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| <b>Agenda Item No:</b> | <b>11ii</b> |
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| <b>Report to:</b>        | ICB Board  |
| <b>Date of Meeting:</b>  | Wednesday 13 September 2023  |
| <b>Subject:</b>          | Report of the meeting of the System Quality Group held on 10 August 2023 |
| <b>Director Sponsor:</b> | Teresa Fenech, Chair, System Quality Group                               |
| <b>Author:</b>           | Teresa Fenech, Executive Director of Nursing and Quality                 |

**STATUS OF THE REPORT:** *(Please click on the appropriate box)*

Approve  Discuss  Assurance  Information  A Regulatory Requirement

**SUMMARY OF REPORT:** *(A short summary of the key points set out within the report, with particular focus on **actions** and **outcomes**)*

The report is a summary of the meeting of the System Quality Group held on 10 August 2023.

**RECOMMENDATIONS:** *(Specify the recommendation(s) being asked of the meeting - use additional points as appropriate):*

Members are asked to:

- I. Note the report and the items that were discussed for the purposes of providing assurance.
- II. Discuss any items that require further clarification.

**ICB STRATEGIC OBJECTIVE** *(please click on the boxes of the relevant strategic objective(s))*

|  |   |
|--|---|
| Managing Today   | <input checked="" type="checkbox"/>   |
| Managing Tomorrow  | <input checked="" type="checkbox"/>   |
| Enabling the Effective Operation of the Organisation                                       | <input checked="" type="checkbox"/>   |
| <b>IMPLICATIONS</b> <i>(Please state N/A against any domain where none are identified)</i> |   |
| Finance  | N/A   |
| Quality  | Areas for development to assure quality assurance functions that are the responsibility of the committee. |
| HR   | N/A   |
| Legal / Regulatory   | Regulatory implications and statutory implications across a range of functions.                           |
| Data Protection / IG   | N/A   |
| Health inequality / equality   | N/A   |
| Conflict of Interest Aspects   | None  |
| Sustainability   | N/A   |

**ASSESSED RISK:** *(Please summarise the key risks and their mitigations)*

**MONITORING AND ASSURANCE:** *(Please summarise how implementation of the recommendations will be monitored and the assurances that can be taken from the report)*

**ENGAGEMENT:** *(Please provide details of any clinical, professional, or public involvement work undertaken or planned. Summarise feedback from engagement and explain how this has influenced your report. If you have not yet engaged with stakeholders include a summary of your plans.)*

**REPORT EXEMPT FROM PUBLIC DISCLOSURE** No  Yes   
 If yes, please detail the specific grounds for exemption.

## Report of the Meeting of the System Quality Group 10 August 2023

### 1. INTRODUCTION

The System Quality Group (SQG) was established as a forum to escalate issues, describe mitigations, gaps, and actions and to provide assurance to the ICB Quality Committee that it is delivering its statutory functions in a way that secures continuous improvement in the quality of services, against each of the quality dimensions set out in the Shared Commitment to Quality as per the Health and Care Act 2021 including reducing inequalities in the quality of care.

The Group exists to scrutinise the robustness of, and provide assurance to the ICB Quality Committee, that there is an effective system of quality governance and internal control that supports it to effectively deliver its strategic objectives and provide sustainable, high-quality care. The System Quality Group met on 10 August 2023 and was quorate. The following areas were discussed:

- o Place Based risks, issues, improvements, and learning
- o Significant quality concerns – maternity, UECN, IPC including Measles and Tuberculosis, mental health and LDA, dentistry, looked after children, SEND and workforce.
- o Providers in Quality Improvement Group status
- o Feedback from partners/providers
- o Feedback from Regional Quality Group
- o Feedback from Collaborative Groups

### 2. UPDATE

Common themes, key messages, and escalations for all six places which included:

**Impact of system pressures** - Urgent and Emergency Care. Places continue to see quality and safety impacts of ongoing urgent and emergency care pressures despite extensive system support.

**Workforce** - continues to be one of the biggest challenges across the system.

**The cost-of-living crisis** - more families and people living in poverty with an increased risk of poorer outcomes and ill health.

**Industrial action** – continues to challenge providers and systems.

**Looked after children** – national benchmarking data for children is to be submitted by each ICB. Quarter 1 data was submitted week commencing 7 August 2023 and includes analysis on emerging themes. Work has commenced to prepare the Quarter 2 data. Headline topics include:

- Children placed in/out of the ICB area; work is ongoing to collate data on placements. This remains a focus. It was noted that NHSE are considering a change of guidance and whilst this is awaited development of good practice will continue.
- Contracting with providers for health assessments and escalation processes for looked after children is under review. From the 42 ICBs placements are made in 22 of them; it is anticipated this number will be higher once accurate data is received.
- Good practice has been reported from Northeast Lincolnshire and this will be shared. This is a good baseline for improvements in other areas.
- Messaging to providers and families to be clear and concise.
- A Lead for Special Educational Needs (SEND) has been appointed and will commence in post within the next few months.
- Mapping work continues for clinical interventions in schools. Further development work is ongoing, and a task and finish group is being established; it was noted the commissioning arrangements are mature.
- The provision for 18–25-year-olds is good.
- Staff development training is ongoing to ensure staff are equipped to meet the complex needs of patients.
- Health services are reporting an increase in the presentation of injuries in children from dog bites. Actions have been agreed locally to pursue public health communications on promoting activity to prevent the occurrence of dog bites, but this may benefit from a wider system response.

### **Infection Prevention Control (IPC)**

It has been noted that there is an increase in *C.difficile* in hospitals. Mapping work has commenced to compare against the national picture. Humber and North Yorkshire have consistently high levels of *C.difficile* in York and Scarborough and MSSA in Hull. Improvement plans are in place and the ICB is supporting providers with the reduction and control of cases. A review will commence regarding practices across the system and good practice will be shared and adopted. A review of ICB place teams to be arranged to ensure the correct support is in place for all providers.

**Paediatric Audiology pathways** remains a key risk across the Northern Lincolnshire (NL) subsystem. Work continues with specialist support via national experts; including urgent work to ensure adequate capacity to meet the short-, medium- and longer-term requirements across all areas such as Paediatric audiology and specialist Paediatric Speech and Language Therapy (SALT) and Teacher for the Deaf capacity.

**Suspected suicides** a persisting worrying position exists with the number of suspected suicide cases in Northeast Lincolnshire. Since 1st of January 2023 10 suspected suicides have been reported. The Suicide Prevention Steering Group continues to lead on actions utilising the intelligence from the recently updated Suicide prevention Joint Strategic Needs Assessment (JSNA). An update on this work was reviewed at the June Place Quality Committee (PQG).

### **Providers in Quality Improvement Group status**

- **North Lincolnshire & Goole NHSFT**  
Out of special measures but surveillance continues; de-escalation out of special measures will be conditional. An update was given from NHSE regarding a transition support package that has received national funding, and the outcome decision is still awaited.
- **Tees, Esk & Wear Valley MH Trust**  
Segmentation work is ongoing together with assurance assessments. Progress has been made but the ICB and NHSE are to focus on niche reports.
- **York & Scarborough NHSFT**  
Continue at Intensive SOF Level 3 and remains the greatest concern at the present time.
- **Hull University Teaching Hospital Trust**  
Continue at Intensive SOF Level 3.

### **Forensic Pilot – Forensic Service in Safeguarding Adults**

The aim is to provide a service for adults at risk of harm who may have suffered a non-accidental injury as a result of physical abuse or neglect. A "proof of concept" is to be established and aims to end the inequality between adults and children. This pilot was developed following a safeguarding adults review. A service is commissioned by NHSE for 0–18-year-olds.

Achievements to date include the establishment of a clinical steering group and the upskilling of the workforce across all agencies. A service was established in North Lincolnshire and East Riding from May 2022 and the steering group is Chaired by the Director of Nursing for North Lincolnshire and Northeast Lincolnshire and is attended by multi-agency partners. The agenda for the steering group includes the review of policies and documentation and clinical cases. An independent evaluator also attended for discussions on cases.

It is anticipated the model will be implemented across the whole ICB footprint and information shared with regional colleagues. Discussions were held regarding funding possibilities and will be continued post meeting.

## **3. Summary**

### **System risk areas identified, and actions being taken:**

#### **Urgent & Emergency Care (UEC)**

**Actions in train:** Comprehensive monitoring by UEC board and supported by the collaboration of acute providers.

**Resource:** Innovation, Research and Improvement System (IRIS) and/or in year Quality Improvement (QI) resource supported by providers.

## **Maternity**

**Actions in train:** LMNS work programme in line with national expectations. ICB Director of Midwifery now in post and reviewing services across the locality including maternity processes, capacity, and management of risk

### **Clinical Indicators of harm common across providers such as IPC/Falls/PU\***

Falls prevention programmes are in place and the ICB continues to support providers and share learning. Quality Improvement tools and techniques will be included in staff training. Support is to be identified to develop a collaborative across all providers. It was reported the Community Collaborative has recently completed a stock-take of all commissioned falls services.

**Actions in train:** Patient Safety Incident Response Framework (PSIRF) implementation and providers individual focussed work programmes.

### **Initial Health Assessments (IHA) capacity and resulting delays**

**Actions in train** - there are reported delays in undertaking IHAs which should be completed within 20 days of referral. We are working to identify what the delays are and the variation across all 6 places in meeting the statutory 20-day requirement.

### **Children with special educational needs and disabilities (SEND)**

**Actions in train:** Capacity gaps being identified in commissioned services, particularly against the new framework recently published. There are delays in CYP accessing neurodevelopmental assessments due to capacity gaps.

**Possible gaps in actions required:** Need to undertake comprehensive gap analysis for both and develop a plan to address the gaps in commissioned services / capacity.