

REPORT TO:	NHS SOMERSET INTEGRATED CARE BOARD ICB Board Part A	ENCLOSURE:
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DATE OF MEETING:	25 July 2024	
REPORT TITLE:	Integrated Board Assurance Dashboard and Exception Report from the System Assurance Forum	
REPORT AUTHOR:	Alison Henly, Chief Finance Officer and Director of Performance and Contracting	
EXECUTIVE SPONSOR:	Alison Henly, Chief Finance Officer and Director of Performance and Contracting	
PRESENTED BY:	Scott Sealey, Deputy Chief Finance Officer and Deputy Director of Performance and Contracting	

PURPOSE	DESCRIPTION	SELECT (Place an 'X' in relevant box(es) below)
Approve	To formally receive a report and approve its recommendations, (authorising body/committee for the final decision)	
Endorse	To support the recommendation (not the authorising body/committee for the final decision)	
Discuss	To discuss, in depth, a report noting its implications	
Note	To note, without the need for discussion	
Assurance	To assure the Board/Committee that systems and processes are in place, or to advise of a gap along with mitigations	X

SELECT (Place an 'X' in relevant box(es) below)	LINKS TO STRATEGIC OBJECTIVES (Please select any which are impacted on / relevant to this paper)
X	Objective 1: Improve the health and wellbeing of the population
X	Objective 2: Reduce inequalities
X	Objective 3: Provide the best care and support to children and adults
X	Objective 4: Strengthen care and support in local communities
X	Objective 5: Respond well to complex needs
	Objective 6: Enable broader social and economic development
	Objective 7: Enhance productivity and value for money

PREVIOUS CONSIDERATION / ENGAGEMENT

Following discussion at the Finance Committee, System Assurance Forum, People Board and Quality Committee meetings, the enclosed paper provides a summary of escalation issues for quality and performance against the constitutional and other standards, for the period 1 April 2024 to 31 May 2024.

REPORT TO COMMITTEE / BOARD

The report provides an overview for the following areas:

- Quality
- Performance
- Workforce
- Finance

The ICB Board is asked to discuss the performance position for the period 1 April 2024 to 31 May 2024.

IMPACT ASSESSMENTS – KEY ISSUES IDENTIFIED
(please enter 'N/A' where not applicable)

Reducing Inequalities/Equality & Diversity	Equality and diversity are at the heart of Somerset ICB's work, giving due regard to eliminate discrimination, harassment, and victimisation, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited in under the Equality Act 2010) and those who do not share it, in its functions including performance management
Quality	Decisions regarding improvements against the performance standards are made to deliver regarding the best possible value for service users.
Safeguarding	We are dedicated to ensuring that the principles and duties of safeguarding children and adults are applied to every service user and that safeguarding is integral to service development, quality improvement, clinical governance, and risk management arrangements
Financial/Resource/ Value for Money	ICB revenue resource limit as of 31 May was £1,338,556,000
Sustainability	Outline how you have considered the underlying objectives of the Somerset ICS Green Plan 2022-2025. This includes core work elements around sustainable healthcare, public health and wellbeing, estates and facilities, travel and transport, supply chain and procurement, adaptation and offsetting and digital transformation.
Governance/Legal/ Privacy	Financial duties of NHS Somerset not to exceed its cash limit and comply with relevant accounting standards.
Confidentiality	No issues are identified
Risk Description	NHS Somerset must ensure it delivers financial and performance targets

Integrated Board Assurance

Exception Report

May 2024



Quality

- Areas of Focus**
- Complaints
 - Patient Safety Incident Investigations (PSIIs)
 - Infection prevention Control
 - Safeguarding
 - Medicines Management

 - CQC Inspection of Maternity Services
 - 3rd & 4th Degree Tears
 - GMC survey results
 - Joint targeted area inspection – serious youth violence
 - Infection Control – Primary Care preparedness for respiratory borne infections

Performance

- Areas of Focus**
- 65 & 78 Week Elective Waits – **behind plan**
 - A&E 4-hour performance – **behind plan**
 - Patients in hospital with No Criteria To Reside – **behind plan**
 - Dementia diagnosis – **behind plan**
 - CYP Access – 24/25 data not yet available

 - Category 2 response times – **behind national ambition & local plan**
 - NHS 111 performance – **behind national standards**
 - Community Access – Community Waiting list, Dental & GP access
 - Hospital at Home (patients accessing service) – **behind plan**

People

- Areas of Focus**
- Workforce retention and attrition (SFT)
 - Sickness absence (SFT)
 - Agency WTE vs plan (SFT)
 - Total Workforce vs plan (SFT)
 - Primary Care – GP workforce WTE vs plan
 - Unplanned service closures due to Workforce Capacity – Metric to be explored

 - Ceasing use of Off Framework contracts by July 2024 (Thornbury)

Finance

- Areas of Focus**
- System underlying financial position – **on plan**
 - System financial performance YTD & forecast vs plan (revenue) – **on plan**
 - System financial performance YTD & forecast vs plan (capital) – **behind plan**
 - Agency workforce spend YTD & forecast vs plan – **on plan**
 - Savings Programme – **behind plan**
 - Mental Health Investment Standard – **on plan**
 - Risks and Mitigations – **on plan**

Quality Summary

Complaints: The Patient Advice and Liaison Service (PALS) received 181 enquiries; the majority of these were about access to the COVID spring booster vaccination for housebound patients. The Complaints Team are taking forward 14 formal complaints, covering a range of different issues, including delayed diagnosis/treatment, poor end of life care and dissatisfaction with a surgical outcome. There were none which raised any immediate concerns on receipt.

Patient Safety Incident Investigations (PSIIs): The ICB has been made aware of three PSIIs commissioned between the months of April and May 2024. One by HUC, and two by Somerset Foundation Trust. The ICB has had sight of the rapid reviews completed for all three of these incidents and is assured that immediate actions have been taken pending conclusion of the full investigations that are now underway. The providers will share the completed reports with us once available.

Infection Prevention Control: Data is informing us that there have been 25 positive and nine probable cases of Measles across the South-West with six cases being confirmed across Somerset during April and May 2024. Nationally new cases are still centred around West Midlands, East Midlands, and London with no significant case increase in other areas. Data is informing us that regionally there have been 465 positive cases of Pertussis (whooping cough) with two cases confirmed in Somerset. These two cases have been on clinical presentation with no confirmed lab results. Both cases presented to YDH, are under one year of age and not vaccinated.

Safeguarding: There is an increased number of Unaccompanied Asylum-Seeking Care Leavers within Somerset with a greater risk of having unmet health needs due to lack of access to health services. This is often due to coming into care late teens and not fully accessing all services relevant to children looked after before turning 18 and becoming care leavers. Children Social Care have escalated concerns that Children Looked After are unable to access appropriate dental services.

Medicines Management: Previously the focus has been on Anti-microbial stewardship; we continue to report strong performance across these two metrics, therefore the focus will move to other Medicine Management metrics and will be included in the next report.

Quality Summary

CQC inspection of maternity services: The ICB continues to work with executive and maternity service leads on improvement action plans in the Trust, the new Maternity and Neonatal Governance Group has been aligned with the Quality and Safety Subgroup to ensure flow of information allows for assurance to be obtained appropriately. Our quality lead has been invited to the Trust's Maternity Neonatal Action Group meetings which improves the involved assurance model of working.

3rd and 4th degree tears: Musgrove Park Hospital currently have an increasing assisted delivery rate of 3rd and 4th degree tears. A deep dive into this has been requested by the Local Maternity and Neonatal System Safety Subgroup this will include a review of the data quality.

General Medical Council Survey results: System Quality Group has convened a rapid quality review meeting to understand potential emerging concerns relating to paediatric services in YDH. This meeting has resulted in the ICB quality lead & NHSE quality representative joining the Trust at their Paediatric Action Group which will report back quality improvement progress to the System Quality Group.

Joint Targeted Area Inspection serious youth violence: The post inspection work continues with agency partners following identification of significant concerns in safeguarding practice with reference to serious youth violence. Agencies are now working together to address these concerns and the work will be detailed in action plans and monitored via the Violence Reduction and Safeguarding Childrens Partnerships. Our safeguarding team have planned a progress and action report to be available September 2024.

Primary care preparedness for Respiratory borne infections: It has become apparent following two confirmed cases of Measles within Somerset that GP practices have not acted on the requirement to ensure that they are compliant with National Guidance, Health and Safety at Work Act 1974 and the Health and Social Care Act 2008 to ensure that staff are trained, prepared and have the appropriate equipment to enable them to perform their roles safely. The ICB Infection Prevention Management team have proposed a training offer to support practices to achieve compliance, this is currently in early stages of development.

Annual reports: The first of two presentation sessions of the Quality, Safety & Improvement annual reports 2023/24 has been held, providing rich detail of the work taking place across the organisation and how we are meeting our statutory requirements.

Performance Summary

65 & 78 Week waits behind plan - Somerset ICB had 34 patients waiting over 78 weeks as at 31st May (31 at Somerset FT and 3 at other providers) on a trustwide basis Somerset FT had 35 patients waiting over 78 weeks against a plan of 22. The most pressured speciality is trauma and orthopaedics at Somerset FT and Plastics at NBT. On a trust-wide basis at Somerset FT is predicted that there will be 15 patients breaching at the end of June (9 complex, 3 choice and 3 capacity) against a plan of 0. In addition, Somerset ICB had 524 patients waiting over 65 weeks as at 31st May, against a plan of 402 (444 at Somerset FT and 80 at other providers). The ICB continues to work with the providers to develop and deliver a range of mitigations including; insourcing, outsourcing to the IS and other providers and waiting list initiatives.

A&E 4 Hour Performance behind plan - A&E (combined Type 1 and UTC) performance in June 2024 was 76.0% against the 77.5% requirement Type 1 performance declined in June at both Somerset FT sites (Musgrove Park Hospital (MPH) 55.2%, Yeovil District Hospital (YDH) 62.1%) and underpinned high demand particularly in the evening and overnight periods, patient acuity (evidenced by sustained high level of ambulance arrivals), challenged flow across the hospitals (due to high levels of patients with No Criteria To Reside remaining in hospital). Actions to improve performance include the appointment of 3 Trust fellows and recruitment underway for 6 posts (specialist, associate specialist and specialty doctor posts) at the YDH site, rotational Clinical Fellow posts at MPH commencing in August and new screens are in place to show live demand and performance (to mirror what is in place at YDH).

Patients in hospital with No Criteria To Reside (NCTR) behind plan - The number of patients with NCTR at Somerset FT as at the end of June 2024 remains significantly above plan and these patients are occupying 19.6% of adult G&A beds. One of Somerset ICS priority areas for 2024/25 is System Flow and the SRO for this programme is Peter Lewis CEO of Somerset FT. A Task and Finish Group has been established to conduct a rapid review of the Pathways to define the individual pathway criteria and future capacity requirements. A dashboard in development to track the benefits of the Intermediate Care Service and the costs of ongoing care (at home with support, care home placements and within community hospitals) as pathways evolve.

General Practice: The key focus remains on access and the ICB Board are scheduled to receive a comprehensive report on the Recovering Access to Primary Care Programme in November 2024.

Community Waiting List behind plan - As at May 2024 Somerset FT had 210 patients waiting over 52 weeks for a community service against a plan of 224 (of which 49 exceeded 104 weeks). The most pressured community service with instances of both 52- and 104-week waits is Podiatry, and the backlog has accumulated due to a mis-match of capacity and demand for this service. The long waits are for biomechanics and the ICB is continuing to work with the Trust who are developing a range of mitigations including increased capacity from August, and service redesign. A comprehensive improvement plan (with trajectories) is currently being finalised.

Performance Summary

Dental behind plan - The NHS Somerset dental work plan for 2024/25 has been supported by the ICB Board and the Primary Care Commissioning Committee (PCCC). This plan focuses on three main priorities: increasing access to dental services, supporting the dental workforce, and enhancing preventive measures to maintain good oral health for longer. Actions have commenced in priority work areas, including the development of the NHS 111 dental urgent care hotline via HUC, rapid commissioning of additional mandatory dental and orthodontic services with existing contractors, and recruitment of an ICB Dental Strategy Clinical Lead.

NHS 111 behind National standards - NHS 111 Performance continues to be impacted by high levels of dental calls, although latest data indicates that there has been a 17% reduction in calls into the service comparing Q1 to 2023/24. Further capacity in the service has been agreed to manage this demand which sits alongside the plan dental recovery plan. Improvements have been seen over the last month in call abandonment and average speed to answer due to actions being undertaken by both HUC and Somerset ICB (including health advisor recruitment, improvement workshops, innovation workstreams and short-term additional capacity).

Virtual Wards behind plan - In May 2024 on average the Hospital at Home Service had open capacity of 97 (against a plan of 117). Capacity during the month has increased due to improvement plan actions either completed or underway which include the alignment of the operational management with Urgent Crisis Response and Rapid Response teams. In addition, the introduction of new technologies to support point of care testing of patients is leading to productivity improvements. The workforce model is gradually becoming more robust giving greater resilience within the service with a plan in place to increase referrals into the service to reach the operational plan requirements

Category 2 performance behind plan - Performance in Somerset and across the Region remain challenged; Somerset's performance has declined from 36.8 (April 2024) to 40.5 minutes at the end of June. A review is being led by Dorset to understand the resource utilisation across systems. Local actions are also being taken which include Somerset Ambulance Doctor Car, Mental Health Ambulance and progression of a Single Point of Access (SPOA) / Care Co-ordination Model.

CYP Access - For 2023/24, Somerset delivered 6,350 contacts (85% of the annual target of 7,473 contacts) representing a year-on-year increase of 30%. To improve performance further an ongoing programme of work is focused on data quality, completeness, and flow of new activity data from Voluntary Sector providers (such as Barnardo's and SWEDA).

Dementia diagnosis behind plan - Performance in May was 54.97% against the improvement plan ambition of 55.4%. The key issues underpinning Somerset's challenged performance is diagnosis coding and a fortnightly Huddle is in place to monitor progress of the improvement actions.

People Summary

Somerset FT Workforce Overview: Somerset FT is focusing on reducing workforce risks relating to key medical vacancies and staff retention, balanced against the planned requirement for workforce productivity and WTE reduction. They continue to explore recruitment opportunities overseas and investigate different staffing models in areas where there are national shortages of medical staff. Strong controls exist across the Trust to authorise agency use and ensure regular reviews where agency staff are being used.

Workforce Turnover rate (SFT): The turnover rate at SFT has been below (better than) plan since April 2024 and as at June 2024 performance was 10.8% against a plan of 11.9%.

Sickness absence 12 month rolling (SFT): The 12 month rolling Sickness absence rate has at SFT has been slightly above (worse than) the plan since April 2024 and as at June 2024 performance was 5.2% against a plan of 5.0%.

Total Workforce vs 2024/25 Operational plan (SFT): During May, the total staffing level was 130 WTE lower (better) than plan (with substantive (-59) and bank staff (-90) better than plan but agency (+34) above the month 7 cap), which reflects the need to maintain services with key clinical vacancies. The impact of enhancements/overtime on WTEs is not included in these figures which align to Somerset FT's external workforce reporting to NHS England.

Agency WTE vs 2024/25 Operational plan (SFT): The system has an agency plan of £38.2m this financial year (this is £10.8m above Somerset's agency cap of £27.4m). This cap represents a reduction of 26% against 2023/24 agency spend of £36.8m. At month 2, total system agency costs are £0.4m below plan year to date; and are forecasted to be in line with plan this financial year. Vacancies continue to be the largest driver of usage and accounts for 73% of Somerset FT's agency spend.

People Summary

Primary Care – GP workforce WTE vs plan: Somerset is currently performing better than the GP workforce Q1 plan of 378 with the actual number of WTE GPs in May 2024 being 386. Somerset ICB Primary Care team are currently reviewing all local General Practice recruitment and retention schemes for 2024/25 with input from partners following publication of the Primary Care Service Development Funding Guidance 2024/25. Somerset ICB will be represented at a Southwest General Practice Retention Event being held in July which is aimed at supporting consideration of retention opportunities in primary care.

Unplanned service closures due to Workforce Capacity: Somerset ICB is developing a new composite metric to monitor the number of occasions that commissioned services within Somerset have been temporarily withdrawn during the period due to workforce constraints. This indicator will identify areas of workforce risk and we are developing a mechanism to report during Q2.

Ceasing use of Off Framework contracts by July 2024 (Thornbury): The 2024/25 Operational Planning guidance requires no “off-framework” agency shifts to be used from July 2024. Somerset FT have reduced off-framework agency use significantly during April and May and are on plan to deliver this requirement. We will report any off-framework agency shift usage going forwards.

Finance Summary

System underlying financial position on plan - Included within the submission of the 2024/25 financial plan was an updated system underlying financial deficit position of £65.5m. As at month 2, there has been no deviation from this underlying position.

System financial performance YTD & forecast vs plan (revenue) on plan - As at May 2024 (month 2), there is a nominal year to date adverse variance against the system financial position of £0.045m. NHS Somerset is forecasting a balanced outturn financial position this financial year.

Performance against organisation-specific and system control totals									
£000's	Month 2			YTD			Forecast Outturn 2024/25		
	Plan	Actual	Variance	Plan	Actual	Variance	Plan	Actual	Variance
Somerset ICB	0	0	0	0	0	0	0	0	0
Somerset FT	(3,372)	(3,324)	48	(6,603)	(6,648)	(45)	0	0	0
NHS Somerset	(3,372)	(3,324)	48	(6,603)	(6,648)	(45)	0	0	0

System financial performance YTD & forecast vs plan (capital) behind plan - As at May 2024 (month 2), NHS Somerset's capital programme is £9.7m behind plan due to delays against Surgical Centre and Electronic Health Record (EHR). During 2024/25, Somerset ICB is expecting to fully utilise its capital allocation.

Finance Summary

Agency workforce spend YTD & forecast vs plan on plan - The system has an agency plan of £38.2m this financial year (this is £10.8m above Somerset's agency cap of £27.4m). This cap represents a reduction of 26% against 2023/24 agency spend of £36.8m. At month 2, total system agency costs are £0.4m below plan year to date; and are forecasted to be in line with plan this financial year.

Savings Programme behind plan – As at May 2024 (month 2), year-to-date NHS Somerset delivery of efficiencies is behind plan by £0.6m, with a shortfall of £2.2m in recurrent savings. The system is behind schedule in achieving slippage savings against the Service Development Fund, which is due to the Medical Examiners allocation not being able to be taken as slippage, as staff are already in post. NHS Somerset is forecasting to deliver total efficiencies in line with plan this financial year, including the same recurrent/non-recurrent breakdown – however, at month 2, the amount of unidentified savings is £21.0m.

Mental Health Investment Standard on plan - NHS Somerset is expecting to meet the MHIS target of a 4.6% (£5.0m) additional investment into Mental Health this financial year.

Risks and Mitigations on plan – As at May 2024 (month 2), NHS Somerset currently has an adverse net risk position of £19.0m. This is in line with the 24/25 plan submission.