

TRUST BOARD - May 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: 8th May 2024

Summary of key messages and assurance:

The COB received the following:

- An annual update on the quality impact and equality impact assessments in relation to all relevant projects and programmes of work covered by this clinical operational board. In relation to safer staffing project, it was acknowledged that this needed to be completed in a pragmatic way considering other constraints within services. It was noted that a further update was to be provided at the May wider executives meeting.
- Annual thematic analysis of risks and issues linked to this clinical operational board.
- Annual update and learning in relation to information governance, which includes freedom of information requests and access to records.

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.**
- Main area of risk remains staff due to vacancies, however, this is currently being reviewed as an additional 4 international nurses have just joined the team. Vacancies remain in the community nursing team but are much improved (risk: 3337). Risk is likely to be reduced to 8.
- Detailed information was presented in relation to pressure ulcers developed whilst under the care of our services. Data for the past 5 years was presented which showed a downward trend and it was noted that 88.4% of incidents in this area were scored low or no harm.
- Performance in relation to mandatory training remains strong. Improvements required however in Adult level 3; information governance and resus. Individuals being reminded to complete as soon as possible.
- Small backlog for housebound patients and education programme within diabetes service, however, plan is in place to address this.
- Activity levels continue to increase with a 15.5% increase being seen for 23/24.
- Further detail in relation to staff survey results was presented. Bedfordshire results were 10% above the Trust overall performance and Luton results saw over a 7% improvement on last year results.
- Turnover continues to reduce – now below 10%.
- Update on 23/24 financial outturn was presented with no areas of escalation and efficiency plan for 24/25 currently being delivered.
- Confirmed that majority of 23/24 service plan delivered and 24/25 plan now in place and being delivered.
- NHS England regional virtual wards clinical team visited on 26 April 2024 and good progress was noted with our Bedfordshire wide service.

Ambulatory Care

- Overall assurance opinions for Dynamic Health – **substantial**, iCaSH - **reasonable** and Dentistry - **reasonable**.
- Divisional finance update – 23/24 outturn showed an overspend overall but significantly better than identified in month 6. Area of overspend linked to iCaSH services as previously reported. Division delivered their efficiency plans in 23/24 with the majority being recurrent. Focus remains on sustainability within our iCaSH services as we go into 24/25.
- **Dynamic Health** – waiting times for physiotherapy services 7 weeks and specialist services 8 weeks. Friends and family feedback remains 95% and above. Overall mandatory training compliance high 95% and above. Appraisal compliance 90% and sickness levels higher than normal in the reporting period for a variety of reasons. Good progress being made on the health inequalities plan and some great examples of growing our own staff were showcased, which also showed some excellent outcomes for individuals and the service. Service plan for 23/24 delivered and real improvements continue to be seen in self-booking and the positive impact this is having on our telephone calls. Staff survey saw an improved picture and further details will be presented at the next clinical operational board.
- **Dental Services** – family and friends feedback above 99%. Overall mandatory training 98.5%. Cambridgeshire and Peterborough Special Care Dentistry waits remains at 24 weeks with Suffolk Special Care Dentistry waits increasing from 14 to 17 weeks for a variety of reasons. Improvements forecasted in next reporting period. Minor Oral Surgery remain consistent at average wait time of 6 weeks. Service continues to work with Integrated Care Board on addressing legacy patients. Sickness levels remain high and targeted work continues in this area. Staff survey saw an improved picture and further details will be presented next time.
- **iCaSH** – financial pressures remain the biggest challenge for these services. Overall mandatory training levels remain above 97%. Overall Friends and Family feedback 95% in March, however, not at this level in all services. Long Acting Reversible Contraception waiting lists have increased since last reporting period from 897 to 1261 – shortest wait 2 weeks and longest 15 weeks – waiting well activities in place which has improved patient experience. Service has gone live with online booking in some areas for contraception. iCaSH Suffolk services have now transferred to their new provider (1 May 2024) – huge thanks to Anne Foley and the transitions team; Ellen Ballantyne; Tracey Cooper and Teresa Farrell.

Escalation Points:

Matters for escalation in line with escalation criteria, however, no action required from the Board:

- Financial outturn of iCaSH services 23/24 and the financial sustainability work that is taking place in 24/25 to address this.
- Some mandatory training subjects within services below compliance but all had plans in place to address and overall levels above target.
- iCaSH Quality Early Warning Trigger Tool – iCaSH Peterborough scoring 16 in February and March, due to high sickness/absence levels across the team.

Risks of 15 or above and emerging risks:

- None

Outstanding practice and innovation for the Board to note:

- Bedfordshire Adults – excellent staff survey results across all domains.

- Luton Adults – launch of high intensity user pathway to support patients with COPD to remain well and in their usual place of residence.
- Dynamic Health – the service continues to offer regular clinics for the homeless in collaboration with the Peterborough Light Project with good service user satisfaction.
- Dentistry – Currently mobilising a new tailor made oral health advice and prevention training programme for providers of people with learning disabilities in supporting living in Cambridgeshire and Peterborough.
- iCaSH – significant engagement in audit and research activities across the services

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