



**Board of Directors (held in Public)**  
**26 October 2023**  
**Quality Committee Highlight Report**  
**Report of the Quality Committee Chair**

**Item 4.8**

**Report from: Quality Committee**

**Date of meetings: 7 September and 5 October 2023**

**Key discussion points at the meetings and matters to be escalated to board:**

**Alert:**

The committee received an update on the outstanding coroner's cases. Where coroner's cases are also Serious Incidents for the Trust, there have been some delays in sharing reports required in a timely way, and the Patient Safety team and Legal team are working together to ensure these shared cases are prioritised. However, the Board need to be aware that the Trust have, for the first time, received a Schedule 5 notice that requires us to produce documents for the coroner. Extra resources have been allocated to the Patient Safety team that should help, but this is slow to impact on our performance in this regard. The shortage of resources in the Patient Safety team is noted on the risk register.

A review of a sample of cases that relayed to delayed responses were discussed by the committee. Board should also note that for the first time a coroner found cause of death 'neglect'. This was linked to a poor assessment of breathing by the call handler.

The Committee revisited the Well-Led plan that was developed following the 'mock' CQC inspection last year, undertaken by NHS England, and recommend that the Board also considers this plan at a future meeting.

**Advise:**

With the changes to the operational model and new Executive appointments, the Chair and Executive Director of Quality/Chief Paramedic and Executive Medical Director will be evaluating the Quality Committee workplan considering the implementation of Patient Safety Investigation Response Framework (PSIRF). This will include meeting frequency.

The new (PSIRF) is now operational in the Trust.

The Committee welcomed Dr Julian Mark, Executive Medical Director, back to the committee after his return from secondment.

The committee received a verbal update on the Letby case.

The Committee reviewed the pilot work undertaken on Quality and Safety Walkarounds and recommended their wider adoption by the Board at a subsequent private Board meeting and this has now been agreed at the Board meeting held in September.

### **Assure:**

At the 7<sup>th</sup> September meeting the committee received an update across all service lines and noted:

- 'Hear and Treat' is below target from the business plan.
- Improvements in IUC performance, however the impact of failing to recruit and retain clinical staff remains a key issue.

Across the meetings the committee also noted:

- Survival from cardiac arrest is improving and the committee noted the progress on the new strategy.
- Delayed responses are reducing in number but still a major quality concern (Serious Incidents and Coroners cases) and at a later meeting the committee considered the activities in the North East and Humberside area around hospital handover delays through a presentation from the operational team and gained assurance of the actions taken to respond to delays that impact on care.
- Complaints about attitude of staff remain around 1/3rd of all complaints and this is being picked up by other strategic culture work, such as the YAS Together work. A specific ICB piece of work led by Strategic Partnership Director was agreed in South.
- An update on the Mortality Review Process and details of future related to the new PSIRF, which is now live.
- The 'Right Care, Right Person' new guidelines and the potential implications for YAS.

### **Risks discussed:**

The committee discussed all the risks assigned to Quality Committee.

### **New risks identified:**

The Committee recommended a new risk is added to the Board Assurance Framework of the potential of a rogue practitioner and assess how this risk is mitigated across the Trust's operations.

The Committee identified a health and safety risk relating to the retention of the Mercedes vehicles which were due to be decommissioned, but are being retained to respond to increasing operational pressures.

**Report completed by: Anne Cooper, Non-Executive Director, Quality Committee Chair.  
Date: 18 October 2023**