

REPORT CLASSIFICATION	✓	CATEGORY OF PAPER	✓
Official	✓	Proposes specific action	
Official: Sensitive Commercial		Provides assurance	✓
Official: Sensitive Personal		For information only	

BOARD

31 MARCH 2026

Report Title:

**Quality and Safety Committee
Highlight Report and Confirmed Minutes**

Purpose of report

To provide the Board with a summary of the key points from the Quality and Safety Committee held on 12 March 2026 and the confirmed minutes from 15 January 2026.

Key points

The Committee considered several issues and supporting papers at its meeting held on 12 March 2026 and the key points are summarised below.

Complaints Quarterly Report (Q3) - The report provided an overview of the concerns, issues and complaints received in Quarter 3, 202526 for the North East and North Cumbria Integrated Care Board. The main themes of complaints/concerns continue to be:

- Commissioning of NHS Dental Care
- All Age Continuing Care arrangements
- Eligibility criteria for Value Based Clinical Commissioning Policy
- Individual funding request decisions
- Shared care arrangements
- GP appointment availability
- Clinical care
- Prescribing issues
- Staff attitude/behaviours and values

Patient Safety Incident Response Framework Oversight Policy – The Committee received the Patient Safety Incident Response Framework Oversight Policy for approval. The policy had undergone a full refresh to clarify processes and reference updated national guidelines and was approved at the meeting.

Patient Story: Motor and Vocal Tics – The Committee received an account from a mother of an eight-year-old from County Durham. It explained the challenges her and her family experienced in getting the right care for her following the presentation of motor and vocal tics in early 2004.

NENC ICB Involvement and Engagement Update – A summary update was provided to the Committee regarding the ICB's involvement and engagement activity across the North and East and North Cumbria. The report set out how the ICB is continuing to involve people in conversations around health services at community, place, area, and ICB-wide levels. The Committee also received the NENC Healthwatch Network GP Access Report following engagement with local communities.

Area Quality and Safety Reports – The report provided a synopsis of key risks or concerns that had been presented to the North and South Area Quality and Safety subcommittees, to alert members to any key concerns, advise on what the underlying issues are and assure members of the necessary actions

being taken to improve and address these concerns. Key areas noted were mortality, Regulation 28 reports, Never Events, Care Quality Commission, EQIAs, Laboratory services and IPC

HSSIB Investigation Report – Patient Care in Temporary Environments – This report provided the Committee with an overview of the recent Health Services Safety Investigations Body (HSSIB) report into patient care in temporary care environments. It also outlined actions being taken by the ICB to seek assurance that acute trusts have acknowledged the report and are addressing the learning prompts outlined in the report.

Update on compliance with EQIA process – The report provided an update on the EQIAs within the ICB as of 20 February 2026, highlighting current practices, challenges, and actions taken to improve the process and ensure quality and safety in service change.

2025 CQC Maternity Survey – The Committee received an overview of the 2025 CQC Maternity Survey and a summary of the results for the 8 Provider Trusts in the NENC region. The report also identified next steps and follow up actions, including setting up a Task and Finish Group focused on postnatal improvement across NENC.

Model ICB Assurance Practice Guides – The Committee received an update on how teams are responding to the NHSE Model ICB Good Practice Guidance. Updates were received from Medicines Optimisation, Safeguarding, Infection Prevention Control, SEND and All Age Continuing Care.

Overview assurance report of Safeguarding Children, Adults and Cared for Children – The report provided assurance to the Committee of the work undertaken by the safeguarding and cared for teams in relation to meeting its statutory duties. It highlighted emerging risks and concerns from both providers, the ICS system and ICB local delivery teams, and identifies good practice.

Clinical Effectiveness and Governance Subcommittee Highlight Report – The report provided information and assurance from the Subcommittee. Key areas noted were equitable access to NICE approved medicines for the NENC population, clinical audits, SHMI reporting, prescription of drugs of low clinical value assurance and provider Medicines Optimisation contract specification.

Pressures in Community Pharmacy – The report provided an update for the Committee on the pressures in Community Pharmacy delivery across the NENC region, including actions to mitigate against risks.

Risks and issues

The Committee will continue to receive and review the corporate risks aligned to the quality and safety portfolio to provide assurance to the Board that the quality and safety risks contained within the corporate risk register reflect the current environment.

Assurances and supporting documentation

The Committee received several items for assurance including:

- Antimicrobial Resistance (AMR) and Healthcare Associated Infections (HCAI) Subcommittee Minutes – 03 December 2025
- System Quality Group – 11 December 2025
- NENC ICS Health Safeguarding Subcommittee – 08 August 2025
- North Area Quality and Safety Subcommittee Minutes – 16 December 2025
- South Area Quality and Safety Subcommittee Minutes – 16 December 2025
- SEND Subcommittee Minutes – 22 October 2025
- Integrated Delivery Report – February 2026

Recommendation/action required

The Board is asked to;

- Note the key highlights from the meeting held on 12 March 2026
- Receive the confirmed minutes from 15 January 2026 meeting (appendix 1) for information and assurance

Acronyms and abbreviations explained						
EQIA – Equality, Quality, Impact Assessment IPC – Infection, Prevention and Control CQC – Care Quality Commission NENC – North East and North Cumbria ICB – Integrated Care Board SHMI – Summary Hospital-level Mortality Indicator						
Sponsor/Approving Executive Director	Professor Sir Pali Hungin, Chair of Quality and Safety Committee and Independent Non Executive Member					
Date approved by Executive Director	18/03/2026					
Report author	Ruby Burdis, Corporate Governance Support Officer					
Link to ICP strategy priorities						
Longer and Healthier Lives						✓
Fairer Outcomes for All						✓
Better Health and Care Services						✓
Giving Children and Young People the Best Start in Life						✓
Relevant legal/statutory issues						
Note any relevant Acts, regulations, national guidelines etc						
Any potential/actual conflicts of interest associated with the paper?	Yes		No	✓	N/A	
Equality analysis completed	Yes		No		N/A	✓
If there is an expected impact on patient outcomes and/or experience, has a quality impact assessment been undertaken?	Yes		No	Yes	N/A	✓
Essential considerations						
Financial implications and considerations	N/A					
Contracting and Procurement	N/A					
Local Delivery Team	N/A					
Digital implications	N/A					
Clinical involvement	Clinical representation within the Committee					
Health inequalities	N/A					
Patient and public involvement	The Committee receives regular updates concerning patient and public engagement					
Partner and/or other stakeholder engagement	N/A					
Other resources	N/A					