

## TRUST BOARD – September 2023 - Integrated Governance Report

**Title:** KEY ISSUES AND ESCALATION POINTS  
**Name of Committee:** ADULT CLINICAL OPERATIONAL BOARD (COB)  
**Committee Chair:** ALIYYAH-BEGUM NASSER  
**Meeting Date:** 13<sup>th</sup> September 2023

### Summary of key messages and assurance:

The COB received the following:

- Stories from staff in iCash and MSK who described their journeys through apprenticeship training, including their experience of learning and practical application during their learning experience and the opportunities and challenges through their journey.
- Integrated Governance reports covering Quality, Finance, Workforce, Risks, Serious Incidents and updates of the Transformation and Innovation projects.
- Thematic Reviews included Annual Major Incident / Business Continuity and Surge and Escalation updates.

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

#### Ambulatory Care

- The overall Assurance opinion for Dynamic Health was *substantial* and *reasonable* for iCash and Dental services.
- There continues to be a significant overspend in the iCash financial position due to the cumulative impact of previous pay awards, the increased inflation costs and increased online STI testing activity. Discussions are ongoing with each commissioner regarding plans to support/mitigate finance pressures.
- Demand and capacity challenges evident in each service and work is ongoing in all services to continually explore efficiencies to maximise clinical capacity.
- There were no quality concerns raised in reporting period.
- All divisional Mandatory training compliance is 96%, a reduction of 2%. Where there were areas of non-compliance appropriate action was in progress.
- The divisional Friends and Family feedback activity had increased with 3196 patients responding and a satisfaction score of 96.85%.
- **Dynamic Health** – *substantial* assurance. There has been positive service feedback from Regional MSK and NHSE team; a £100k underspent in month and £104k underspent YTD; waiting times continue to see a positive decline and a sustained improvement in waiting times for first appointment in physiotherapy; there had been continuous improvement project demonstrating service improvements through the service including health inequalities focus; compliance with mandatory training and appraisals; and a high patient satisfaction via FFT
- **Dental** – *reasonable* assurance. Main challenges continue to be recruitment and overall demand and capacity of the service.
- **iCaSH** – *reasonable* assurance – Finance overspend was £523k at month 4. Actions to mitigate are underway; strong KPI performance with non-compliance scrutiny and actions; LARC demand management across the region; there were minimal PrEP waits; Mandatory training and appraisal compliance below threshold in some areas with scrutiny and plan to resolve; there was an increased number of FFT responses iCaSH wide scoring 96.54% satisfaction

## Bedfordshire and Luton Adult Services

- Agreed that *substantial* assurance was given to the Clinical Operational Board through the presentation of the report.
- There was an ongoing positive position in terms of mandatory training and appraisals. A worsening position in terms of sickness highlighted in the previous COB has now levelled off..
- Strong financial position and plans in place to recruit to vacant posts.
- The significant work within co-production, including a dedicated dementia service survey. Later in the report there is an update on the co-production role with a focus on inequalities reported in the previous COB.
- There were three Risks, two of which are linked to staffing resource. However, both these continue to improve with anticipated reduction in risk in the future. The third risk relates to driving restrictions for the international recruits
- The continued transformation work being in Urgent Community Response and Virtual Ward with a particular emphasis on the developments relating to the unscheduled care hub and step-up virtual ward pathways.
- Reported progress against the three year plan.

### Escalation Points:

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

- **Virtual wards** and scaling them from the adult care experiences – There is now a fully functioning virtual ward operating in Luton. A Consultant Geriatrician and ACP have started taking part in visits to patients at home under the VW model, working alongside the Community Rapid Response/UCR Team. The Consultant has been completing complex geriatric assessments, reviewing medications, and organising additional clinical tests for acutely unwell patients. This has already resulted in patients remaining in their home rather than having to attend hospital. An initial study of 57 patients has shown that 35 avoided hospital admission.
- **Approach to understanding the measurement and scaling the work to address inequalities** – examples from pulmonary rehab services targeting hard to reach patient groups, making the service more inclusive by advertising through different channels, providing transport for patients and supporting the patients through the programme and Dynamic Health who about to start delivering on the homelessness bus.
- **Understanding Holistic view on multi year CIP reporting**
- **iCaSH financial position** - Finance overspend is £523k at month 4. Actions to mitigate are underway. The overall challenge is the lack of inflationary uplifts over the lifetime of the contracts and the increasing costs due to increased activity. Negotiations with each commissioner are live and expected to improve the position although savings within the service will still need to be made.

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

- None

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

- Dynamic Health continue to support and grow develop their Admin apprentices into clinical roles
- Dental Services – plans in place to provide an emergency dental service for the homeless in Peterborough working collaboratively with the Light Project and other CCS services such as MSK and iCaSH.
- iCaSH wide friends and family 96.5% satisfaction with 1987 responses received in June and July
- 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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