

## TRUST BOARD – January 2024 - Integrated Governance Report

**Title:** KEY MATTERS AND ESCALATIONS REPORT  
**Name of Committee:** Adults Clinical Operational Board (COB)  
**Committee Chair:** ALIYYAH-BEGUM NASSER  
**Meeting Date:** 10<sup>th</sup> January 2024

### Summary of key messages and assurance:

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

#### Ambulatory Care

- Overall assurance levels: Dynamic Health - substantial, iCaSH - reasonable and Dentistry - substantial. Services maintaining high levels of overall mandatory training compliance and positive friends and family feedback.
- Divisional finance update – main area of challenge remains financial gap for iCaSH services, however, this has reduced since the last reporting period and work continues to reduce this further. Cost improvement target for 23/24 has been identified and being delivered recurrently.
- **Dynamic Health** – waiting times in physiotherapy services has seen improvement (reduced to 5 weeks) and specialist waiting lists have been maintained (9 weeks). Improvement plan in place to improve specialist waits in place and being delivered. Vacancy and sickness levels consistently low and online booking being rolled out across the service which has had a significant positive impact on the volume of calls being received by the service.
- **Dental Services** – biggest challenge remains waiting times within special care dentistry across Cambridgeshire and Peterborough services (24 weeks). Work continues on how to manage demand and further discussions planned with commissioners. Sickness rate for the services remains consistently high, although is on the decrease, and this remains an area of focus.
- **iCaSH** – financial position across services remains the biggest challenge, however, significant reductions in projected overspend achieved since last reporting period. Service is keeping under review the recently applied caps to express testing which was introduced in some services in early November. The long-standing challenge of call volumes across the service has seen real improvements in calls being answered. LARC waiting lists continue to reduce and waiting list for PrEP reduced to 0. The service is providing significant support to our iCaSH Suffolk team in relation to their transfer to a new provider on 30 April 2024.

#### Bedfordshire and Luton Adult Services

- Overall assurance for services was substantial.
- Main area of risk and pressure for services remains staffing levels due to vacancies and sickness levels. Vacancy factor for community nursing has reduced, however, this is still higher than the services would wish. Service planning an additional round of international recruitment with the aim of the nurses joining the services in March 2024.
- Friends and Family scores remain high for all services.
- Service continues to meet all contractual key performance indicators.
- It was noted that flu uptake overall for services was low and conversations continue across teams to understand this and will remain a focus of improvement for next year.

- Turnover improving and sickness levels have stabilised but remain high (Nov 23 – 7.13%). Focused piece of work is being undertaken in this area. Overall mandatory training compliance levels remain high between 93% - 96%.
- Services on track to achieve cost improvement plan target for 23/24.
- Urgent Community Response services continue to have a positive impact on system flow and working in partnership with the Ambulance Trust. Good progression seen in the development of the virtual ward. Currently developing the unscheduled care hub plan for Bedfordshire and looking to introduce call before you convey into this area.
- The Board discussed the importance of sharing patient stories to demonstrate impact and further work will take place in this area.
- Current pressures across the system were discussed.

### Escalation Points:

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

- Safeguarding level 3 training below compliance levels for the majority of teams. Services are focused on improvement in this area, however, the Board noted that this is an area where achieving/maintaining compliance is a challenge. Further discussions to take place with Chief Nurse and Assistant Director of Safeguarding to identify if any other options available to help improve compliance levels.
- Forecast overspend across iCaSH services. This has reduced since the last meeting and work continues to reduce this further.

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

- None

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

- **Luton Adults** – Luton Tuberculosis team taking part in the find and treat event in Luton in December 2023.
- **Bedfordshire Adults** – achieving 100% friends and family feedback in both October and November 2023.
- **Dynamic Health** – service has been commended by safeguarding colleagues in how MSK teams are identifying and managing domestic violence cases.
- **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. This started in November.
- **iCaSH** – service wide engagement in research activities – very active in this area with a number of different examples of research taking place.

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