

Board of Directors Meeting in Public - Cover Sheet

Subject:	Chief Executive's Report		Date: 7 th April 2022	
Prepared By:	Marcus Duffield, Associate Director of Communications			
Approved By:	Paul Robinson, Chief Executive; Marcus Duffield			
Presented By:	Paul Robinson, Chief Executive			
Purpose				
To update on key events and information from the last month			Approval	
			Assurance	X
			Update	
			Consider	
Strategic Objectives				
To provide outstanding care	To promote and support health and wellbeing	To maximise the potential of our workforce	To continuously learn and improve	To achieve better value
X	X	X	X	X
Overall Level of Assurance				
	Significant	Sufficient	Limited	None
			X	
Risks/Issues				
Financial				
Patient Impact				
Staff Impact				
Services				
Reputational				
Committees/groups where this item has been presented before				
N/A				
Executive Summary				
An update regarding some of the most noteworthy events and items over the past month from the Chief Executive's perspective				

NHS National Staff Survey 2021

I am delighted and proud to report that, once again, #TeamSFH colleagues have rated us as one of the best Trusts in the whole of the Midlands region in [the National NHS Staff Survey results for 2021](#),

The survey confirms almost three-quarters of our colleagues (74.9%) say they would recommend #TeamSFH as a place to work and eight out of ten (81.7%) say they would recommend our hospitals as places to receive treatment for friends and relatives – another top score for the whole Midlands.

Our response rate (66%) was also the highest of any acute and acute and community trust in the Midlands, with more than 3,400 responses. This level of engagement helps us to make #TeamSFH an even better place to work and receive care.

We know the pandemic has taken – and will continue to take - its toll on staff, their families and the way we provide care, and this is reflected in the overall results, nationally and here at #TeamSFH.

There remains so much of which we can feel proud and the headlines, so far, include:

- Morale within #TeamSFH (6.4 out of 10) remains the best in the Midlands and among the best of any acute trust in the country
- Colleagues rank SFH as the third most compassionate and caring acute trust in the country, with a score of 7.6 out of 10
- 78.5% of colleagues said they would feel secure in raising and reporting concerns – a picture that has improved for the fifth year in a row here at SFH
- Nine out of ten said they feel trusted to do their jobs and they feel they make a difference
- We are above national averages for similar organisations in all areas of the People Promise, including those that rate trusts on being safe and healthy, staff feeling that they have a voice that counts, being compassionate and inclusive, recognition and reward, always learning, working flexibly and working as a team.

The results also shine a light on those areas where we need to continue to do more. We know there are areas where scores have declined from last year and work has already begun to support teams across the organisation.

We are working our way through the full results (key headlines will be shared verbally from our Director of Culture and Improvement, Emma Challans), we will bring a full report to the May meeting of the Board of Directors and details will be shared more widely across our divisions, teams and wider stakeholders.

One world, one #TeamSFH

We marked International Day for the Elimination of Racial Discrimination on March 21 with the unveiling of a special piece of artwork.

Under the main headline *One world, one #TeamSFH*, the artwork recognises and celebrates colleagues from a total of 88 backgrounds and nationalities who collectively make up the Trust's 5,500-plus workforce and continues our work to further embrace equality, diversity, and inclusivity.

We officially launched the anti-racism strategy in February as part of our ongoing work to improve behaviours and reduce aggression towards our people.

Every single one of us should be proud of who we are, feel comfortable coming to work and be confident we won't suffer because of things like the colour of our skin, sexual orientation or religious beliefs.

It is important to remember this also applies to our patients and anyone coming into our hospitals – we know that many minority groups are among the least likely to access health and care services, so we must ensure that they are welcomed when they do come to us.

I would encourage colleagues and visitors to our hospitals to look at the artwork and join me in celebrating how diverse our teams are as we work together to deliver outstanding care to our population.

Ready to talk, ready to listen

We have also started having conversations about the poor experiences some of our ethnic minority staff may have had with colleagues and patients. These sessions, being held at all times of the day and night to catch all our teams, started with racism but they are a chance for everyone in #TeamSFH to talk.

We want to listen to anyone who does not feel listened to. We want everyone to get involved in a bigger, wider more open conversation about what it is like for anyone who is different to work at Sherwood Forest Hospitals.

Body worn cameras introduced to help keep patients and colleagues safe

Our security teams have started using body-worn cameras. If they are called to an incident anywhere in our hospitals, the cameras will be used to capture the incident as evidence. Anyone involved will be made aware before the camera is switched turned on. They will be used alongside our existing CCTV to ensure we keep our colleagues and patients safe.

Ockenden Report and maternity care update

The Ockenden Report into Maternity Services at Shrewsbury and Telford Hospitals was published at the end of March and we are working through its full findings as I am sure it will contain lessons to be learned for everyone in the NHS.

The interim report published in 2020 made clear recommendations in the form of Immediate and Essential Actions for all Maternity Services across England.

Sherwood Forest Hospitals are fully compliant in six of the seven immediate actions and have processes in place to ensure that as a maternity system we reach full compliance with the final action.

The seven areas are:

- Enhanced safety
- Listening to women and families (although we can evidence this, we do not currently have a Chair for our Maternity Voices Partnership to provide sign off)
- Staff training and working together
- Managing complex pregnancy
- Risk assessment throughout pregnancy
- Monitoring foetal wellbeing
- Informed consent.

Recognising the impact publication and the subsequent headlines may have on Maternity teams generally, we have spoken to colleagues offering them reassurance and support where needed.

As a Trust, we're proud of what we've achieved and how we are performing. We have all worked hard to ensure our maternity and neonatal services deliver good and safe care. This is reflected in the feedback we receive from families and our safe outcomes as a service. We recently received the results of a CQC Maternity Survey carried out among women that gave birth at Sherwood Forest and we scored very well, particularly in areas such as staff treating new mums with respect and dignity during the birth, being supportive and speaking to them in a way that they understand, as well as involving them in decision making.

A full update will be brought to the Board of Directors meeting in May.

Cyberattack risk rating review

The Sherwood Forest Hospitals Risk Committee has reviewed the likelihood of a cyberattack adversely affecting our IT systems following the introduction of sanctions in response to Russia's invasion of Ukraine and increased the rating from "unlikely" to "possible". This increases the current risk score for PR7 (Principal Risk 7 is the risk of a major disruptive incident) to 12: "High".

Support for anyone affected by the conflict in Ukraine

Recognising the serious nature of the invasion in Ukraine, some colleagues may be understandably anxious if they have relatives and friends in the region. Other members of #TeamSFH may also be feeling anxious about the situation and I would like to remind colleagues that there are wellbeing support services available for them and their families.

Please remember, Covid-19 is still with us

I am pleased that at the beginning of March we were able to relax visiting restrictions to allow our adult patients to have two designated visitors between the hours of 1pm and 5pm each day. This means that the same two visitors can visit individually or together within these visiting hours ([Full details of visiting restrictions are available on the Sherwood Forest website](#)).

Unfortunately, levels of infection have risen during March and this is reflected in the number of Covid-positive patients on our wards and the number of our colleagues who are absent through illness. Covid-19 has not gone away and we must all remain vigilant, so we continue to ask everyone coming into our hospitals to observe best-practice infection prevention and control – wear a mask, wash your hands and keep your distance as much as possible.

We are working hard to keep everyone safe and I would like to thank all colleagues for the remarkable job they do each day.