

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

## BOARD

30 SEPTEMBER 2025

### 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 meeting of the Quality and Safety Committee held on 11 September 2025 and the confirmed minutes from 10 July 2025.

### Key points

The Committee considered several issues and supporting papers at its meeting held on 11 September 2025 and the key points are summarised below.

- **NENC ICB Complaints Annual Report 2024-25** – The report provided a summary of complaints, concerns and issues handled by the complaints service from 1 April 2024 – 31 March 2025 along with learning from complaint investigations. Key areas of discussion included efforts to improve complaints handling following the transfer of additional responsibility to the ICB, more effective methods of complaint handling including online triage.
- **Involvement and Engagement Update** - The report provided the Committee with a summary update on the ICB's involvement and engagement activity across the North East and North Cumbria (NENC) and highlighted the priorities of the 14 Healthwatch organisations across the ICB footprint that supported the work of ICB.
- **Newcastle upon Tyne Hospitals Foundation Trust** – A presentation was received which outlined the improvement journey of the Trust following recent Care Quality Commission (CQC) inspections.
- **North and South Area Quality Report** - The report provided the Committee with oversight of key quality themes, risks and exceptions outlined in the ICB Area Quality reports for the North and South Areas. Key points were the ongoing challenges around Infection, Prevention and Control (IPC) issues; Never Events; improvement in the implementation of the ICB's Equality Quality Impact Assessment (EQIA) Policy; planned CQC inspection of the Sexual Assault Referral Centre at Newcastle with initial feedback highlighting good practice; actions in place to reduce backlog of morality case reviews.
- **Infection Prevention Control (IPC) Update** - The report provided an updated position relating to IPC within hospital trusts across the North East and North Cumbria region. The report highlighted a rising infection.
- **Update on Compliance with Equality Quality Impact Assessment (EQIA) Process** – The report provided an update on the completion of EQIAs as at August 2025, highlighting current

practices, challenges, and actions taken to improve the process and ensure quality and safety in service changes.

- **Three Year Overview of Never Events - Key Themes, Risks and Exceptions reported across NENC between 2022/23 to 2025/27 (year to date at 11.08/25)** – The Committee received the report which highlighted key quality themes, risks, exceptions and supporting assurance and scrutiny at a system level. The report included planning and early implementation to develop shared learning and best practice across the ICB. It was noted that the outcome from the Government's Never Events Framework consultation was expected soon but no confirmed date had been given.
- **Overview of Health Services Safety Investigations Body (HSSIB) Report into Sepsis** – The report provided an overview of the (HSSIB) report published in June 2025 which explored how the NHS Patient Safety Incident Response Framework (PSIRF) can be used to investigate and learn from sepsis-related incidents.
- **County Durham and Darlington Foundation Trust (CDDFT) – Breast Services Update** – The Committee received an update on Breast Services at CDDFT noting the progress on case reviews; Duty of Candour and the commissioning of a review by the Royal College of Radiologists.
- **Impact of Medicine Shortages in the North East and North Cumbria** - The report highlighted the ongoing issue of medicines shortages, including the impact on patients, frontline teams, ICB teams, finance and patient safety. It drew upon national reports, alongside local data and intelligence.
- **Loss of Life Due to Self Harm in Children and Young People aged under 25 years** – A presentation was made which provided an overview of suspected suicides among children and young people which highlighted the prevalence, risk factors, service gaps, recent audits, health needs assessments and initiatives aimed at addressing the challenges.

### 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

- Medicines Optimisation Annual Report 2024-25
- Internal Audit Report – Patient Safety Incident Response Framework
- LMNS Quality and Safety Report
- Integrated Delivery Report – August 2025
- Antimicrobial Resistance (AMR) and Healthcare Associated Infections (HCAI) Subcommittee Minutes
- North and South Area Quality and Safety Subcommittee Minutes
- ICB SEND Assurance Subcommittee Minutes

### Recommendation/action required

The Board is asked to;

- Note the key highlights from the meeting held on 11 September 2025
- Receive the confirmed minutes from 10 July 2025 meeting (appendix 1) for information and assurance

### Acronyms and abbreviations explained

As described in the report.

### Sponsor/approving executive director

Professor Sir Pali Hungin, Chair of Quality and Safety Committee and Independent Non Executive Member  
Dr Hilary Lloyd, Chief Nurse and AHP Officer

<b>Date approved by executive director</b>	22 September 2025					
<b>Report author</b>	Jane Smailes, Corporate Governance Officer					
<b>Link to ICP strategy priorities</b> (please tick all that apply)						
Longer and Healthier Lives						✓
Fairer Outcomes for All						✓
Better Health and Care Services						✓
Giving Children and Young People the Best Start in Life						✓
<b>Relevant legal/statutory issues</b>						
Note any relevant Acts, regulations, national guidelines etc						
<b>Any potential/actual conflicts of interest associated with the paper?</b>	Yes		No	✓	N/A	
<b>Equality analysis completed</b>	Yes		No		N/A	✓
<b>If there is an expected impact on patient outcomes and/or experience, has a quality impact assessment been undertaken?</b>	Yes		No		N/A	✓
<b>Key considerations</b>						
<b>Financial implications and considerations</b>	N/A					
<b>Contracting and Procurement</b>	N/A					
<b>Local Delivery Team</b>	N/A					
<b>Digital implications</b>	N/A					
<b>Clinical involvement</b>	Clinical representation within the Committee					
<b>Health inequalities</b>	N/A					
<b>Patient and public involvement</b>	The Committee receives regular updates concerning patient and public engagement					
<b>Partner and/or other stakeholder engagement</b>	N/A					
<b>Other resources</b>	N/A					