

Title	Quality and Performance Group Report
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Report for	Wirral Place Based Partnership Board
Date of Meeting	21 st December 2023

Report Purpose and Recommendations

The purpose of this report is to update Wirral Place Based Partnership Board of the agenda and discussion at the meeting of the Quality and Performance Group held on 30th November 2023.

The Wirral Place Based Partnership Board is asked to:

- Note the work underway across the system to monitor quality and performance, identifying areas for improvement.
- Receive assurance around the robust plans in place to manage specific areas for improvement.

Key Risks

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 19th October 2023:

- *PDAF 1 Service Delivery*: 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.
- *PDAF 2 Children and Young People*: The Wirral health and care system is unable to meet the needs of children and young people with complex and/or additional needs leading to long term health issues, increased inequalities and demands on services.
- *PDAF 3 Collaboration*: Leaders and organisations in the Wirral health and care system may not work together effectively to improve population health and healthcare.

The Risk Register for the Quality and Performance Group is under development. It is likely that will be risks highlighted pertaining to Children & Young People's Services - Special Educational Needs and Disabilities (SEND) and the improvement work required following the Written Statement of Action (WSOA) issued in 2021.

From January 2024, Wirral could be inspected on a new SEND inspection framework. Preparedness work is underway to ensure strategic oversight against the new standards.

Governance journey

Date	Forum	Report Title	Purpose/Decision
31st November 2023	Quality and Performance Group	Quality & Performance Group Report	For Noting

1	Narrative
1.1	Standing Agenda Items
1.1.1	Previous minutes were approved by members.
1.1.2	<p>Performance</p> <p>The Wirral place-based performance had been shared with the Group. Comments were received in relation to:</p> <ul style="list-style-type: none"> • Good performance in relation to Cancer services, specifically the excellent performance on breast services, noting comparison with national averages and recent difficulties elsewhere in ensuring service provision and delivery of the target. • Improvements required for Children and Young People’s (CYP) Mental Health Services and are focusing upon some of the key issues. • Headline performance in diagnostics within 6 weeks remains strong in comparison to national averages. However, there is no correlation with delivering the Referral to Treatment Time (RTT) performance. Wirral are ranked just above the national average. It was recommended to review other parts of the RTT pathway to understand what issues are affecting performance, the constraints the plans to rectify them. <p>Performance in relation to children’s Education Health and Care (EHC) Advice remains a challenge. The Group recognised the improvements made around the quality of the advice received based on the training and QA processes implemented. The challenges remain with the right services being approached for advice based on the child’s needs and understanding when a referral is needed rather than a request for information. This work is being led by the Designated Children’s Officer (DCO).</p> <p>The Group received a presentation from the Head of Quality and Safety Improvement, which included proposed quality indicators which include:</p> <ul style="list-style-type: none"> • Access & Waiting times • Healthcare Acquired Infections • Vaccinations & Immunisations • Mortality rates • SEND <p>These indicators were agreed to take forward.</p> <p>Discussion took place regarding the need to understand the lived experience. It was agreed that this would be a regular agenda item.</p>
1.1.3	<p>Quality Assurance</p> <p>Following an action from the previous meeting the Head of Quality and Safety Improvement presented a quality assurance proposal within the Wirral governance structure. This will be refined following discussion for the next meeting.</p>
1.1.4	<p>Safety</p> <p>Implementation of the new National Patient Safety Incident Response Framework (PSIRF) is well underway in Wirral. We are awaiting guidance around how PSIRF will be monitored locally.</p> <p>It was agreed by the group that Wirral System Biannual Patient Safety and Learning Events.</p>
1.2	Focused agenda

1.2.1	<p>SEND The 'focus on' for the November meeting was SEND.</p>
1.2.2	<p>Voluntary, Community, Faith and Social Enterprise (VCFSE)The group received a presentation on the SEND provision available from the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector. This included a range of feedback from children, young people, families and providers. Feedback was consistent with feedback from other services around long waiting times, lack of communication and coordination. The Group felt that there may be more support available for families using the voluntary sector but requires joining together under the wider SEND offer.</p> <p>Discussion around improved use of the SEND Local Offer (SENDLO) platform to promote as well as improved partner communication. This work will be repeated in 2024, to assess the improvements made and impact.</p>
1.2.3	<p>Designated Clinical Officer (DCO) Role The group received a presentation from the DCO, which included overview of the role and the statutory requirements in relation to SEND. There was discussion around the SEND reform and the legal duties of SENDLO, Parent Carer Forum (PCPW) and the SEND Independent Advocacy Service (SENDIAS)</p>
1.2.4	<p>Neurodevelopmental pathway The DCO shared the 'plan on a page' on behalf of the Transformation and Partnerships team. Work is underway to manage the issues around the existing pathways as well as looking to commission a new pathway 2024/25. There is currently some significant challenge around the pre diagnostic element and gaps in commissioning.</p>
1.2.5	<p>SEND Health Partnership Group The SEND Health Partnership Group has been reinstated and is being chaired by the Head of Quality & Safety Improvement. The first meeting was held ahead of the Quality & Performance Group. The meeting was successful and well attended by health partners, as well as representation from LA, SENDIASS, PCPW and SENDLO. The purpose of the group is to strengthen partnerships and collaborative working. Focusing initially on gathering evidence against the required WSoA feeding into the SEND Transformation Board as well as embed the new SEND Framework, focusing on the statutory requirements, feeding into the SEND Strategic Board. Terms of Reference for this group will be approved at the next SEND Strategic Group. It was agreed that HealthWatch would be invited to future meetings.</p>
1.2.6	<p>Focused Agenda Planning A proposed Plan for this agenda is being developed by the Quality Manager. Consideration to priority areas will be considered.</p>

2	Implications
2.1	<p>Risk Mitigation and Assurance</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, PDAF 2 and</p>

	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.
2.2	<p>Financial</p> <p>If gaps are identified following the transformational work being undertaken within the neuro developmental pathway. These will be raised as considered as part of the 2024/25 planning round.</p>
2.3	<p>Legal and regulatory</p> <p>Legal implications have been considered within this report relating to NHS constitutional standards, and the SEND Code of Practice which have been referenced within the report.</p>
2.4	<p>Resources</p> <p>None identified at this stage, a change in working practices (human resources) will be required to implement the neurodevelopmental (ND) pathway.</p>
2.5	<p>Engagement and consultation</p> <p>Engagement with system partners has taken place in the development of the Terms of Reference for the Quality and Performance Group. 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>Equality</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>Environment and Climate</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>Community Wealth Building</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>

3	Conclusion
3.1	The Group feel more confident around the performance, quality assurance and quality

	<p>improvement oversight across Wirral Place.</p> <p>The membership of the Group feels more robust and inclusive.</p> <p>Reports will continue to be shared with Place Based Partnership Board.</p> <p>The Board is asked to note this report.</p>
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4	Appendices
	No appendices included within the report.

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