

<b>Title</b>	Quality and Performance Group Report
<b>Authors</b>	Julia Bryant, Head of Quality & Safety Improvement
<b>Report for</b>	Wirral Place Based Partnership Board
<b>Date of Meeting</b>	25 <sup>th</sup> July 2024

<b>Report Purpose and Recommendations</b>
<p>The purpose of this report is to update Wirral Place Based Partnership Board of the discussion and outcomes of the meeting of the Quality and Performance Group held on 16<sup>th</sup> May 2024.</p> <p>The Wirral Place Based Partnership Board is asked to:</p> <ul style="list-style-type: none"> <li>• Note the work underway across the system to monitor quality and performance, identifying areas for improvement.</li> <li>• Receive assurance around the robust plans in place to manage specific areas for improvement.</li> <li>• Note the effective use of data to understand population health need and improve equality and access to services.</li> </ul>

<b>Key Risks</b>
<p>The report relates to the following key strategic risks identified in the Place Delivery Assurance Framework presented to the Wirral Place Based Partnership Board on 20<sup>th</sup> June 2024.</p> <ul style="list-style-type: none"> <li>• <i>PDAF 1 Service Delivery:</i> Wirral system partners are unable to deliver the priority programmes within the Wirral Health and Care Plan which will result in poorer outcomes and greater inequalities for our population.</li> <li>• <i>PDAF 3 Collaboration:</i> Leaders and organisations in the Wirral health and care system may not work together effectively to improve population health and healthcare.</li> </ul>

<b>Governance journey</b>			
<b>Date</b>	<b>Forum</b>	<b>Report Title</b>	<b>Purpose/Decision</b>
16th May 2024	Quality and Performance Group	Quality & Performance Group Report	For Noting

<b>1</b>	<b>Narrative</b>
<b>1.1</b>	<b>Standing Agenda Items</b>
1.1.1	Previous minutes were approved by members.

1.1.2	<p><b>Quality, Safety &amp; Learning</b></p> <p><b>Patient Safety Incident Response Framework (PSIRF) progress</b></p> <p>There was local discussion regarding progress made regarding the implementation of the national PSIRF framework. So far both Wirral University Teaching Hospital NHS Foundation Trust (WUTH) and Wirral Community Health and Care NHS Foundation Trust (WCHC) have successfully introduced the model, which has included the development of new policies and supporting literature, a review of patient safety governance to focus on learning and improving, there has also been investment in staff training and changing culture to support the PSIRF ethos. Learning From Patient Safety Events (LFPSE) is the new digital reporting system which in some cases has replaced previous incident reporting systems. Both organisations have been reporting some challenges regarding the reporting function of the system, which are being addresses nationally. There was ambition to work as a system around PSIRF with shared learning and improvement opportunities. There was discussion around a local safety network once all providers are on board.</p>
1.1.3	<p><b>Special Educational Needs and Disabilities (SEND)</b></p> <p>The Group were notified of the Wirral SEND Improvement Notice received from the Department for Education (DfE) on 15<sup>th</sup> May 2024. The Improvement Notice was issued due to poor progress against the actions and deliverables in the Written Statement of Action (WSoA) in response to the Office for Standards in Education, Children’s Services and Skills (OFSTED) and Care Quality Commission (CQC) SEND inspection published on 9<sup>th</sup> December 2021.</p> <p>The Group were reminded of the 10 areas for improvement and informed of the new Board and governance framework which will have full oversight of the following areas:</p> <ul style="list-style-type: none"> <li>• strengthen the quality and timeliness of education, health and care (EHC) assessments and annual reviews,</li> <li>• embed meaningful co-production with parents and carers,</li> <li>• increase parent satisfaction with the area’s provision,</li> <li>• improve the use and utility of the published local offer,</li> <li>• improve communication with parents and carers across the area,</li> <li>• improve the relationship between the Local Area Partnership and the Parent Carer Partnership Wirral,</li> <li>• increase joint commissioning of services in the area,</li> <li>• embed effective strategic oversight to ensure effectiveness of plans and provision and hold leaders, managers and partners to account,</li> <li>• address the lack of accurate, up-to-date and useful information informing the area’s plans and the impact of these actions,</li> <li>• embed the graduated response consistently across all schools and settings.</li> </ul> <p>A brief discussion was had regarding two NHS priority areas; waiting times for children’s speech and language and the neurodevelopment diagnostic pathway. A ‘Call to Action’ event is being held on Monday 10<sup>th</sup> June 2024, which will include a range of key partners in the mobilization of the new and approved neurodevelopmental (ND) model. It was recognized that the Graduated Response is fundamental to the success of the model, including the main priority around early support and provision.</p>
1.1.4	<p><b>Place Quality Assurances:</b></p> <p>Minutes included where applicable from the latest meetings, for information.</p>

	<ul style="list-style-type: none"> <li>• Transformation &amp; Partnerships Update</li> <li>• Primary Care Group Update</li> <li>• PRIG Update</li> <li>• Core20Plus5 Update</li> </ul>
<b>1.2</b>	<b>Focused agenda</b>
1.2.1	<p><b>Personalised Care for Older People</b></p> <p>A presentation was shared by a Public Health Consultant on the Wirral Ageing Population presentation outlining the ‘population pyramid for Wirral and England’. It was noted that Wirral has higher proportion people aged 65 and over compared to England as well as the stark West/East inequalities divide. In Heswall 33% of the population are aged over 65, this compares with 12% in Birkenhead and Tranmere.</p> <p>It was suggested that Wirral’s 65 year plus population is expected to increase by 33% by 2043, with possible increased demand on health and social care services, although not inevitable. Discussions were had around how we as a system are putting prevention first and ensuring timely access to services and support when needed. Voluntary, Community, Faith and Social Enterprise (VCFSE) sector colleagues highlighted changes to local social activities and reduced leisure activities, especially in the areas of deprivation where people may experience increased levels of isolation, further impacting inequalities.</p>
1.2.2	<p><b>All Age Continuing Care – Wirral</b></p> <p>A presentation was received from Wirral’s All Age Continuing Care Programme Lead. Details of the presentation included national performance indicators and framework, as well as the local structures and caseload breakdown.</p> <p>It was reported that the number of Standard Continuing Health Care (CHC) referrals completed increased by 130% between Quarter 4 in 2021/22 and Quarter 4 in 2023/24. Wirral continues to receive a high number of referrals and has more residents eligible for Standard CHC when compared to its peer group and nearest neighbours.</p> <p>Due to workload pressures from the increase in referrals and focusing on meeting national targets, there is a backlog in several specific cohorts of patients:</p> <ul style="list-style-type: none"> <li>• Fast Track Reviews</li> <li>• Initial Contacts</li> <li>• 1:1 Reviews</li> <li>• FNC</li> </ul>
1.2.3	<p><b>Care Homes</b></p> <p>A detailed Cheshire and Merseyside presentation was shared which provided population data for Care Home residents. It also included details of the national Enhanced Health in Care Home framework.</p> <p>The Framework provides a structure for Place Multi-Disciplinary Teams to support with the following health &amp; wellbeing priorities:</p> <ul style="list-style-type: none"> <li>• Structured medication review</li> <li>• Learning disability and autism</li> <li>• Nutrition and hydration</li> <li>• Falls, Physical Activity, Strength &amp; balance exercise</li> </ul>

	<ul style="list-style-type: none"> <li>• Mental health</li> <li>• Dementia</li> <li>• Deterioration</li> <li>• Palliative and end of life care</li> </ul> <p>A gap analysis of Enhancing Care in Care Homes was completed in 2020 and 2021, then again more recently outlining some areas for improvement. Locally there are some key areas required to fully understand the impact of this work, as well as to further embed consistency across localities. Whilst there is some evidence which suggests that Primary Care Networks are working closely with Care Homes, undertaking regular home rounds and assessments, it is clear that further collaboration and MDT working is required. Critical success factors and enablers include the digital infrastructure which supports health information sharing and data to support decision making and impact measurement. There is also something about education and training around condition management and the understanding of each sectors roles.</p> <p>A second presentation was received from local authority colleagues regarding the Community Care Market Commissioning, Contracting &amp; Quality Improvement. The presentation described the robust oversight of Wirral Care Home Providers linked with Safeguarding and statutory duties, CQC regulation and a locally development quality framework called PAMS.</p> <p>There are clear opportunities to bring these two areas together to strengthen the offer to our residents and patients within Wirral Care Homes.</p>
1.2.4	<p><b>Details of next meeting</b></p> <p>It was agreed the focus of the next Quality &amp; Performance meeting would include data, insight and experiences within Children’s services. Relevant partners would be asked to attend and present key updates within their areas.</p>
1.2.4	<p><b>Any Other Business</b></p>
1.2.5	<p>Nothing raised.</p>

<b>2</b>	<b>Implications</b>
2.1	<p><b><i>Risk Mitigation and Assurance</i></b></p> <p>The work taken through the Quality and Performance Group provides controls for and support assurance of the management of the strategic risks PDAF 1 and PDAF 3. The Group is also developing a Risk Register that would feed into the PDAF and discussions at the Place Based Partnership Board around risk.</p>
2.2	<p><b><i>Financial</i></b></p> <p>Our aging population is reflected through an increase in demand on services, including increased referrals for CHC as well as Frailty services and Urgent Care. AACC is putting significant strain financially on C&amp;M ICB, and additional resource is required to manage the backlog. 23/24 Planning workshops are reviewing the effectiveness of schemes including Frailty at the Front Door as well as the OPRA service to ensure impact and effectiveness around investment has been considered.</p>

2.3	<p><b>Legal and regulatory</b></p> <p>Legal implications have been considered within this report relating to NHS constitutional standards for AACC which have been referenced within the report.</p>
2.4	<p><b>Resources</b></p> <p>Consideration around longer term investment in relation to early intervention and preventative work.</p>
2.5	<p><b>Engagement and consultation</b></p> <p>This is a group that has been agreed as part of NHS Cheshire and Merseyside's governance for Wirral. The Group has a membership that includes Healthwatch Wirral and representation from the voluntary, community, faith, and social enterprise (VCFSE) sector. Partnership working remains a strength of the assurance and improvement plans.</p>
2.6	<p><b>Equality</b></p> <p>Wirral Council and NHS Cheshire and Merseyside have a legal requirement to make sure their policies, and the way they carry out their work, do not discriminate against anyone. The business of the Quality and Performance Group is conducted with an awareness of the general duty requirements and place equality considerations. No Equality Impact Assessment (EIA) is required for this report.</p>
2.7	<p><b>Environment and Climate</b></p> <p>Wirral Council and NHS Cheshire and Merseyside are committed to carrying out their work in an environmentally responsible manner, these principles will be followed by the Quality and Performance Group.</p>
2.8	<p><b>Community Wealth Building</b></p> <p>Community Wealth Building in Wirral focusses on partnerships and collaboration. These partnerships are led by Wirral Council with external partners and stakeholders, including residents. NHS Cheshire and Merseyside will support the Council in community wealth building by ensuring health and care organisations in the borough have a focus on reducing health inequalities and contribute to the development of a resilient and inclusive economy for Wirral. The Quality and Performance Group supports this work in Wirral.</p>

<b>3</b>	<b>Conclusion</b>
3.1	<p>The Group will oversee quality performance moving forward. The focused agenda will allow and encourage a system review of key priorities and the opportunity to undertake learning and integrated quality improvement. A schedule of focused agenda items will be developed and shared with the group.</p> <p>Reports will continue to be shared with Place Based Partnership Board. The date of the next Quality and Performance Group is 11<sup>th</sup> July 2024.</p> <p>The Board is asked to note this report.</p>

<b>4</b>	<b>Appendices</b>
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