



**Lincolnshire**  
**Integrated Care Board**

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Dear Kate

NHS Lincolnshire Integrated Care Board (the commissioners) welcomes the opportunity to review and comment on Orthopaedic and Spine Specialist Hospital (OSSH) Final Annual Quality Report 2023/24. The report is a comprehensive account of the provider's quality priorities in the past year, the commissioners would like to acknowledge that this is their first Quality Account Report.

The commissioner acknowledges that the Quality Priorities for 2023/24 are non-specific in the Quality Report, however, OSSH has highlighted that it has been a priority that they succeeded in remaining operational with no reported incidents of COVID 19 within the hospital. OSSH has continued to maintain usual working practice/routine beyond the COVID 19 pandemic. This is very positive.

Looking forward, the Quality Priorities for the coming year 2024/25, OSSH has highlighted 2 priorities.

- 1) Working towards a paper free environment.
- 2) Collection of additional Patient information on registration. This will allow OSSH to ensure that they enhance their equality diversity and inclusion data.

In addition, the commissioner has recommended for OSSH to consider the implementation of the Patient Safety Incident Review Framework (PSIRF) to support continuous quality improvement.

The Quality Account has provided examples of the good work undertaken by Orthopaedic Spine and Specialist Hospital. The report highlights that in the twenty years since the opening of the hospital in 2004, there has been no incidents of serious hospital acquired infections such as (methicillin-resistant staphylococcus aureus (MRSA) or clostridium difficile (C. Diff) and zero cases of inpatient mortalities. OSSH has a low record of patients being re-admitted to hospital within 28 days of discharge. They have a hundred percent assessments of venous thromboembolism (VTE) during the reporting period.

OSSH's Patient Satisfaction Surveys and Friends and Family results for the reporting period are exceptionally good.

According to the CQC inspection completed 2016 they were rated as Good. The commissioners are aware that CQC recently completed an inspection in May 2024, the outcome of this inspection is not yet published. There are no current outstanding actions.

The commissioner confirms that to the best of our knowledge the accuracy of the information presented within the working final Quality Account submitted is a true reflection of the quality delivered by OSSH based upon the information submitted to the Quality Contract Meetings.

The commissioners would like to thank Orthopaedic and Spine Specialist Hospital who have worked very hard with partners in during the COVID-19 pandemic to ensure patients' needs are met.

NHS Lincolnshire Integrated Care Board looks forward to working with OSSH over the coming year to further improve the quality of services available for our population to deliver better outcomes, and the best possible patient experience.

Yours sincerely

A handwritten signature in black ink, appearing to read 'T. Vine', written over a horizontal line.

Terry Vine  
Associate Director of Nursing and Quality