

Board of Directors (in Public)
23 July 2026



Report Title	Quality Committee Chair’s Report	
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Accountable Director	Becky Malby, Non-Executive Director and Chair of Quality Committee	
Previous committees/groups		
Recommended action(s) (assurance, approval, information)	Information / Assurance	
Purpose of the paper	The report provides highlights of the Quality Committee to provide assurance to the Trust Board.	
Executive Summary		
The report provides highlights from the work of the Quality Committee (QC) on the 9th July 2026 to provide assurance to the Trust Board. The paper aims to update the board on the work of the Committee to reduce the risks set out in the Board Assurance Framework where the Quality Committee is responsible for assurance.		
Recommendation(s)	The Board are asked to note the contents of the report and the proposed Board actions.	
Link to Board Assurance Framework Risks (board and level 2 committees only)	RISK 2 Access to Appropriate Care RISK 3 Quality for Patients RISK 4: Strengthen Medicines Management RISK 11 Collaborate effectively to improve population health and reduce health inequalities.	

Highlight Report

Report from: Quality Committee

Date of the meeting: 9 July 2026

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

Alert:

1. A critical incident in terms of the lack of safety in relation to storage of Morphine on an ambulance, has resulted in a report to the home office, CQC and is now subject to formal management processes. No harm occurred but the lack of safety in this incident is of significant concern.

Advise:

2. Clinical Supervision is under reported across YAS and it is not clear that there is spread across all areas. This is being addressed in this year's workplan. In addition, the Team Leader role is going to be clearly articulated to strengthen clinical leadership.
3. The committee received the operational report and noted the improvement in hear and treat which is likely to be sustained, and the links between the operational work and the clinical model which has the potential to reduce conveyancing with the use of more skilled staff to support decision making at the point of contact.
4. Across the agenda in this committee, the issue of whether the workforce plan now reflects the developing model of professional practice emerged as a common theme (from the papers on clinical supervision, the clinical model and the discussion on learning). The professional model will be a major contributor to increasing staff's skills and quality of practice, staff morale and also the reduction in sickness. There is a question about whether the current workforce model reflects the time needed for professional practice development including educational sessions and accessing clinical supervision. The Chair will bring this to the attention of the Chair of the People Committee.
5. The committee noted the rise in demand resulting from the excessively hot weather and the impact this will have and has had on response times.

Assure:

6. The Committee received a report on 111 and EOC, which demonstrated and provided assurance that:
 - a) The learning from the incident reviews/Datix is being embedded into business as usual;
 - b) There is demonstrable progress on ensuring YAS is doing all it can to be efficient and effective in its own internal workings, and that gives YAS the opportunity to be clear on our ask from system partners in terms of alternative pathways.

7. The Committee received a verbal update on the progress with translation services and was assured that this will help mitigate risk on health inequalities.
8. The committee received the patient experience quarterly report and was pleased to note the public's interest in joining critical friends and the success in recruiting from a diverse range of people that helps our critical friend network reflect the people we serve. The committee was assured that the complaints process is continuing to improve and times for resolution continue to fall and noted that YAS has reached out to Healthwatch as a result of the feedback in the quarterly report to improve the intelligence on the public's concerns. Finally, the committee heard that progress is being made to ensure our payment processes for public participation are in line with national policy.

Risks discussed:

The BAF risks aligned to the Committee for oversight were discussed both in the specific agenda item but also in each of the agenda items with this report clearly linking to the BAF.

New risks identified:

No new risks were identified

Report completed by: Rebecca Malby
Reviewed by: Dave Green
Date: 9 July 2026