



HNY ICB System Quality Group - Assurance and Escalation Report

Report to: HNY Integrated Care Board

Report from: System Quality Group

Date of meeting: 8 February 2024

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

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

Author: Nicky Windle, Head of Clinical Office

Key agenda items covered by the meeting

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

The following areas were discussed:

- Expert by Experience
- 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 Update
- Urgent and Emergency Care (UEC) Update
- Reflections of the meeting
- Forward work plan
- Effectiveness of System Quality Group (SQG)

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)

Expert by Experience User Story – Update provided by a patient and public voice (PPV) representative with lived experience relating to theirs and their daughter’s experiences with the healthcare system. PPV spoke of daughter’s declining health and their decision to access private healthcare to receive the health input their daughter required.

Hot Topics - The Director of Nursing for Governance provided updates on:

- **Non-fatal strangulation:** This was made a criminal offence under the Domestic Abuse Act (2021) in June 2022. Awareness raising is underway within health services given the numerous health complications associated with this form of harm.
- **Measles:** There has been a national increase in measles, the impact of which has been seen locally. Work is underway in relation to vaccinations and guidelines to support staff.

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 from each place included key quality improvements/learning (and applauds).

System risks noted:

- Urgent and Emergency Care (UEC)
- Industrial action
- Workforce issues
- Increased demand relating to cases of Domestic Abuse
- Challenges relating to NHS Funded Dental Care provision
- Increases in special educational needs and disabilities referrals (in relation to children)

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.

January 19th (2024) Regional Quality Group (RQG) update – Feedback from the RQG included a regional thematic overview, with areas of discussion which included but not limited to:

- Mental Health and Learning Disabilities
- Multi agency working in relation to those with Attention Deficit and Hyperactivity Disorder (ADHD) and Autism
- Prioritising people versus diagnoses

Maternity update – An update and presentation was shared, which included updates in support of:

- Maternity Safety Support Programme (MSSP)
- Risks that remain with the maternity mental health provision and workforce.
- Badgernet.

Urgent and Emergency Care (UEC) – updates and supporting data were shared, highlighting local themes and trends in relation to UEC performance. It was noted UEC still remains the biggest risk to patient safety and areas of harm and work is ongoing with harm events data. Assurance was provided that updates for UEC will continue as a standing item and weekly harm events data to be built into this.

Reflections from the SQG meeting - The Chair provided a summary and reflections of the meeting highlighting concerns continuing in terms of risks to:

- Patient safety in Urgent and Emergency Care (UEC).
- Elective care (including cancer) waiting times.
- Maternity.
- Asylum seeker health.
- Autism and ADHD waiting times.
- Recent outbreaks of measles.
- Incidents of violence in primary care (including staff being targeted on social media).

Assurance was provided throughout the meeting in terms of mitigation, learning and sharing to ensure work to improve services continues.