



HNY ICB Committee Assurance and Escalation Report

Report to: HNY Integrated Care Board

Report from: System Quality Group

Date of meeting: 8 August 2024

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)

The following areas were discussed:

- Patient Experience: Children and Young People’s Transformation Programme and Palliative care for children and young people (delivered by the Chief Executive on St Andrews Hospice)
- An update from the community collaborative in relation to the Frailty Centre of Excellence
- Hot Topics
- Feedback from partners and collaboratives
- Urgent and Emergency Care (UEC) Update
- Overview/thematic review of current quality ‘Place based’ risks/issues/improvements
- The HNYICB General Practitioners Patient Survey results
- Regional Quality Group feedback
- Discussions around Quality Impact Assessments in the context of current financial challenges
- Meeting Reflections and Risks

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)

Children and Young People’s Transformation Programme and Palliative care for children and young people - Improvement work is underway to ensure children and young people with advanced incurable illnesses live as well as possible in the final stages of their illness. This work aligns with the National Service Specification key aims.

Community Collaborative Update: The Frailty Centre of Excellence - Significant variations in key themes across the ICB footprint relating to frailty were highlighted. The aim of the programme is to create a strategy that sits alongside the ‘Age Well’ and ‘Die Well’ ICB Vision.

Hot Topics:

- **Civil Unrest:** The Chair acknowledged the impact of current civil unrest on staff, patients, and communities.
- **GP Collective action:** A pay increase offer for GPs has been made and there are positive signs of a resolution to the ongoing disputes around pay. Arrangements are in place within the Emergency Preparedness, Resilience and Response (EPRR) system

to address the impact of collective action.

Feedback from partners and collaboratives: Comprehensive Updates: Regular updates from partners and collaboratives continue.

Urgent and Emergency Care (UEC) Update: It was noted that UEC continues to be the biggest risk since the ICB's inception. The challenges are exacerbated by GP industrial action and civil unrest.

Thematic review of current quality 'Place based' risks/issues/improvements - Emerging themes across all places for reporting period include:

- **Impact of system pressures - Urgent and Emergency Care:** Urgent and Emergency Care (UEC) pressures continue across the system and remain a key quality risk. This is attributed to UEC pressures for both the ambulance service and Emergency Departments (ED).
- **Cost of Living:** The increase in the National Living Wage continues to have a significant impact across the Care Sector environment with a noted fragility within Care Home provisions.
- **Special educational needs and disabilities (SEND):** There continues to be significant increases in Children and Young Peoples (CYP) referrals, in particular for Attention Deficit Hyperactivity Disorder (ADHD), Autism, Speech and Language Therapy (SALT).
- **Maternal Mental Health:** Concern across the ICB footprint is noted in terms of Maternal Mental Health.
- **Infection Prevention Control:** It has been noted that vaccine preventable diseases, especially measles and pertussis, are being reported nationally and regionally. Vaccination uptake rates are concerning which is evident in certain 'hard to reach' groups, such as travelling communities and within the migrant health.

GP Patient Survey Results - A summary of the 2024 GP Patient Survey carried out by IPSOS across England was provided.

Regional Quality Group Feedback - It was noted that themes seen within HNYICB are consistent across the region and nationally.

Quality Impact Assessments - An update was provided in support of the Quality impact Assessment (QIA) and it was reiterated that the NHS is undergoing significant financial challenges. Discussions are also ongoing to understand how a QIA can be completed that captures the impact of the financial challenges faced by the NHS and its Providers.

Meeting Reflections and Risks: Identified Risks include:

- Urgent and Emergency Care (UEC)
- Suicide rates and prevention within the HNYICB footprint
- Quality concerns within maternity services
- The demand on mental health services within the ICB footprint
- Service capacity concerns relating to Special educational needs and disabilities (SEND).
- The Increase in violent patients / violence against NHS staff.
- The Increase in preventable diseases / low vaccination uptake rates.