS system, there will be a loss of reliable information with a potential impact on recruitment, payroll, workforce monitoring. | Medium | National Programme that is Project Managed HR Director now a member of the National Implementation Board. NHS Lanarkshire is now in the pilot or first phase implementation enabling lessons learned at these stages to improve implementation and function. Enhanced IM&T and personnel infrastructure in place. Preparation and Training time for relevant Staff. EMPOWER has had licence extended to maintain electronic recruitment functioning. Implementation of the recruitment module, although migration of data delayed. Commenced review of IREC, involving HR shared services workstream, specialist IT team, ATOS and Scottish Government (representation to be confirmed). products option appraised and tendering to be complete by end of December2017. National Progamme Manager appointed and Programme Board Infrastructure in place and increasingly supported through Regional help NHSL 'champions' infrastructure with develoment of a training programme for mangers. | Medium | Medium | K Small | 28/09/2018 | Staff Governance Committee |

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| | Adequacy of capital & recurring investment for Monklands | Effective | Business | 01/04/2008 | There is a risk that the level of capital and non-recurring investment set aside for Monklands Hospital will not be sufficient as a) Monklands is an ageing property / facility b)Development of the clinical strategy for future services requires extensive financial capital not yet quantified. | | Detailed risk assessment of Monklands estate issues Phased investment plan to ensure highest risks and greatest benefits addressed as a priority Monklands Investment Programme Board established to oversee the process Framework partner appointed to work through phases of estates work. Progression of Monklands Hospital Replacement / Refurbishment Project, Initial Agreement (IA) approved through SG with agreement to move to Outline Business Case (OBC). Monklands replacement has been established as a Regional High Priority | Medium | Medium | L Ace | 28/09/2018 | Planning, Performance & Resource Committee |
| | NHSL does not comply fully with statutory requirements and obligations. | Effective | Business | 07/02/2008 | There is a risk that NHSL does not comply fully with statutory requirements and obligations potentially exposing NHSL to prosecution, improvement notices and / or corporate homicide. | High | NHSL has in place a Legislative Framework, overseen through the CMT and updated by the Head of Occupational Health & Safety with the responsible Directors. There is a range of controls to fully comply with statutory requirements and obligations. Details can be obtained on request. | Medium | Medium | Coporate Management Team | 28/09/2018 | Staff Governance Committee |

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|----|---|-------------------------|-----------|-------------|---|----------------------|--|----------------------|---------------------------|-----------------------------------|-------------|---|
| | Sustainability of the 2 Site Model for OOH Service | Safe | Business | 2/2017 | There is a risk that the 2 site model of delivery of an Out of Hours (OOH) service cannot be sustained resulting from national and local disengagement of salaried and sessional GMPs, resulting in the potential to adversely impact on patient care, partner services including A&E, the national performance targets and the reputation of the partner agencies. | High | Short - term increase in pay rates for GP sessions New service Business Continuity Plan Continuous engagement with IJB and Acute Monitoring of performance against the Key Quality Indicators on a weekly basis through CMT Implementation of a Liaison Nursing Service for Mental Health and Paediatrics Planned approach to develop Advanced Practionerd for Nursing and Paramedics, currently at early implmentation stage. GP sustainability continues to be fully monitored through Primary Care Transformation Programme Board | Medium | Medium | C Campbell / V DeSouza / J Hewitt | 30/03/2018 | Planning, Performance & Resource Committee |
| | Safe and Effective Decontamination of Casualties Exposed to Radioactive or Biological Agents. | Safe | Clinical | 1/2017 | There is a risk that NHSL cannot fully respond to the safe management of casualties contaminated with radioactive material or biological agents resulting from a Scottish Government delay in provision of an adequate number of validated decontamination suits. This has the potential to adversely impact on both staff and affected person(s). | High | •Six (6) Interim decontamination suits held at MDGH •MDGH designated site to receive casualties contaminated with radioactive material •Retention of existing suits for training purposes | Medium | Low | G Docherty | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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|----|--|-------------------------|----------|-------------|---|----------------------|---|----------------------|---------------------------|--------------------------------------|-------------|--|
| | Impact to NHSL resulting from the Bield Housing and Care Review : Care Transformational Strategy. | Effective | Business | 13/11/2017 | There is a risk that there will be increasing pressure on delayed discharge and unscheduled care risks for NHSL, resulting from transformational change to social care options by Bield Housing and Care Services. | Medium | Collaborative working with Beild representatives, service user and families/carers Seek support provider alternatives Support at Home Framework Plan an effective change over by the end of March 2018 | Medium | Medium | C Campbell / V DeSouza / J Hewitt | 30/06/2018 | r ranning, r enormance & Resource Committee |
| | Impact on NHSL Cytology Services resulting from National Change | Safe | Business | 20/03/2017 | Resulting from the national change to primary hr-HPV testing, there is an emerging risk that NHSL will meet a higher demand for cytology testing that may not be met or sustained as the workforce, and recruitment / retention gap widens and reduces the ability of other laboratories to meet the target. This will increase the burden on larger Health Board areas in particular, NHSL, with the potential to adversely impact on clinical outcome, performance and the reputation of NHS Lanarkshire. | | Current stable workforce in NHSL Physical environment exists for extended sessions in NHSL Distribution of work at critical periods across NHS Scotland Workforce Planning Monitoring of performance within NHSL Horizon Scanning Bid for NHSL to be the West of Scotland Test Centre | Medium | Medium | G Docherty | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 1484 | Off Payroll Workers new Tax Regime (IR35), and potential impact on NHSL effective from 6th April 2017 | | Business | 10/04/2017 | There is a risk of failure to identify individuals being paid under personal service contracts (PSC), leading to incorrect deduction of tax and NI at source, resulting in a liability to pay additional tax resting with the Board | Medium | Identification of Individuals commenced Assessment of the status agains the HMRC test of employment. Notification process to indivduals and agencies commenced Awarenss raising through CMT and line management structures Interaction with HMRC to establish how the Test of Employment Tool should be completed. | Medium | Medium | L Ace | 8 | Planning, Performance & Resource Committee |
| 1485 | Impact on Service Continuity resulting from implementation of new tax regime (IR35) | Safe | Business | 10/04/2017 | From implementation of the new tax regine IR 35, there is a potential risk that individuals will cease to contract with NHSL, if the tax is deducted by NHSL, leading to servcie continuity risk in some essential clinical and business areas. There is also the potential for Personal Service Companies (PSC's) to increase their charges. | edium | Identification of individuals commenced. Assessment of the status aginst the HMRC test of employment. Notification process to individuals and agencies commenced. Awareness raising through CMT and line management structures Building in IR35 principles to future contracts Corresponding with all medical agencies National Workstream to look at the correct tax treatment for the various GP posts. | Medium | Medium | L Ace | 28/09/2018 | Planning, Performance & Resource Committee |

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| 1431 | Sustaining a safe trauma and orthopaedic service for patients across NHSL. | Effective | Business | 08/08/2016 | There is a risk that NHSL cannot sustain the phase one 2 site model interim move for the trauma and orthopaedic service in the long term, resulting from insufficient senior clinical decision-makers. The proposed phase two of the redesign will enable additional resilience to the service and must be implemented as part of the Healthcare Strategy :Achieving Excellence. | High | Phase 2 implementation of redesign of services through the implementation of the new NHSL Healthcare Strategy and Communication Plan Project Board (Chaired by Director of Strategic Planning and Performance) in place reporting to the Strategy Group (Co chaired by NHSL Chief Executive and North & South Chief Officers). | Medium | Medium | C Campbell | 30/04/2018 | Planning, Performance & Resource Committee |
| 1592 | Ability to Meet the Diabetic Retinopathy Screening Uptake Target for Year 17/18 | Effective | Business | 13/02/2018 | There is a risk that NHSL will not achieve the uptake target of 80% for Diabetic Retinopathy Screening in the year 2017/18 resulting from a combination of IT and staffing issues. This has the potential to adversely impact on patient outcome and the reputation of NHSL. | | Additional screening clinics in place until May 2018 Vector IT issues now resolved and monitored Local IT investigating slow network speed at one particular site | Medium | Low | G Docherty | 30/04/2018 | Planning, Performance & Resource Committee |

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|------|-----------------|-------------------------|-----------|-------------|---|----------------------|---|----------------------|---------------------------|------------|-------------|---|
| 1466 | NMAHP Workforce | Safe | Clinical | 2/2017 | There is a risk that the overall NMAHP workforce will not be commensurate with the service demands resulting from retirement levels; sickness/absence levels; recruitment and retention of nursing staff and the higher than expected use of supplementary staffing. These combined factors have the ability to result in adverse impact on the continuity of safe and consistent delivery of care | Medium | Workload and workforce planning undertaken using national tools, on a cyclical basis. Gap analysis completed and informing future management Rostering Policy in place and monitored Reablement of site deployment of supplementary staffing across all care settings Supplementary NMAHP staffing through Bankaide has KPI's and continuously monitored HR oversight and intensive support in managing sickness / absence with improved return to work planning, supported by Unit NMAHP workforce groups NHSL NMAHP Workforce Steering Group Nursing Workforce dashboard continuously monitored and acted on through professional leads. Negotiations with UWS, GCU & QMU regarding increase of intake of NMAHP's per annum, and immediate recruitment with NHSL Development of a recruitment strategy aligned to workforce planning and student nurse / AHP graduation periods Influencing National Safe Staffing Legislation NHSL annual workforce risk assessment reporting to CMT and Operational Management Teams | Medium | Medium | I Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| | Nurses & Midwives Registration & Continuity of Service | Safe | Clinical | 2/2017 | There is a risk that there is failure of registered nursing and midwifery staff to pay the annual registration fee by the due date, mainly associated with human error impacting on the NMC payment systems eg notification of change of name, address, bank details, etc. This has the potential to adversely impact on service workforce, in particular, in specialty areas where there are smaller cohorts of essential skills . | Medium | NHSL Policy with a NMC Checking process in place Continuous monitoring through practice development and reporting to Executive Director of Nursing (NMAHPS) and reporting to HQAIC Communications Strategy, advising on early notification to NMC on any changes and direct debit management of annual fee as a more reliable method of payment | Low | Low | I Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| | NHSL Ability to realise the required savings within year 2017/18 | Effective | Business | 1/2017 | In order to deliver a balanced budget, there is a risk that NHSL will not be able to realise the required savings for 2017/18, with the potential to impact adversely on current and subsequent years financial planning | Very High | Continuous financial planning including plans for covering any loss of saving Organisation wide efficiency drive with defined programme structure, overseen through CMT. Requirement for nationally mandated initiatives and policy changes that facilitate the realisation of the balance of the total efficiency savings requirement. Assessment of service impact from savings, with CRES schemes being risk assessed Further funding secured through negotiation with Scottish Government for 17/18 Regular financial scrutiny by Chief Executive, Director of Finance and Director of strategic Planning through scheduled scrutiny panel meetings. | Low | Low | L Ace | 30/03/2018 | Planning, Performance & Resource Committee |
| | NHSL fails to engage appropriately with internal and external stakeholders in the pursuit of its objectives | Effective | Business | 2/20 | There is a risk that NHSL fails to engage appropriately with internal and external stakeholders in the pursuit of its objectives. | Medium | Informing, engaging and consulting people in developing health and community care services is prescribed in the extant Chief Executive Letter CEL (2010) 4, which makes clear the requirement to engage with the Scottish Health Council on relation to service change proposals. NHSL has a range of controls set out to mitigate against this risk. Details can be obtained on request. | Low | Low | Corporate Management Team | 28/09/2018 | Planning, Performance & Resource Committee |

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| 572 | 2 Minimising the risk of HAI across NHSL | Safe | Clinical |)/2009 | There is a risk that HAI will not be adequately prevented and subsequently controlled, within NHSL, resulting from inconsistency in compliance with guidelines, Policies & Procedures. This has the potential to adversely affect patients, staff, the public and the Corporate Objectives. | High | HAIRT reporting to Board bi-monthly Exception reports are presented as appropriate Healthcare Associated Infection (HAI) is considered quarterly by the Healthcare Quality Assurance Improvement Committee (HQAIC). Reports are also considered at Acute Clinical Governance & Risk Management Group and the Mental Health and Primary Care Support, Care & clinical Governance Committees. Data is discussed at SCN forums within acute and primary care settings CDI Care Plan in place which advises nursing staff to ensure that patients/relatives receive an information leaflet on the condition and discuss the patients care plan and the need for isolation. The named consultant and all medical staff caring for patients have professional responsibility to ensure that their patients are routinely advised of any confirmed diagnosis. The responsible medical staff ensure that patients are aware of the indication for any investigations and be willing to discuss with family (with patient consent). Professional lines of responsibility are clear, reporting through to Executive Lead and the Board. Systems and processes reviewed with reporting format and approach to monitoring and surveillance implemented and ongoing. | Low | Low | l Barkby | 28/09/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 982 | Number of trained NES Appraisers for Medical Staff and Progress | Effective | Clinical | | There is a risk that medical staff fail to be appraised annually, resulting from insufficient number of appraisers, with the potential that registration is withdrawn, adversely impacting on service delivery and patient care. | Medium | Oversight by Appraisal Steering Group with regular reporting of appraiser numbers Provision of adequate SPA time for appraisers in secondary care on-going support for appraisers through the 'Learning network for Appraisers' Development of a database to track completion of appraisals and job plans in secondary care Introduction of a more flexible approach to providing additional appraisals for Primary Care Training of additional appraisers programme within NHSL Recruitment of appraisers from outwith NHSL secured for Primary Care Development of 'fair allocation' for allocation of appraisers across acute sites. Retention of appraisers up to 5 years post retirement Secondary and primary care database developed and implemented, with admin support, to track the appraisal cycle for all doctors Introduction of an educational based appraisal for locum appointed service doctors. | Low | Low | I Wallace | 30/04/2018 | Healthcare Quality, Assurance & Improvement Committee |

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| 623 | Failure to prevent or contain communicable diseases | Effective | Clinical | 01/06/2009 | There is a risk that NHSL is unable to prevent or contain infectious disease: in the community at large; at institutional level (hospital, care home, etc); in vulnerable groups eg childhood immunisation, elderly groups; and influenza/pneumococcal immunisations, resulting in increased morbidity and mortality in the population. | High | Continuous increased surveillance (early warning) Prevention and control; implementation of transmission- based precautions; training; infection control collaborative working Overview of immunisation/vaccination Programme and continuing to implement expanded immunisation programmes with adequate coverage attained. Full implementation of the Scottish Hepatitis C Action Plan in Lanarkshire Business Continuity Planning for health protection. Major Emergency Plan : Lanarkshire Resilience Group, Evaluation and review of the Plan on an annual basis (or more frequently if required and the standards and monitoring in place with external scrutiny by Health Improvement Scotland (HIS) and the WoS RRP. Joint Health Protection Plan. Revised NHSL Pandemic Influenza Plan to reflect UK & Scottish Guidance and Scottish Pandemic Flu Exercise : Silver Swan. Vire across departments effective admin support for the public health function. HP Zone - information management system for communicable disease Winter Plan 2017/ 2018 Improved contact tracing (as learned from current Hep A outbreak) | Low | Low | G Docherty | | Healthcare Quality, Assurance & Improvement Committee |