

**North East and North Cumbria Integrated Care Board
Annual General Meeting (AGM)**

**Tuesday 30 July 2024, 3pm
The Durham Centre, Belmont, DH1 1TN**

Present: Professor Sir Liam Donaldson, Chair
Samantha Allen, Chief Executive
Craig Blair, Director of Strategy Planning and Performance (deputising for Jacqueline Myers)
Ken Bremner, Foundation Trust Partner Member
Levi Buckley, Chief Delivery Officer
David Chandler, Chief Finance Officer
David Gallagher, Chief Contracting and Procurement Officer
Professor Graham Evans, Chief Digital and Infrastructure Officer
Tom Hall, Local Authority Partner Member
Professor Sir Pali Hungin, Independent Non-Executive Member
Professor Eileen Kaner, Independent Non-Executive Member
Alex Kent, Medical Director (deputising for Neil O'Brien)
Dr Saira Malik, Primary Medical Services Partner Member
Dr Rajesh Nadkarni, Foundation Trust Partner Member
David Purdue, Chief Nurse, AHP and People Officer
Claire Riley, Chief Corporate Services Officer
Jane Robinson, Local Authority Partner Member (interim).
Jon Rush, Independent Non-Executive Member
Dr Mike Smith, Primary Medical Services Partner Member

In Attendance: Deborah Cornell, Director of Corporate Governance and Board Secretary
Christopher Akers-Belcher, Healthwatch Representative
John Pearce, Local Authority Partner Member
Lisa Taylor, Voluntary Community and Social Enterprise Representative
Toni Taylor, Board and Legal Officer (minutes)

AGM/2024/01 Welcome and Introductions

The Chair welcomed everyone to the North East and North Cumbria Integrated Care Board Annual General Meeting.

AGM/2024/02 Chairs Reflections

There has been a huge demand on services including long term conditions, post pandemic recovery and winter pressures.

The Chair expressed his gratitude to everyone working in health and care for

their commitment throughout the year.

Key reflections included;

Patient Safety

The new regional Quality Strategy is key to protecting patients from avoidable harm.

Preventing ill-health

Water fluoridation could be a major public health achievement in preventing decay and increasing the level of oral health. A national consultation by the Department of Health and Social Care is underway to expand water fluoridation across the North East.

Collaborations

The new partnership of North Tees and Hartlepool and South Tees NHS Trusts is an important milestone in collaboration. Bringing together integrated services for residents in Tees Valley to safeguard the future.

The year ahead

The hope for the year ahead is to improve access to care and create more time to focus on preventing ill health and reducing health inequalities.

AGM/2024/03 Chief Executive's Reflections

Our first year was one of transition, as we created the ICB and started to set out our ambitions for 'longer and healthier lives for all'.

Our focus this year has been on starting to deliver these ambitions, alongside a tough ask to reduce running costs by 30% (£17.6m).

It has been a challenging time for ICB staff and has highlighted the importance of having a culture where staff feel heard and valued. This was reflected in the national NHS staff survey, with our staff saying they feel safe to voice concerns.

A thank you was expressed from the Chief Executive to all staff for their engagement through this difficult time and to partners for their patience whilst we deliver the changes and new ways of working.

The Chief Executive also thanked everyone working in health and care in our region including carers and volunteers with a particular mention to local authority partners around the table.

Together we have achieved a great deal – despite sustained pressures and industrial action.

Joint Forward Plan

The Joint Forward Plan sets out how the NHS will deliver the Better Health and Wellbeing for All Strategy and was refreshed March 2024.

People and Culture

We are committed to making the North East and North Cumbria's health and

care sector a better place to work.

To deliver on this ambition, we have organised our aims into six key pillars of our People and Culture Plan.

- Workforce supply
- Workforce retention
- Workforce health and wellbeing
- System leadership and talent
- Health equity and inclusion
- Reform

Housing, health and care

A Housing, Health and Care programme was co-created with the Association of Directors of Adult Social Services, the Northern Consortium and the TEC Services Association; with many other partners involved too.

The programme works on delivering better, more integrated housing, care and support so that people can be healthy, live well and stay independent in their own home and focuses on three important areas;

- Warm and dry homes
- Older people
- Complex needs.

Primary care access

There has been an improved access to primary care services including general practice, pharmacy and dentistry.

Our pilot scheme to offer treatment for urinary tract infections at pharmacies was adopted nationally through NHS England's Pharmacy First scheme.

General practice was supported to tackle the '8am rush' with better access through the NHS app and improved telephony.

Womens Health

We have started to build a movement to raise awareness of women's health issues and launched new services for women with seven priority areas.

In partnership with the Office of Health Improvement and Disparities (OHID), we hosted our first ever women's health conference and are the first ICB to employ a menopause lead.

We've invested in women's health hubs in Sunderland, Gateshead and North Cumbria providing easier access to care tailored to women's needs and launched the 'Big Conversation' around what matters most when it comes to the health of women and girls.

Improved health and care for patients

We have set demanding goals which include tackling the key causes of early death in our region – smoking, alcohol, obesity, heart disease, substance

misuses and suicide.

Improvements highlighted include;

- Our comprehensive plan to tackle alcohol harm included a £2m investment to roll our alcohol care teams in our region's NHS Trusts.
- £9m new Urgent Treatment Centre opened at James Cook University Hospital.
- Worked to improve health through digital care, including a three-year digital diagnostics programme led by the Provider Collaborative.
- Invested £1.5m in 42 hubs helping people with respiratory illnesses.
- Invested £1m in extra care navigators in emergency departments.

Best at getting better

We've made progress towards our ambition to be 'the best at getting better'. Our learning and improvement community, Boost, now boasts more than 9,000 members.

AGM/2024/04 The Year Ahead 2024/25

As ever, we will need to manage our resources wisely in the coming year and make the most of opportunities to work at scale across the region, with greater collaboration with partners both in and outside the NHS.

For 2024-25, we have worked with our NHS partners to agree a financial plan with NHS England which will see our system with a deficit plan of £50m.

Our region faces what we call a 'quadruple whammy'; we have greater health and care needs, made worse by the pandemic, alongside a complex geography which makes it more expensive to provide services.

Over the coming year, we will publish key plans including ambitions quality and safety standards and a new Clinical Conditions Strategic Delivery Plan. This has been developed using population health management approaches, data and intelligence to identify 12 conditions where we can make the biggest impact.

AGM/2024/05 Performance and Improvement 2023/24

During 2023/24 the ICB worked with providers to mitigate key issues e.g. capacity, workforce challenges and industrial action.

Key performance and highlights:

- Minimised number waiting more than 104 weeks for treatment; 65+ week waits also reducing.
- Improving against cancer standards – by March, 75% of patients urgently referred for suspected cancer were diagnosed or had cancer ruled out within 28 days.
- 75% performance against A&E 4-hour response target met national standard but was short of our own target.
- Improvements in ambulance response times, with NEAS rated country's best performer for category one calls.
- 61% receiving treatment within 18 weeks by end of year – best in

England.

- Our GP practices offered more appointments than in previous year.
- Primary Care Access Recovery Plan, Pharmacy First and investment in community urgent response all increased capacity.
- Region highlighted as best in country for controlling blood pressure.
- 30,000 women got treatment for urinary tract infections (UTIs) through our pharmacy scheme – which was then adopted nationally.
- Took over commissioning responsibility for dentistry, pharmacy and optometry in April 2023; dentistry under pressure post-pandemic.
- Steady improvement in numbers accessing dental treatment following £3m initiative to protect, retain and stabilise NHS dentistry.
- Further investment planned for 2024-25 including new urgent dental services in Darlington and Carlisle.

AGM/2024/06 Review of Financial Performance 2023/24

2023-24 was the first full financial year for the ICB. For the year ended 31 March 2024, the ICB delivered all of its statutory financial duties.

The wider NENC Integrated Care System (ICS) also delivered a slight surplus financial position overall, an improvement against an initial planned deficit.

The ICB allocated 99.1% of its total resources on commissioning healthcare in 2023-24;

- Expenditure did not exceed income.
- Planned surplus of £4.5m delivered (on budget of £7.6bn).
- Less than 1% of resources were spent on ICB running costs.

The NENC ICB accounts were audited by Forvis Mazars.

Unqualified audit opinions received for the ICB for 2023/24

- Financial Statement Opinion – Unqualified
- Regularity Opinion – Unqualified
- No matters to report on annual report
- Value for Money arrangements – no significant weaknesses identified.

AGM/2023/07 Questions from the public

None received.

The Chair thanked the team for the preparation of the annual report and annual general meeting.

Copies of the Annual Report and Accounts for 2023/24 can be accessed under the publications section of the ICB website.

The AGM closed at 15:50