

NHS Hertfordshire and West Essex Integrated Care Board (HWE ICB) response to the Quality Account of Physiological Measurements Ltd (PML) for 2023/2024.

NHS Hertfordshire and West Essex Integrated Care Board (HWE ICB) welcomes the opportunity to provide this statement on the Physiological Measurements Ltd (PML) Quality Account for 2023/24. The ICB would like to thank PML for preparing this Quality Account, developing future quality priorities, and acknowledging the importance of quality at a time when they continue to deliver services during ongoing challenging periods. We recognise the dedication, commitment, and resilience of staff, and we would like to thank them for this.

HWE ICB is responsible for the commissioning of health services from PML. During the year the ICB has been working closely with PML in gaining assurance on the quality of care provided to ensure it is safe, effective, and delivers a positive patient experience. In line with the NHS (Quality Accounts) Regulations 2011 and the Amended Regulations 2017, the information contained within the Quality Account has been reviewed and checked against data sources, where this is available, and confirm this to be accurate and fairly interpreted to the best of our knowledge.

It is positive to see the achievements on the 2023/24 quality priorities, notably the commitment to continuous improvement and adherence to operational excellence through the maintenance of a robust Internal Quality Management System.

The proactive approach to ensuring compliance and driving continuous improvement initiatives across the organisation through the internal audit programme and regular evaluations of operations, procedures, and clinical practices is commended. The ICB acknowledges the comprehensive efforts in risk management which have effectively reduced previously identified risks.

The ICB recognises the significant work undertaken towards enhancing the organisations technical infrastructure ensuring efficiency and security along with the transition to a new secure cloud environment, which provides full autonomy and adaptability for the organisation's digital infrastructure.

The ICB commends PML for maintaining and improving patient satisfaction scores. The ICB is pleased to note that patient feedback is effectively incorporated into governance processes, with lessons learned shared with the wider team.

The ICB acknowledges the positive feedback and results of the recent staff survey. It would be highly beneficial to understand how the information from appraisals will be utilised to plan and enhance future training programs. This approach ensures that the training aligns with the identified needs and effectively supports professional development.

The ICB would like to recognise PML for their ongoing work related to the implementation of the Patient Safety Incident Response Framework (PSIRF) which sets out how the NHS responds to patient safety incidents for the purpose of learning, improving patient safety and outcomes for our population. The ICB looks forward to working in partnership and across the system as we collectively take forward PSIRF in 2024/25.

Dr Jane Halpin, Chief Executive

Rt. Hon. Paul Burstow, Chair

During the year the ICB have been working closely with PML gaining regular assurance on the quality and safety of provision to ensure a positive patient experience. Looking forward to 2024/25, the ICB supports PML's quality priorities, and we look forward to a continued collaborative working relationship, including through building on existing successes and collectively taking forward needed improvements to deliver high-quality services for this year and thereafter.



Chris Harvey
Assistant Director of Nursing and Quality

