



HNY ICB Committee Assurance and Escalation Report

Report to: HNY Integrated Care Board

Report from: System Quality Group

Date of meeting: 14 December 2023

Committee Chair: Teresa Fenech, Executive Director of Nursing and Quality

Director Sponsor: Teresa Fenech, Executive Director of Nursing and Quality

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Key agenda items covered by the meeting

(A bulleted list of the key agenda items discussed at the meeting)

Detailed summary appended at AP3:

The following areas were discussed:

- Hot Topics
- Feedback from partners and collaboratives
- Overview/thematic review of current quality 'Place based' risks/issues/improvements
- Providers in Quality Improvement status
- Regional Quality Group feedback
- Maternity
- Expert by Experience User Story
- Winter Planning: Urgent and Emergency Care (UEC)
- Dentistry
- Reflections of the meeting
- Forward work plan

ALERT

(BY EXCEPTION ONLY - key matters and / or risks to alert or escalate to the ICB Board)

Any items to be escalated are via the Quality Committee

ADVISE AND / OR ASSURE

(BY EXCEPTION ONLY - Key decisions and any updates to advise the ICB Board on the matters the Committee was able to take assurance on or where additional information was required)

Domestic Abuse Sexual Violence (DASV) - Although funding remains a challenge, work is ongoing with mapping and articulating plans in support of current key items of focus which include but are not limited to the profile for Domestic Abuse Sexual Violence (DASV) and all issues which all agencies face relating to safeguarding (including the Home Office and NHS England) which follows new legislation issued.

November 2023 Chief Nursing Officer Summit Feedback was provided which included a keynote speech provided by Amanda Pritchard focusing on Urgent and Emergency Care (UEC), the longer-term strategy and professional oversight on health visiting, school visits and nursing.

Feedback from partners and collaboratives – A comprehensive update from all partners and collaboratives was provided which continues to share learning across the system. Strengthening engagement continues with updates becoming more robust at each SQG.

Report: Overview of Current Quality Place Based Risks, Issues, and Improvements – An update from Place provided, in the first instance, emerging themes across all places for the reporting period. Additional key messages, escalations, risks and issues raised by Place (outwith themes) is also provided. A detailed report is included from each place which includes key quality improvements/learning (and applauds).

System risks noted:

- Urgent and Emergency Care (UEC)
- Industrial action
- Workforce issues

Providers in Quality Improvement Group (QIG) status – the progress update included but was not limited to a status update and exit planning whilst acknowledging work needs to continue towards supporting addressing additional winter pressures.

8th December Regional Quality Group update (RQG) – Feedback from the RQG included a regional thematic overview, with areas of discussion which included but not limited to:

- Urgent and Emergency Care (UEC)
- Maternity and neonatal services
- Paediatric Audiology in terms of assurance requirements that providers are giving a quality service to patients.

Maternity update – an update is provided in support of the HNY Local Maternity and Neonatal System (LMNS) with a focus on current quality functions in terms of Maternity Safety Support Programme (MSSP). It is noted that areas for improvement have been identified for each provider; trajectories planned, and task and finish groups established as appropriate. Significant quality concerns/challenges expressed as part of the CNST exercise include but are not limited to aspects of the CNST Year 5 being challenging, but all Trusts continue to work hard against all actions required.

An investigation is ongoing into a spike in the number of neonatal deaths described against North Lincolnshire Place. As such reviews have been undertaken and the LMNS is in the process of checking the investigations carried out.

Expert by Experience User Story – A Yorkshire Ambulance (YAS) representative updated on patient experience cases, anonymised, as follows:

- Case study: Frailty Urgent Community Response (UCR) team
- Impact of Specialist paramedics: patient feedback
- Case studies: Impact of handover delays
- Case study: Delayed response

Winter Planning: Urgent and Emergency Care (UEC) – UEC remains the single biggest risk to patient safety and quality for the system and is included on the corporate risk register and

updates provided robustly as part of Quality Committee reporting.

Dentistry a detailed update was provided in support of dentistry due to it being a delegated authority to the ICB which came into effect on 1 April 2023. In excess of 200 providers are now working with the ICB to build relationships and develop services for the population.

There is a notable influx of inquiries from Members of Parliament, and efforts have begun to collaborate with dental practices in enhancing their efficiencies and progress.

Reflections from the SQG meeting included acknowledging the current quality and safety risks in the system and work that is ongoing to mitigate the risks and identify any areas of improvement. A summation of the current risks were identified as:

- UEC;
- industrial action;
- asylum seeker/migrant health;
- the mental health strategy: including neurodiversity, care homes and care sector and the emerging risks due to the financial position; for example, VCSE contracts due to end on 31 March 2024 where the current service provision will cease.

System Quality Group work plan is now agreed up to and including the end of 2024.