

Board of Directors Meeting

Subject: Chief Executive's Report
Date: Thursday 24 April 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. Quality for All

In last month's Chief Executive's Report to the Board I gave details of the launch of the Trust's *Quality for All* Programme and the development of the Trust's "Plan on a Page". These have subsequently been developed into a single presentation which, at the time of writing has been shared with over 500 of the Trust's staff. This presentation will continue to be given throughout the Trust, gradually being updated, and will be used to develop interaction to spark ideas for change with individual departments as part of the Trust's ongoing Integrated Improvement Programme.

2. CQC Inspection – 24th and 25th April 2014

The April Board meeting will coincide with the first day of the Trust's CQC Inspection (last month's Chief Executive's Report gives full details). At the time of writing we are in correspondence with the CQC over the factual accuracy of the pre-inspection data pack. At the Board meeting I will be able to update Board members on the pre-inspection presentation to the CQC Team, which will have taken place the day before.

3. 2014/15 Contract

On 17th April I signed the contract on behalf of the Trust with our host commissioner, Mansfield and Ashfield CCG. I understand that a number of Trusts have yet to formally agree contracts and I am pleased to report that the contract is within the parameters previously agreed by the Board. The full details of the contract will be reported through to the Board's Finance Committee and Quality Committee.

4. April 2014 Progress Review Meeting with Monitor

On 11th April, the Chairman, Chief Financial Officer, Director of Nursing and Quality and I met Monitor for the latest in a series of Progress Review meetings. The main part of the meeting focussed on the Trust's five year Financial Plan, the APR submission, buddying arrangements and the Trust's quality and governance performance.

A letter from Monitor to the Trust Chairman dated 16 April 2014 (Appendix 1) clearly sets out Monitor's concerns, specific agreed actions and next steps. I will update the Board of progress against each of these issues at the Board meeting.

5. King's Mill Nurses as National Ambassadors

Two King's Mill Nurses, Clare Madon (Registered Nurse/Senior Service Improvement Facilitator) and Emma Pownall (Dept Leader in Pre-operative Assessment) have been selected as "Care Makers" by NHS Employers. Care Makers are selected because they embody the professional values set out in the Chief Nursing Officer for England's 2012 Nursing Strategy, "Compassion in Nursing".

As well as spreading the word about compassion in practice across the NHS, Clare and Emma act as role models and ambassadors to help support, deliver and inspire colleagues to use the "6 C's" set out in the strategy:

- Care
- Compassion
- Courage
- Competence
- Communication
- Commitment

The Trust fully supports the importance of the “6 C’s” in practice and this is underpinned by the Nursing and Midwifery Strategy which states that Nurses and Midwives will embrace compassion in practice and reflect the values of the “6 C’s” in all they do.

6. Star of the Month

I am delighted to announce that Heather Burton, Switchboard Operator at King’s Mill, has recently received the “Star of the Month” award for February 2014. The citation leading to Heather’s award was as follows:

“Heather Burton, Switchboard Operator

Nominated by Sue Bowler, Executive Director of Nursing & Quality

The niece of an elderly gentleman called to ask if we could trace the lady who took a phone call from her uncle (who is 91 years old) on 23 January sometime during the morning. He was calling to change his ophthalmology appointment which was later that day. However the gentleman became seriously ill during the call –in fact his niece advised he had a stroke.

The call handler managed to get an address from the gentleman and called the emergency services who attended and brought him to KMH. His niece advised that her prompt actions saved his life and her and her husband wanted to thank the call handler and also let the patient know that they had done so.

The gentleman is now on ward 53 – he is still very poorly and sadly his family are not sure that he will actually survive. Even though it may not be the happiest of outcomes the family are still keen to thank Heather as they feel he would not have made it this far without her”.

7. RCN Ward Leadership Course

On 2nd April Susan Bowler, the Trust’s Executive Director of Nursing & Quality, her deputy Amanda Callow, and I were joined by Peter Homa and Jenny Leggott, Chief Executive and Director of Nursing respectively at Nottingham University Hospitals, to attend final presentations for the RCN’s Ward Leadership Course. A number of our ward and departmental leaders presented at this event to show their individual projects and discuss their learning in this collaborative project between the two Trusts.

Board members will have an opportunity during the lunch break of the Board meeting to meet our representatives from this event and hear their first hand accounts of their projects.

8. League of Hospital Friends AGM

I was delighted to attend the AGM of the Mansfield and Sutton League of Hospital Friends on 2nd April. This group has been successfully raising funds for the Trust for 65 years and the dedication of the volunteers who run it and given freely of their time is hugely welcomed by the Trust. Previous Non Executive Directors of the Trust, Stuart Grasar and David Leah, were amongst the new Trustees elected to the League of Hospital Friends.

Paul O’Connor
Chief Executive