

Board of Directors Meeting

Subject: Chief Executive's Report
Date: Thursday 29 May 2014
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Lead Director: Paul O'Connor

Executive Summary

This report provides an update on the latest issues affecting the Trust.

Recommendation

The Board is asked to note the content of this paper and specifically where verbal updates will be given at the Board meeting.

Relevant Strategic Objectives (please mark in bold)	
Achieve the best patient experience	Achieve financial sustainability
Improve patient safety and provide high quality care	Build successful relationships with external organisations and regulators
Attract, develop and motivate effective teams	

Links to the BAF and Corporate Risk Register	
Details of additional risks associated with this paper (<i>may include CQC Essential Standards, NHSLA, NHS Constitution</i>)	N/A
Links to NHS Constitution	N/A
Financial Implications/Impact	N/A
Legal Implications/Impact	N/A
Partnership working & Public Engagement Implications/Impact	
Committees/groups where this item has been presented before	N/A
Monitoring and Review	N/A
Is a QIA required/been completed? If yes provide brief details	N/A

1. CQC Inspection

The last Board meeting coincided with the first day of the Trust's CQC Inspection (March 2014 Trust Board Chief Executive's Report gives full details). This planned inspection was followed by unannounced inspections during the following two weeks. Board members have received my summary of the CQC's informal feedback immediately following the planned inspection, and the Trust has communicated its own overview assessment to all staff via the Trust Intranet and to the public via the Trust website (see Appendix A).

We anticipate receiving a draft report from the CQC early in July 2014 which will be followed by a Quality Summit held at the Trust, involving the CQC and a number of our partners, on 16th July 2014.

2. "Quality for All"

The *Quality for All* presentation has been presented in interactive sessions with over 1000 staff and Governors. It is now incorporated into all orientation sessions for new starters, and we hope to run specific sessions for, amongst others, our partners Medirest, shortly.

3. Long Service Awards – 7th May 2014

The Chairman and I presented long service awards to over 70 colleagues who had completed over 20 or 25 years of service with the Trust. We were delighted to see so many professions and departments represented in what was a truly memorable occasion. We are nothing without our staff and it was a genuine pleasure to spend time celebrating with our colleagues and hearing their stories and memories of our ever changing Trust.

4. Visit of Sir Stuart Rose – 8th May 2014

The Chairman and I were delighted to host a visit of Sir Stuart Rose to the Trust. Sir Stuart, ex-Chairman of Marks and Spencer's, has been asked by the Secretary of State to review NHS Leadership. He will be reporting at the end of the year, making a number of high level recommendations based on his visits to hospitals and speaking with people working in the NHS. During his visit he was seeking answers from many different members of staff, to three main questions:

- What can the NHS do to develop current staff to be the leaders of tomorrow?
- What can the NHS do to bring people in from outside the NHS to be the leaders of tomorrow?
- What can the NHS do to transform organisational culture?

The visit was, in his words, all about "fact finding" and involved informal discussions with many different staff groups. His final report will not directly quote individual organisations, but will draw on his experience from a number of such hospital visits.

5. Trent CLRN Year End Summary Report

Appendix B shows the final Summary Report for 2013/14 for the Clinical Research Network : East Midlands (Trent CLRN).

The number of commercial studies actively recruiting over this period was surpassed by 50% of the projected total and is a reflection of the high priority accorded to commercial research in Trent. The approval rating for % of local processes completed and NHS permission issued in 30 days was rated green throughout the year, with a 95% CLRN approval rate: a measure of the very effective working between the Trent CLRN and the member organisations. The CLRN surpassed its overall recruitment goal for 2013/14 by 13%. This tremendous effort, with 8 of the 10 organisations recruiting 97% or more of the 2013/14 goal, was as a result of a Pan Trent endeavour. In spite of this great recruitment, Trent did not make progress when compared with some of the other CLRNS. This will be a challenge that the Clinical Research Network : East Midlands will need to address in 2014/15.

This Trust's progress showed improvement on previous years but still leaves room for further progress with 94% of approvals achieved within the 30 day target and 97% of the annual volume goal achieved.

6. Star of the Month

I am delighted to announce that Andrea Wood, Staff Nurse, Fernwood Community Unit, Newark Hospital has recently received the "Star of the Month" award for March 2014. The citation leading to Andrea's award was as follows:

Andrea Wood, Staff Nurse, Fernwood Community Unit, Newark Hospital - WINNER

Nominated by Fernwood Community Unit Team, Newark Hospital

Andrea Wood is a staff nurse on Fernwood Community Unit at Newark Hospital. Andrea joined the unit in April 2013 after working on ward 34 at King's Mill for some years. Andrea is a very valued member of the nursing team, her knowledge and dedication to the unit goes above and beyond the call of duty. Our unit is a rehab ward led by GPs, so we have no doctors present on the ward, therefore the nurse on duty is responsible for full care of the patients. They are discharged from hospital and may just need an extra bit of care before going home. If a patient falls ill, Andrea uses her nursing knowledge and judgement to assess the patient and call for a doctor. Or in certain cases, if more acute call 999 and send the patient back to hospital.

Andrea guides and supports the HCAs to assist her and explains what needs to be done and why. Andrea has developed good relationships with all disciplines involved in the unit including the GPs.

Andrea is a team player and helps out all her members of staff, even though at times her own workload takes her time. She still makes time to answer buzzers and help with personal care. Andrea is very approachable and you never feel that what you ask, say or do is too much trouble. At times the unit can get very busy and sometimes we have up to three admissions a day, which can be very stressful. Andrea manages to fulfil all her duties and responsibilities to a very high standard, several times she has stopped after working a twelve hour shift, and sometimes three or four shifts in a row to finish off all her jobs, leaving the ward an hour or so after her shift has finished. She never has this as overtime because she feels it is her duty to tie up all loose ends. Andrea also handles training for all equipment for the ward and also attends all ward meetings and mandatory training.

Patients and visitors have thanked Andrea and are very fond of her and her dedication to their relatives. Andrea has also called on her way home to collect supplies for the ward and if people have left things and have gone home she has dropped them off. I personally have only worked with Andrea since April 2013 but have grown to respect her not just as a work colleague but also as a true friend.

This award would truly be deserved and shows that all the staff appreciate Andrea and all she does. Keep up the good work, you are our Star of the Month!!

Paul O'Connor
Chief Executive

Appendix A – Chief Executive’s Report

CQC visit - important message from chairman and chief executive

Colleagues

We wanted to share with you the early feedback we have received from our CQC inspection visit which took place on Thursday and Friday of last week.

First of all we would like to say a huge thank you to all of you for your input into this important visit, and our thanks also go to the members of the public who attended the CQC listening events to share their experiences.

The CQC will present their full report and findings to us at a quality summit in mid-July, but in the meantime we are able to share with you some brief feedback at this very early stage.

The inspection was obviously very thorough and we were pleased that they fed back to us that they had been able to identify continued improvements at the Trust since their last visit.

One of the values which came out of our *Quality for all* work was *respectful and caring*, and caring is also one of the five domains which the CQC measure us against. The CQC specifically told us that they considered our hospitals to be extremely caring places, with excellent examples of great patient care being provided by you. They also noted that our staff had real pride in working for the Trust.

The CQC made it clear that they had no immediate safety concerns and confirmed to us that no formal notice or additional compliance actions were issued on the day. This is what we expected but is nevertheless excellent news.

We were also pleased that they found several examples of fantastic work in several places across the Trust. There were areas which need further work, but on the whole we are pleased with the feedback we received.

We would like to remind you that the process has not ended and that we are expecting unannounced visits sometime in the next two weeks.

We look forward to our quality summit in the middle of July. We will obviously share with you the more detailed feedback we receive at that time, but in the meantime we should like to thank each and every one of you for your consistent efforts in making our hospitals great places for our patients to have their care.

We clearly demonstrated some excellent standards during the visit and there is no doubt that we are making consistent improvements. With your continued help and support we are on a journey which will truly enable us to provide each and every one of our patients with high quality, effective care.

Best wishes

Sean Lyons
Chairman

Paul O’Connor
Chief Executive

