

TRUST BOARD - July 2024 - Integrated Governance Report

Title: KEY MATTERS AND ESCALATION POINTS
Name of Committee: Adults Clinical Operational Board (COB)
Committee Chair: ALIYYAH-BEGUM NASSER
Meeting Date: 2nd July 2024

Summary of key messages and assurance:

The COB received the following:

- A presentation from the patient experience team on the co-production of the Trust's updated patient experience policy. A short Vimeo was shown which included the voices of those involved – the committee thanked the team for an excellent piece of co-production.
- Annual patient experience and participation reports for both divisions.
- Annual review of patient safety incidents for both divisions.

The Chair observed that across the different services and leads that there was a high level of engagement and cohesion, which was fabulous to see.

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

Bedfordshire and Luton Adult Services

- Overall assurance for services was **substantial**.
- It was reported that services were in a good, stable place, which is providing capacity for the leads to be more pro-active and focused on improvement.
- High level of overall mandatory training achieved, with safeguarding level 3 remaining slightly below target. Additional sessions in this area are also being put on to help with access.
- Appraisal rates good and focus remains on the quality of these.
- Workforce continues to grow, and most recent international recruits have settled in well and they have all passed their assessments.
- Sickness levels, remain above target, but are on a downward trend and expectation is that this should continue. Turnover levels have stabilised under 10%, which is significantly below national community trust average of 14%. Stability levels above trust target.
- 24/25 financial performance to date on plan and cost improvement plans being developed. 40% of the target identified to date. Work continues in this area.
- Local staff survey improvement plan in place and focused on 4 areas.
- Update given on the development and refresh of standard operating procedures for all services.
- The service is also improving its performance on incident management and shared learning.
- Friends and Family positive feedback above 96% for all services.

Ambulatory Care

- Overall assurance opinions for Dynamic Health – **substantial**, iCaSH - **reasonable** and Dentistry – **reasonable**.
- Divisional finance update – 24/25 financial performance on track and showing a very small overspend year to date. Cost improvement plan being developed with 50% of the target

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identified recurrently and 50% non-recurrently. Work continues in this area, with specific focus on sustainability of iCaSH services.

- **Dynamic Health** – waiting times for physiotherapy services has slightly increased to 9 weeks and specialist services reduced to 7 weeks since last reporting period. All urgent referrals however do continue to be assessed within 2 weeks. Overall mandatory training compliance above target at 98%; Friends and Family positive feedback above target at 92% and several positive comments continue to be received from patients. Service has piloted a new digital tool to help with record keeping and are keen to roll this out. On-line booking being rolled out even further and continues to show positive results. Staff survey local plan in place and service focusing on 4 areas.
- **Dental Services** – average waiting times for special care dentistry in Cambridgeshire and Peterborough remains at 24 weeks and not patients over 41 weeks without a booked appointment. This is an improvement of 6 weeks since last reporting period. Waiting times in Suffolk special care dentistry have decreased from 17 to 7 weeks. Minor oral surgery waiting times have reduced from 6 weeks to 5 weeks. Sickness remains above target but is showing improvements. Local staff survey plan in place in place and is focused on 3 areas.
- **iCaSH** – financial pressures remain the biggest challenge for these services, but the service is making improvements in this area. Friends and Family positive feedback service wide 95% and above. Overall mandatory training above target at 98%. Improvements seen in Long-Acting Reversible Contraception waiting lists – reduced from 1261 to 828. The service safely transferred iCaSH Suffolk services to a new provider on 1st May 2024 and have successfully transferred in from Terrence Higgins Trust in Norfolk and Milton Keynes. Subject to final sign off the Cambridgeshire and Peterborough contract will be further extended by 6 years. Local staff survey plan in place and focused on 3 areas. Service celebrated its 10th birthday at the beginning of July 2024.

Escalation Points:

Matters for escalation and outcome required:

- None

Risks of 15 or above and emerging risks:

- None

Outstanding practice and innovation for the Board to note:

- Shine a Light winners in both Dynamic Health and iCaSH services.
- Co-production of patient experience policy.
- Luton Adult service roll out of point of care testing within its virtual ward services.
- Dynamic Health – Kate Howard visited Hinchingsbrooke site and was impressed to see the wide range of interventions and support that was being offered to our patients.
- Dental Services – Minor Oral Surgeon Jetty Kuleep received accolade at his primary employer for outstanding leadership.
- iCaSH services continue to be actively involved in research.

Author:	Anita Pisani
Job Title:	Deputy Chief Executive
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