



Staffordshire and  
Stoke-on-Trent  
Integrated Care Board

# Integrated Care Board Briefing

Staffordshire and Stoke-on-Trent  
ICB Meeting

16 May 2024

## NHS Staffordshire and Stoke-on-Trent Integrated Care Board

This briefing aims to keep partners informed of the discussions at the NHS Integrated Care Board (ICB) meeting in public. To watch the recording and read the papers [visit the ICB website](#).

### Journey to Work, ICS Health and Care People Team

- Mish Irvine, Chief People Officer and Gemma Treanor, Head of ICS People Team, presented the report and the team shared [this video](#) with the Board.

The Board thanked Mish and Gemma for the report. The Board asked if this video will be shared within schools and colleges and Gemma confirmed they are planning to do so. The Board also asked how this video can connect with current volunteers. Gemma explained that the team are working closely with VAST and Support Staffordshire. There is also a volunteer companion scheme in place with University Hospitals of North Midlands NHS Trust. The Board also asked if the planned communications campaign could support new opportunities for people joining the NHS but also what opportunities are available for those who already work in the NHS. The Board also wanted to ask if there were opportunities for people with learning disabilities. Gemma confirmed that this was in the pipeline and that they are working with schools and councils to facilitate this.

### ICB Chair and Executive update

- David Pearson, Chair, and Paul Edmondson-Jones, Chief Medical Officer, presented the report.
- David noted that the primary care team had undertaken a stocktake and despite the pressures across the system, there have been many achievements across the system. David acknowledged and expressed the Board's appreciation for all of the dedicated and hard work happening across primary care.
- David also congratulated Midlands Partnership University NHS Foundation Trust (MPFT) for winning and being highly commended in numerous awards at the national Positive Practices in Mental Health Awards ceremony.
- He also shared information on his recent visit to University Hospitals of North Midlands NHS Trust where their Chair, David Wakefield, took David on a tour of the site. David enjoyed meeting front line staff and put on record his thanks to all the staff he met on the day.
- Paul highlighted the eight per cent increase for appointments in General Practice last year and that NHS Staffordshire and Stoke-on-Trent ICB was one of the very few systems that supports the additional activity to support winter clinics.
- He also wanted to recognise the collective work across the system that has been ongoing around finance planning.

The Board thanked David and Paul for the report. The Board asked if information could be shared about what job roles have been recruited to in general practice, as this would be useful information to share with the public about what help is available. Paul advised that we need to work better with the public to help them to understand and trust the wide range of professional and specialist roles now working in general practice.

### System Level Access Improvement Plan

- Paul Edmondson-Jones, Chief Medical Officer and Sarah Jeffrey, Director of Primary Care, presented the report.
- Since the initial plan was presented in November 2023, there has been some changes to improve the plan.
- The plan covers four key areas:

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- Empowering patients.
  - Implementing modern general practice.
  - Building capacity.
  - Cutting bureaucracy.
- Since the report was last presented, there has been feedback from NHS England, Stoke-on-Trent Overview Committee and Staffordshire Healthwatch which is being used to update the plan.
  - GP practices have participated in 'practice friendly' evidence-based frameworks to better advocate for their patients and help tackle health inequalities.
  - 422 'practice friendly' schemes have been implemented including Dementia Friendly, Veteran Aware, Safe Surgeries and Digital Inclusion. There has been positive feedback from patients.
  - The next steps in the plan are to develop a patient friendly version of the plan as well as a frequently asked questions document.
  - 2024 – 2025 is an important year for the Primary Care Recovery Plan and will build the foundation for the next phases of implementation of the Fuller Review which will focus on Integrated Neighbourhood Teams, Personalised Care and Prevention.

The Board thanked Paul and Sarah for the report. The Board asked if primary care receive feedback from the engagement work and from communications campaigns. Sarah advised that a letter has been drafted to primary care that thanks them and recognises their achievements. The Board also asked how patient feedback is being obtained for newer initiatives such as Pharmacy First. Sarah advised that patient feedback is invaluable and that some work does need to be done to capture additional feedback.

The Board commented that it is great to see the increase in appointments across general practice but asked if we are meeting the demand on patients requesting appointments. Sarah advised that the level of demand for primary care is difficult to measure and therefore this isn't routinely measured. Jack Aw also commented that digital telephony and online consultations have helped to understand granular details.

The Board asked what work is being done to support elderly patients and patients where English isn't their first language. Sarah advised that it's important we work with community leaders and champions to find out how patients access information and appointments. She also said that we have to recognise that not everyone will be digitally literate or have English as their first language.

The Board asked if there is any evidence to justify having social prescribers. Sarah advised that this is something that is being investigated currently.

### Quality and Safety Report

- Heather Johnstone, Chief Nursing and Therapies Officer presented the report.
- There have been improvements at University Hospital of North Midlands NHS Trust against the CQC action plan.
- The Quality Safety Committee received an update on the Transforming Care Programme and there have been continued progress.
- The backlog for looked after children is still ongoing but is improving. Heather re-iterated that this is an ongoing issue across the region and nationally.

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The Board thanked Heather for the report. The Board asked whether the rise of Clostridium Difficile Infections (CDI) is increasing across Staffordshire and Stoke-on-Trent. Heather advised she would need to find out the current rates and trends and then report back to the Board.

### Finance and Performance Report

- Paul Brown, Chief Finance Officer, Phil Smith, Chief Delivery Officer, and Megan Nurse, Non-Executive Chair of Finance and Performance Committee, presented the report.
- Paul shared that there have been numerous areas of positive achievement over the course of the year.
- Phil confirmed that there has been significant improvement on Category 2 response times.
- There has also been an increase on the use of Virtual Wards across the system in the last year.
- There have been significant improvements for the 65-week wait list and across waiting lists for Cancer services. Phil also advised that there are long waits around the endoscopy wait list.
- Megan advised that the System Recovery Programme 2023/24 Closure Report was shared at the Finance and Performance Committee. The report showcased the work over the last year and also detailed recommendations for the 2024/25 System Recovery Programme.

The Board thanked Paul, Phil and Megan for the report. The Board asked for reassurance that the 78-week wait lists would be reduced. Phil advised that there are plans in place and business cases have been signed off and approved to reduce the wait lists.

### 2024/25 Operating Plan

- Paul Brown, Chief Finance Officer, presented the report.
- Paul confirmed that the financial plan has been signed off with NHS England and we're one of the few systems across the country to have their plan signed off.
- Teams have been working across the system to mitigate issues and deliver on the deficit agreed with NHS England.
- Core contracts across the system amount to around £200m and work will be done to see if some of this work can be bought in-house.

The Board thanked Paul for the report and no questions were asked.

### Health and Care Senate Terms of Reference

- Paul Edmondson-Jones, Chief Medical Officer presented the report.
- The Health and Care Senate was established in 2019 and has always been multi-disciplinary.
- The purpose was to provide independent advice and leadership at strategic level and aims to put strategic, evidence based, cost effective clinical advice at the heart of commissioning and service delivery.
- Paul advised that the Terms of Reference need to be approved to make sure we can safely delegate limited powers to the Senate to enable clinical work to proceed at the best speed. This will maximise timely delivery of change and savings while maintaining accountability to Board, Quality and Safety Committee and Finance and Performance Committee.

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The Board thanked Paul for the report, which was approved. The Board expressed that they were disappointed there wasn't any formal representation from General Practice. Paul advised that, while there is GP involvement in the Senate currently, the issue of formal representation going forward would be looked into.

### People Culture and Inclusion Committee Report

- Mish Irvine, Chief People Officer, and presented the report.
- Mish advised that the operational plan has been updated and there is a reduction planned within the year but the majority of this would be from Bank and Agency.
- Mish acknowledged there are risks and the focus will be on pipeline roles, retaining staff and working collaboratively.
- There is also work ongoing to see what the risk is for the workforce and how this can be measured.

The Board thanked Mish for the report and no questions were asked.

### Audit Committee Chair Report

- Julie Houlder, Non-Executive Chair of Audit Committee, presented the report.
- Julie advised that a meeting had taken place to approve the statutory statements, and these have been approved.

The Board thanked Julie for the report and no questions were asked.

**Date and time of next meeting in public:** 20 June 2024 at 1:00pm held in Public – via MS Teams.