

TRUST BOARD – July 2023 - Integrated Governance Report

Title: KEY ISSUES AND ESCALATION POINTS
Name of Committee: ADULT CLINICAL OPERATIONAL BOARD (COB)
Committee Chair: GARY TUBB
Meeting Date: 5th July 2023

Summary of key messages and assurance:

The COB received the following:

- Update on April and May 2023 financial position for all services covered by this Clinical Operational Board (COB). Area of pressure is iCaSH services Trust wide, with significant monthly overspend predicted. Both non-pay and pay pressures and proactive conversations underway with each Commissioner.
- Thematic Reviews and updates for all services in the following areas: Annual staff survey improvement actions; annual patient experience thematic review April 2022 – March 2023; Annual report of incidents – April 2022 – March 2023.

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

Ambulatory Care

- In May 2023, both Dental Services and Dynamic Health held service wide conferences. Both were very successful and brought staff, commissioners, and support service colleagues together to share learning.
- Demand and capacity challenges evident in each service and work is underway to manage this increasing demand .
- No quality concerns raised in reporting period.
- All services scored highly on their friends and family feedback.
- Overall mandatory training for the division is at 98%.
- Targeted plan in place across division to tackle the increasing incidents of violence and aggression. Tangible actions in place to address and improve the working environment.
- **Dynamic Health** – substantial assurance. Positive decline and sustained improvement in waiting times for first appointment in physiotherapy. Trajectory to be below 18 weeks by end September 2023. Specialist service trajectory for below 18 weeks is by end December 2023. Assurance given that all urgent referrals are seen within 2 weeks.
- **Dental** – reasonable assurance. Main challenges continue to be recruitment and overall demand and capacity of the service. Success recently on recruiting to 2 Dental Nurse Apprenticeship posts and focus remains on Dental Nurse recruitment and retention. Exception reporting in place to ensure accurate waiting list data and a proposed trajectory for reducing the waiting list will be presented at the September 2023 Clinical Operational Board. Assurance given that patients on both the general anesthetic and routine special care waiting lists are prioritised.
- **iCaSH** – reasonable assurance – Bedfordshire iCaSH bid submitted June 2023 for retention of these services. Outcome awaited. Significant reductions seen in both Long Acting Reversible Contraception (LARC) (33% reduction) and PrEP (81% reduction) waiting lists. 48 hour access in Cambridgeshire remains a challenge and pressures around access to the service via 0300 telephone number. Transformation team supporting the service with improving telephony access. Other services may be retendered during 23/24.

Bedfordshire and Luton Adult Services

- Agreed that substantial assurance was given to the Clinical Operational Board through the presentation of the report. Increased from reasonable.
- Improving position in terms of mandatory training, appraisals and sickness which is underpinned by an improving staffing position.
- Strong financial position and plans in place to recruit to vacant posts.
- Services continue to meet all key performance indicators and no serious incidents in reporting period.
- Updates on the transformation work being undertaken in Urgent Community Response and Virtual Wards services in partnership with local partners across Bedfordshire and Luton.
- Recruitment currently taking place for Nurse Consultant and Advanced Care Practitioners to work across both our services and East London NHS Foundation Trust services in Bedfordshire.
- Focus remains on health and wellbeing.
- Peer review undertaken with Tissue Viability and District Nursing teams. Good/Outstanding rating awarded in all five care quality commission domains.
- No formal complaints received within reporting period.
- Active co-production taking place through local working together group and a number of involvement partners have now been recruited and taking part in interview panels.
- Other areas of service improvements were discussed in particular reducing multiple visits and launching of our unscheduled care hub in early July.
- Potential future risk identified in relation to provision of remote monitoring as current contract is due to expire January 2024. Work underway to mitigate this.

Escalation Points:

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

- Predicted iCaSH overspend. Work is currently underway to mitigate this. 1 QWETT score in Cambridgeshire and Peterborough above 16 – due to recruitment and telephony pressures.
- Dental Services –Sickness levels remain high both long term and short term. Absence trigger points continue to be managed in line with policy.
- iCash – 48 hour access – at 78.7% against a target of 80%.
- Ambulatory services – overall sickness rates remain above target, however, assurance given on plans and actions in place to address.
- Luton Adults - sickness levels above target however are showing signs of reducing.

Risks of 15 or above and emerging risks:

None

Outstanding practice and innovation for the Board to note:

- Dynamic Health and iCaSH service wide conferences
- Dynamic Health system and regional working.
- Celebrating our administrative staff with Trust wide events in April 2023.
- Dental Services – 3608 children participating in supervised toothbrushing programmes along with 547 adults who have received Oral Health training.
- iCaSH wide friends and family 96.7% with 1023 responses in May 2023.
- iCaSH – Audit and Research plan – active participation in local and national audits, evaluation and learning shared across the service to improve patient outcomes.
- Bedfordshire and Luton Adults – continued focus on staff health and wellbeing activities.

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