

Key Issues Report
Issues for referral

Originating Committee/Group and meeting date:	Quality and Patient Safety Committee – Primary Care Interface deep dive 14 May 2026		
Chair:	Sarah Boulton, Non-Executive Director		
Lead Executive (as appropriate):	Catherine Morgan, Chief Nurse, and Angela Tillett, Chief Medical Officer		
			Approval Escalation Alert Assurance Information
The Committee received an update on progress to strengthen collaboration between primary care, community services and acute care to support a more seamless patient journey and improve outcomes across the local health and care system. Discussions highlighted the increasing focus nationally on interface working and the importance of developing trusted clinical relationships alongside formal governance arrangements. Members welcomed evidence of improved collaboration between primary and secondary care colleagues, noting a positive shift towards shared problem-solving and a collective focus on patient outcomes. The Committee heard that the organisation is making good progress against national best practice, including positive feedback from external review processes. An innovative interface facilitator model is supporting the identification and resolution of system-wide issues and has received encouraging feedback from primary care partners. Opportunities for further improvement were identified, particularly in strengthening communication across services, increasing engagement across all specialties and improving the timeliness and consistency of advice and guidance responses. The Committee recognised that effective interface working will be critical to supporting care closer to home and reducing unnecessary demand on acute services. Members noted the importance of maintaining strong partnership arrangements across the wider system, including community services, local authorities, voluntary sector organisations and GP federations. The Committee also supported plans to expand shared education, quality improvement initiatives and clinical leadership development opportunities to further strengthen collaboration between primary			Assurance

and secondary care.

Board Assurance: Progress is being made in developing a more integrated approach to care delivery, with improving relationships and external recognition of good practice. Continued focus is required on communication, engagement and the development of high-impact clinical pathways to maximise benefits for patients and the wider health system.

Escalation	Support/decision required by reporting committee to resolve an issue within its remit	Alert	Proactive notification of subject matter/risk that reporting committee is currently dealing with or mitigating which may require future action/decision
Assurance	Evidence or information to demonstrate that appropriate action is being taken within a reporting committee's remit	Information	No action required. Reporting to update on discussion within a reporting committee's remit