

TRUST BOARD – September 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: 11th September 2024

Summary of key messages and assurance:

The COB had a very positive and engaging development session before the COB meeting, that focussed on ideas to make further improvements to the COB discussions, reporting and assurance framework in future. The actions resulting will be shared with COB members and implemented in the coming months.

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

Bedfordshire and Luton Adult Services

- Overall assurance for services was agreed as **substantial**.
- It was reported that services continue to be in a stable place and all safe indicators were rated as substantial.
- There continues to be high levels of achievement for overall mandatory training and information governance training. Focus continues on safeguarding adult level 3 training and ensuring that staff are proactively booking onto training in advance of their compliance date expiring.
- Appraisal rates continue to be in a good position, as is overall staff morale and sickness rates are reducing, particularly short-term sickness which is a reflection of the focused work in this area.
- Family and Friends Test performance remains positive and volumes of returns is still strong.
- Stability levels are being maintained and turnover continue to improve.
- 24/25 financial performance is showing an adverse position for the first time for the directorate as the CIP targets have now been added to budgets. The plans for delivering CIP (Cost Improvement Programme) were shared with the COB and further work continues to address the gap in the plan and this remains a challenge for the directorate.
- The transformation and innovation updates included the work on the unscheduled care hub, the support of the transformation team on the development of the single point of access and the urgent community response and virtual wards. The feedback from the recent NHSE (NHS England) visit for virtual wards was much more positive than last time and of particular note was the local focus on doing the right things and in a collaborative way.
- It was agreed to have a future session to discuss productivity and also to focus on the great improvement work that has been undertaken around reducing incidents.

Ambulatory Care

- Overall assurance opinions for Dynamic Health – **substantial**, iCaSH (integrated Contraception and Sexual Health services) - **reasonable** and Dentistry – **reasonable**.
- Divisional finance update – focus on 24/25 financial performance continues including the delivery of CIPs that are now within budgets. There have been a number of changes in both the income positions and CIP deliver in the reporting period, the position on CIP delivery was shared with the COB. Discussions to agree the funding of the NHS pay awards for local authority contracts is a particular issue for the directorate.

Dynamic Health

- There are no risks scoring 12 and above.
- There is a continued focus on waiting times and physiotherapy waits in Peterborough and for Pelvic Health remain a challenge.
- Overall mandatory training performance remains strong as do appraisal rates.
- Monthly sickness is higher than normal and stability rates have fallen due to a period of staff changes across the unit.
- Family and Friends test remain above 95%
- The financial performance to date is an underspent position of £17k and CIP delivery is closely linked to realizing the benefits of digital schemes including the roll out of automation, robotic process administration and digitization of letters.
- A report on year 2 of the service plan delivery was also reported to the COB.

Dental Services

- Incidents during the reporting period were reported as low and no harm. 2 PSIRF (Patient Safety Incident Response Framework) incidents were reported in the period. There were no serious incidents or never events.
- Incidents relating to service users aggression are increasing and supportive measures are in place.
- Family and Friends Test scores remain high
- Mandatory training remains above target but focus remains on ensuring that safeguarding level 3 training is booked where this has lapsed as performance has reduced
- Special care dentistry waits have reduced to an average of 19 weeks and actions to continue to try and reduce this further continue, including a business case for additional funding which has been successful along with additional recruitment.
- Dental access in C&P (Cambridgeshire & Peterborough) was impacted by unexpected absence
- The service has been successful in a bid for recurrent funding in Suffolk to provide extended referral criteria to include people with autism, learning difficulty and dementia within the special care contract
- The inclusion of the CIP target in budgets has resulted in a £109k overspend position overall. Work continues on the delivery of CIP schemes.

iCaSH

- There were no risks on the risk register scoring 12 and above and 1 issues scoring 4 due to financial sustainability
- All incidents in the reporting period were rated low or no harm
- Friends and Family feedback whilst remaining high was lower in this reporting period due to issues with telephony and website access.
- There were 4 formal complaints received in the period.
- Mandatory training, information governance training and safeguarding training all remain above target
- Significant progress in LARC (Long-Acting Reversible Contraception) waiting times has reduced the waiting list from 828 to 101 following changes in the clinical template as well as increased funded capacity.
- Pockets of staff shortages continue, and monthly sickness is high.
- Appraisal rates are above target and stability remains positive.
- Financial pressures remain the biggest challenge for these services, £110k overspent year to date including CIP. The service continues to make improvements in this area and have already identified £260k of recurrent schemes.
- The service plan updates was provided to the COB.

Escalation Points:

Matters for escalation and outcome required:

- The board should **note** the increasing challenges for all services of remaining within budget and delivering the cost improvements in the coming months.

Risks of 15 or above and emerging risks:

- None

Outstanding practice and innovation for the Board to note:

- In dynamic health, two admin staff received a “thanks a bunch” for their outstanding work and a member of staff received a ‘shine a light’ award
- The dental admin team have drafted a script for call handlers dealing with distressing calls from patients
- The Peterborough Homeless Health Hub evaluation showcased the dental support for the homeless community
- iCaSH is currently participating in a number of research projects

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