

Key Matters and Escalation Report to the Group Trust Board

Name of Committee: Luton and Bedfordshire Adults & Older People Services and Ambulatory Care Service Assurance Committee

Chair: Anna Gill

Meeting Date: Wednesday 7th May 2025

Key matters

The Committee met a young adult service user of our iCaSH (integrated Contraception and Sexual Health) services. They co-produced several tik tok 'know before you go' videos with the service. Excellent example of co-production. Service user very positive about their experience of working with the team and videos receiving lots of views.

The committee also received a thematic analysis of risks and issues throughout 24/25.

The Committee received and discussed:

- Ambulatory Services Division:
 - MSK Dynamic Health Services – **Substantial Assurance**
 - Dental Healthcare – **Reasonable Assurance**
 - iCaSH Services – **Reasonable Assurance**
- Divisional overall mandatory training performance at 96%. Safeguarding level 3 training below compliance levels but action being take centrally to improve rates. Chief Nurse and Head of Safeguarding leading this.
- Overall division friends and family performance is above 96% with feedback from over 3300 patients.
- Express test online testing incident has been successfully managed and is coming to a closure with no harm identified.
- Demand and capacity challenges remain a focus for services and continued scrutiny on waiting times in all services and improvements continue.
- Overall divisional financial performance showed a small underspend, however, financial challenges remain within iCaSH services, although much improved. Cost improvement plans for 24/25 delivered.
- Majority of commissioned KPI's are being achieved in all services.
- Local staff survey improvements identified for all services.
- MSK Services:
 - Physiotherapy waiting lists reduced to average of 8 weeks from 16 weeks. This has been helped by the successful waiting list initiative activities that the service has been undertaking.
 - Flok health low back pain digital pathway being rolled out across Cambridgeshire and Peterborough and being accessed by over 2000 patients, of all ages.

- Dental Healthcare:
 - Special Care Dentistry average waiting lists in Cambridgeshire and Peterborough currently 18 weeks and Suffolk 5 weeks. These have significantly reduced over the past 12 months. Average wait for minor oral surgery is 10 weeks.
 - New approach to dental recruitment has been successful with most vacancies now recruited to.
 - Supervised tooth brushing service recently expanded into Essex and 100% coverage being achieved.
 - A few patient transport incidents have been reported, and work is currently being undertaken with the contracts team to address these.

- iCaSH services:
 - Funding continues to be the biggest challenge for the service and work continues both internally and with commissioners in relation to this.
 - All incident reporting low or no harm in reporting period.
 - Sickness and staffing levels remain challenging in certain parts of the service.
 - A variety of contractual updates were shared with committee members.
 - High demand for online asymptomatic testing continues.

- Luton and Bedfordshire Adults and Older People Services – **Substantial Assurance**
 - Update on moderate incidents, which had previously seen an increase, have now reduced.
 - High level of overall mandatory training (94%), however, safeguarding level 3 compliance below target.
 - Sickness levels had increased over winter period but are now stabilising.
 - No patient safety investigations.
 - Friends and Family feedback at 98.18% and 94.65% for reporting period.
 - All contractual KPIs met.
 - Update on staff survey results presented and were encouraging for the division overall. Local improvements to be shared at the next meeting.
 - Cost improvement plans for 24/25 delivered, although high level of these were non-recurrent.
 - Appraisal rates above target.
 - Update on unscheduled care across Bedfordshire was given and unscheduled care hub launched in mid March 2025.
 - Virtual ward and access to stack update positive. Services continue to make improvements in these areas.
 - Update on 24/25 service plan given and majority of objectives were achieved. Some actions rolled over to 25/26.

Key escalation

There are no formal escalations to the Group Board, however, the committee would like the Group Board to be aware of:

- Safeguarding level 3 mandatory training compliance levels below target – however Chief Nurse and Head of Safeguarding leading improvements in this area.
- Financial challenges within iCaSH services
- Cost improvement plans for 25/26

Key risks and issues:

Luton Community Adult TB Services – one risk scored at 15 – capacity within the team due to vacancies and unplanned absences. Posts recruited to so plan in place to reduce this risk during May/June. Further mitigations in place to manage the risk appropriately.

Good practice or innovation:

- **Dynamic Health** – monthly shine-a-light winners for their mosque outreach work in Peterborough.
- **Dental Healthcare** – Wisbech team have started to co-produce a site film for the Wisbech dental clinic, to try to alleviate concerns or anxieties for service users visiting the service.
- **iCaSH** – service user tik tok videos
- **Focus on Health Inequalities** - Suffolk dental team have widened their scope of service to include patients with dementia, autism and learning difficulties. Dynamic Health - community assessment day in March for Peterborough patients to improve access.
- **Luton and Bedfordshire Older Peoples Services** – continued improvements in access to the ambulance stack and launch of unscheduled care hub.