



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

**Lincolnshire Integrated Care Board**

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Kate Strohman  
Operational Manager  
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12 May 2025

Dear Kate,

NHS Lincolnshire Integrated Care Board (the commissioners) welcomes the opportunity to review and comment on the Orthopaedic and Spine Specialist Hospital (OSSH) Final Annual Quality Report 2024/25.

There were two priorities identified for improvement during 2024-2025 which were to work towards a paper-free environment and collect additional patient information on registration. The Quality Account provides comprehensive information detailing progress in relation to these priorities. Specific highlights of achievements within these priorities includes:

The achievement of a 40% reduction in paper documentation.

The development of a new patient registration form to capture additional patient demographic details.

Looking forward to the coming year, the commissioners are pleased that other important key priorities have been identified. The new priorities for 2025/26 are:

- 1) To adopt the PSIRF Framework
- 2) To develop a patient and public information hub
- 3) Implement the National Cleaning Standards

The Quality account details how OSSH plans to achieve these priorities and sets out the current progress made for each of the priorities.

The Quality Account has provided numerous examples of the good work undertaken by Orthopaedic Spine and Specialist Hospital including:

The report highlights that in the twenty-one 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)).

The hospital has reported zero cases of inpatient mortalities during the period 2024/25.

OSSH has a record of low numbers of patients (4) being re-admitted to hospital within 28 days of discharge.

They have scored 100% for assessments of venous thromboembolism (VTE) for 362 patient admissions during the reporting period.

OSSH demonstrate they are responsive to patient's personal needs through their Patient Satisfaction Surveys and Friends and Family results. During the reporting period they evidence high levels of return rates and exceptionally high satisfaction scores.

The current CQC rating for OSSH is Good which was awarded during the unannounced inspection in May 2024. The report was published in October 2024. The provider has maintained their previous Good rating.

The commissioners would like to thank The Orthopaedic and Spine Specialist Hospital, who have continued to work closely with partners in the Lincolnshire Health System 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 optimal patient experience.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'V Wort', with a stylized flourish at the end.

**Vanessa Wort**  
**Associate Chief Nurse**  
**NHS Lincolnshire Integrated Care Board**