**Committee Escalation and Assurance Report – Alert, Advise, Assure**

**Report from: Leeds Quality & People's Experience Subcommittee**

**Date of meeting: 7th March 2023**

**Report to: Leeds Committee of the West Yorkshire Integrated Care Board**

**Report completed by: Sam Ramsey, Head of Corporate Governance and Risk, on behalf of Rebecca Charlwood, Independent Chair, Leeds Quality & People's Experience Subcommittee**

**Date: 14 March 2023**

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| **Key escalation and discussion points from the meeting** |
| **Alert:** |
| **Risk Management – Risk of Harm - Mental Health**  The subcommittee received the updated risk register and the risks relating to risk of harm and mental health were discussed at length. Members emphasised the importance of prioritising the increasing risk of harm, particularly relating to access to mental health services. The subcommittee agreed to escalate to the Leeds Committee of the WY ICB to raise the profile of the risk, and to consider what can be done collectively as a system to further mitigate the risk and increase the priority and focus of reducing risk of harm, utilising other parts of the system, such as the Mental Health Transformation Programme. |
| **Advise:** |
| **People’s Voice**  The subcommittee received a [‘How does it feel for me?’ report and video](https://healthwatchleeds.co.uk/wp-content/uploads/2023/01/Emma-and-Adam-summary-report-FINAL-v2.pdf) from Healthwatch Leeds depicting Emma and Adam’s experience of accessing healthcare services in the period between June 2021 and June 2022. Members welcomed the report and video and recognised the need for accessible information across the whole system. The Shared Care Record was flagged as an essential mechanism in joined up healthcare for people. The ‘3 Cs’ - communication, compassion, and co-ordination were seen as integral to apply when working across the health and care system. There was a discussion relating to breaking these down into tangible actions and practical translation of what this means in order for the system to continue to take this forward.  **People’s Experience Report**  Members received the report which provided an overview of the mechanisms in Leeds to hear the experiences of health and care services from the people using them. The subcommittee welcomed the report and the level of detail included. Consideration was given to the frequency of receiving the report, and it was suggested that a deep dive was brought back to a future meeting relating to a specific topic where further assurance may be required but ensuring that this was a system approach. Further work and discussions would take place, specifically to consider the governance and oversight including the balanced scorecard work.  **Quality Highlight Report**  The sub-committee received the Quality Highlight Report which aimed to provide a healthcare system overview of key highlights of quality across the Leeds place. Members were provided with detail relating to the Patient Safety Incident Response Framework (PSIRF), highlighting that there was a major change in how organisations respond to patient safety incidents through facilitating a more pragmatic, proactive, responsive and inclusive approach to learning. It was noted that all acute and Mental Health providers would be expected to implement the new system by September 2023 and would be expected to produce a Patient Safety Incident Response Plan (PSIRP). It was agreed to receive an update relating to PSIRF at the next meeting outlining the change in how services will respond to serious incidents. Further work would be undertaken relating to the oversight and governance required from an ICB perspective. |
| **Assure:** |
| **Risk Report**  Members received the risk register aligned to the Leeds Quality & People's Experience Subcommittee (QPEC). Seven risks were aligned to the Subcommittee with five high scoring open risks scoring 12 or above.  The following key areas were discussed:   * Sustainability of the third sector and potential impact to delivery of services in Leeds. The WY Corporate Risk relating to VCSE was noted and members were informed this was scored at 20. * Members agreed it would be helpful to have visibility of related corporate risks in future iterations of the report. * The risks relating to risk of harm and mental health were emphasised and this is reflected in the Alert section of the AAA report.   **Population and Care Delivery Board Biannual Reports**  The sub-committee received reports from the Children & Young People Population Board, Maternity Population Board, Healthy Adults Population Board, and the Same Day Response Care Delivery Board, which are part of the wider 11 Population and Care Delivery Boards that were set up across the Leeds Health and Care Partnership as the governance framework for the Healthy Leeds Plan and will report to each of the sub-committees to provide assurance on a bi-annual basis. Members welcomed the comprehensive reports and commended the team on pulling them together. The subcommittee queried future reporting and requested the inclusion of specific questions relating to insight and improvements for the subcommittee to assure themselves on.  **Subcommittee Annual Report and Review of Terms of Reference**  The subcommittee received an annual report outlining the activities and assurances provided since becoming established on 1 July 2022, and a summary of the self-assessment survey that was undertaken by members and attendees.  The amends to the terms of reference were agreed and referred to the Leeds Committee for approval. |