

Integrated Care Board

Date of meeting	22 January 2026			
Title of paper	Quality and Outcomes Committee Escalation and Assurance Report – 7 January 2026			
Presented by	Sheena Cumiskey, Quality and Outcomes Committee Chair			
Author	Board Secretary and Committee Officers			
Agenda item	11			
Confidential	No			
Executive summary				
<p>This report highlights key matters, issues, and risks discussed at the Quality and Outcomes Committee meeting held since the last report to the Board on 27 November 2025 to alert, advise and assure the Board.</p> <p>The summary report also highlights any issues, items referred or escalated to other committees or to the Board.</p> <p>Minutes approved by the committee to date are presented to the Board to provide assurance that they have met in accordance with their terms of reference and to advise the Board of business transacted at their meetings.</p>				
Public and Stakeholder Engagement				
N/A				
Recommendations				
<p>The Board is asked to:</p> <ul style="list-style-type: none"> • Note the Alert, Advise and Assure and approve any recommendations as listed. • Note any summary of items or issues referred to other committees of the Board over the reporting period. • Note the ratified minutes of the committee meetings. 				
Which Strategic Objective/s does the report relate to:			Tick	
SO1	Improve quality, including safety, clinical outcomes, and patient experience		✓	
SO2	To equalise opportunities and clinical outcomes across the area		✓	
SO3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees		✓	
SO4	Meet financial targets and deliver improved productivity		✓	
SO5	Meet national and locally determined performance standards and targets		✓	
SO6	To develop and implement ambitious, deliverable strategies		✓	
Implications				
	Yes	No	N/A	Comments
Associated risks		✓		
Are associated risks detailed on the ICB Risk Register?			✓	
Financial Implications			✓	
Where paper has been discussed (list other committees/forums that have discussed this paper)				
Meeting	Date		Outcomes	
Quality and Outcomes Committee	7 January 2026		To provide the Board of committee business during this period.	

Conflicts of interest associated with this report				
Not applicable.				
Impact assessments				
	Yes	No	N/A	Comments
Quality impact assessment completed			✓	
Equality impact assessment completed			✓	
Data privacy impact assessment completed			✓	

Report authorised by:	ICB Committee Chair
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Integrated Care Board – 22 January 2026

Quality and Outcomes Committee Escalation and Assurance Report

1. Introduction

- 1.1 This report highlights key matters, issues, and risks discussed at ICB Quality and Outcomes committee held since the last report to the Board on 27 November 2025 to alert, advise and assure the Board.
- 1.2 The summary report also highlights any issues, items referred or escalated to other committees or to the Board.
- 1.3 Minutes approved by the committee to date are presented to the Board to provide assurance that they have met in accordance with their terms of reference and to advise the Board of business transacted at their meetings.

2. Quality and Outcomes Committee Report and Approved Minutes

Date: 7 January 2026		Chair: Sheena Cumiskey
Key Items Discussed		
Item	Issue	Action
Alert		
Patient Experience and Complaints report	The committee raised concern around the numbers of complaints and the backlog due to the impact on patient experience and the pressure on the team and risk to wellbeing.	The team had received some external help, and a rapid improvement event would be taking place on 10 and 11 February. Interviews were taking place w/c 12 January to recruit to the team.
Integrated performance report	The committee noted the continued challenged waiting list position and the impact on patients.	There is some level of support from NHSE around how we streamline the system and redirect patients out of hospital where possible.
All Age Continuing Care and Individual Patient Activity (IPA) – monthly update	The committee noted concerns around the high levels of sickness absence due to ongoing pressure on the service and organisational change, and the impact of this on the service.	The service had been supported by the agency worker scheme and with external supplier support to help with statutory responsibilities.
Advise		
Patient Safety Incident Response Framework (PSIRF) Provider Policy & Plan update	The committee gave approval for those commissioned providers who had submitted their Patient Safety Incident Response Framework (PSIRF) Policy and Plans, or revised Plans to proceed with full implementation of PSIRF in line with national policy and contractual requirements.	No further action currently.

LSC ICB Patient Safety Incident Response Framework Policy (PSIRF)	The committee reviewed and formally approved the Lancashire and South Cumbria ICB PSIRF Policy as the current framework for patient safety incident response.	As the organisation moved through the transition, and with changes in relation to commissioning, there would need to be a short review date (June 2026) on this as there could be a change to responsibility at ICB level.
Assure		
Quarterly Risk Management Report	The committee was assured on progress against key actions to mitigate risks, and that risks are being managed in accordance with the ICB's risk management framework and reporting requirements.	Continue to monitor.
Medium-term plan	The committee received a verbal update on the medium-term plan, which was in relation to the 5-year strategic commissioning plan and the 3-year plan on activity, finance and workforce.	A final draft would be presented to the committee in due course.

- **Appendix A** – Approved minutes of the Quality and Outcomes Committee held on 5 November 2025 [Item 11 Appx A - Approved Minutes of the ICB Quality and Outcomes Committee 5 November 2025 v2.0.pdf](#)

3. Summary of items or issues referred to other committees or the Board over the reporting period.

Committee	Item or Issue	Referred to
N/A		

4. Conclusion

- 4.1 The committee has conducted their business in line with their terms of reference and associated business plans.

5. Recommendations

- 5.1 The Board is requested to:
- Note the Alert, Advise and Assure within the committee report and approve any recommendations as listed.
 - Note the summary of items or issues referred to other committees of the Board over the reporting period
 - Note the ratified minutes of the committee meetings.

Committee Chair
January 2026