

## TRUST BOARD – November 2023 - Integrated Governance Report

**Title:** KEY ISSUES AND ESCALATION POINTS  
**Name of Committee:** Adults Clinical Operational Board (COB)  
**Committee Chair:** ALIYYAH-BEGUM NASSER  
**Meeting Date:** 8<sup>th</sup> November 2023

### Summary of key messages and assurance:

The COB received the following:

- Half yearly update on Patient Experience and complaints for all services.
- Update on Cost Improvement Plans for 23/24
- Review of incidents for all areas – April 2023 – September 2023.
- Integrated Governance reports covering Quality, Finance, Workforce, Risks, Serious Incidents and updates on the transformation and innovation projects.

**Integrated Governance Report** – the COB received a detailed Integrated Governance Report updating the following:

#### Ambulatory Care

- Overall assurance opinions for Dynamic Health was substantial and reasonable for both iCaSH and dental services.
- **Dynamic Health** – slight increase in specialist waiting list this reporting period and reduction in physiotherapy waiting list. No serious incidents or patient safety concerns. Friends and Family scores circa 97%. Internal peer review has taken place with outstanding feedback. Mandatory training 95% and appraisal levels 89%.
- **Dental Services** – No serious incidents or patient safety concerns. 1 formal complaint received. Friends and Family feedback at 98.6% and overall mandatory training at 95.5%. Main challenges continue to be Dental Nurse recruitment; sickness absence and overall demand and capacity of the service.
- **iCaSH** – Financial position remains the biggest challenge with a significant overspend forecasted for year end, although the Board noted an improved position from last reporting period. No serious incidents or patient safety issues. Friends and Family feedback 97.76% and no formal complaints received. LARC waiting list static and PrEP waiting list reduced to 1.

#### Bedfordshire and Luton Adult Services

- Overall assurance for all services was reasonable.
- No SI or patient safety concerns.
- Vacancy rate across community nursing remains a focus as although reduced with international recruitment success, still too high.
- Friends and Family feedback 98% for Luton Adults and 95% for Bedfordshire Adults.
- Update on co-production activities was shared with the Board and it was noted the significant amount of work being undertaken with the voluntary sector.
- 1 formal complaint in the reporting period.
- Overall mandatory training compliance between 92% and 93% across the services.
- Diabetes service has a small waiting list for reviews at home and access to education programme. Anticipated to be cleared within 6 months.
- Service meeting all key performance indicators, however, variable performance against the different outcomes.

## Escalation Points:

### Matters for escalation and outcome required: No action required from the Board on any of the escalation points:

- Small number of key performance indicators; individual areas within mandatory training and variable appraisal rates across the different services. However, Board assured that plans were in place or being put in place to address.
- Significant forecast overspend across iCaSH services. However, discussions continue with commissioners and actions being taken within services to mitigate this.

### Risks of 15 or above and emerging risks:

- None

### Outstanding practice and innovation for the Board to note:

- **Dynamic Health** – internal peer review. The service received fabulous feedback and demonstrated outstanding delivery across all domains.
- **Dental Services** – Providing an emergency dental service for the homeless in Peterborough working collaboratively with the Light Project and other CCS services such as Dynamic Health and iCaSH, starting in November.
- **iCaSH** - service wide clinical audit plan. Participation in local and national audits, evaluation and learning shared across the service to improve patient outcomes.
- **Luton Adults** – some great examples of co-production across its diverse population and the introduction of the Admiral Nurse.
- **Bedfordshire Adults** – Singing for Lung Health – running a joint weekly group at the Luton Treatment Centre.

Author:	Anita Pisani
Job Title:	Deputy Chief Executive
Date:	8 November 2023