

Board of Directors Meeting in Public - Cover Sheet

Subject:	Chief Executive's Report		Date: 29 November 2018	
Prepared By:	Kerry Beadling-Barron, Head of Communications			
Approved By:	Richard Mitchell, Chief Executive			
Presented By:	Richard Mitchell, 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 our patients	To support each other to do a great job	To inspire excellence	To get the most from our resources	To play a leading role in transforming health and care services
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				
<p>An update regarding some of the most noteworthy events and items over the past month from the Chief Executive's perspective:</p> <ul style="list-style-type: none"> • Overall update • Wider SFH news • Wider NHS update • Next month at SFH 				

Chief Executive Report – November 2018

Overall update

Please find the latest harm information below:

	Monthly figure	Year to date figure
C Diff	6	23
MRSA	0	0
Ecoli	2	18
Grade 4 avoidable Healthcare Associated Pressure Ulcers	0	0
Falls which cause moderate, severe or catastrophic harm	1	17
Never events	0	1








Further information about the above is included in the Single Oversight Framework Performance Report and Appendix A details how we performed in October against our high level metrics for workforce, quality, access and finance.

Regarding cancer care, it is fantastic that we improved from our July performance of 69.3% to meeting the national target of 85%. We know this is an important indicator of care for those patients either waiting to be diagnosed with cancer and/or start treatment. I think we all recognise that for those on this pathway the quicker we can treat them the better.

Our emergency care performance has dropped slightly to 94.4%. While this is disappointing I do recognise that there is an incredible amount of work happening in order to ensure our emergency patients get timely treatment. We are definitely starting to feel the effects of winter pressures through our emergency department and are enacting part of our winter plan to keep our care the high quality we would expect for our patients all year round.

New statistics released this month show that the NHS overall missed its two-week cancer target for the sixth month running, the number of people waiting longer than the 18-week elective care target has risen by a third in the last 12 months and there has been a 3.6% increase in A&E admissions compared to this time last year. Given this national picture it is clear that our patients are receiving timely care compared to the national state however I do not want us to be complacent when we know there is more we can do to further improve.

The Trust’s overall risk profile remains stable and was reviewed at the Risk Committee.

Principle Risk	Current Risk Exposure	Tolerable risk
PR 1: Catastrophic failure in Standards of Care	High (12)  (no change)	Low (4)
PR2: Demand that overwhelms capacity	Significant (16)  (no change)	Medium (8)
PR3: Critical shortage of workforce capacity & capability	Significant (16)  (no change)	Medium (8)
PR4: Failure to maintain financial sustainability	Significant (20)  (no change)	High (10)
PR5: Fundamental loss of stakeholder confidence	High (10)  (no change)	Low (5)
PR6: Breakdown of Strategic Partnerships	Med (5)  (Reduced)	Low (4)
PR7: Major disruptive incident	High (10)  (no change)	Low (5)

In October 2018, executive colleagues and I visited the following areas, amongst others, to listen to and thank staff:

Lindhurst, Oakham, Paediatrics (Clinic 11), Emergency Department, CAU, EAU, Critical Care, Discharge Lounge, Day Case, Theatres, Radiology, Sconce, Fernwood, Minster, Chatsworth, Diagnostics, Pre – op, Physio, Clinic Prep, Clinical Coding, Bereavement Centre, Medical Secretaries, PMO, PET, Cath lab, Laurel House, Byron House, NHIS, Clinic 10, Ward 21, Ward 24, Ward 25, Ward 32, Ward 34, Ward 36, Ward 42, Ward 51, Ward 52.

We continue to focus on our finances and I am pleased with the efforts clinical and non-clinical colleagues are putting into this. As well as fortnightly divisional meetings, we have also received more than 85 ideas from other SFH colleagues on how they think we could save money without impacting on patient care. These ideas are now being worked through by our PMO team to see which ones are feasible.

We also spent time focusing on the importance of kindness as part of national anti-bullying week with the idea #bekind, “What you do comes back to you.” My message to SFH colleagues was a simple one – to use the week to focus on behaviours and try to be kinder, more compassionate, more supportive and more inclusive than they were previously. It is a simple step but I think makes a big difference.

We had a Kindness Wall that toured around our three hospital sites and we asked staff to collect a #bekind card and make a commitment. The benefits and positive impacts of being kind are well documented; it makes us feel better, slows the ageing process, reduces stress and anxiety and can make us feel like we matter.

I hope that all colleagues who collected a Kindness Card acted on it and passed it onto the next person to further extend our kind and caring culture at SFH.

Wider SFH news

2018 Staff Survey update

To date, 2,291 (50%) of us have completed our staff survey, which puts us near the top of the table for acute Trusts but I am clear that there is even more we can do.

I would hope by now that colleagues and patients know that I think the national staff survey really is very important. The following teams are above 80% for their response rates which is a massive achievement: Chief Executive team (100%), women's and children's (senior leadership team, 100%), estates, community paediatrics, divisional management teams, corporate services, finance, procurement, training and development, research and development, MEMD and NHIS.

The survey gives us important information on what it feels like to work at SFH at every level which is why I am so keen for as many people at SFH to fill in as possible. I am hopeful that we will increase our rate from the 57% last year which will give us more rich information on how we can continue to improve SFH as an organisation to work in.

2018 Flu Survey update

We have had a fantastic start to our flu campaign with 76.5% of SFH frontline staff having had their vaccination (66.2% overall) and protecting themselves and our patients against this unpredictable, and potentially fatal, illness. We want everyone to have the jab as the sooner SFH colleagues get it, the more people they will protect. Our Occupational Health team continue to work hard to ensure it is as easy as possible for colleagues to get the vaccination. I would want to see us near 90% as we know that this is when herd immunity becomes effective and so it means we are protecting those who are at danger from flu but may be too sick themselves to get the vaccination.

Trust Strategy update – Thank you

For seven weeks we have been engaging with staff, public and key stakeholders on what they think should be in our 2019-2024 Strategy. Between October 1 and November 23 we have had 692 conversations with SFH colleagues and members of the public, including 111 students from Vision West Nottinghamshire College.

We did this by going to meetings, hold drop in sessions and encouraging people to fill in our survey either in hard copy or online to which we have had over 270 responses.

Thank you to everyone who took part and let us know your views. We are now in the process of collating all the results and are looking forward to being able to present the first draft of our new strategy early in 2019.

2018 Staff Excellence Awards

Eighteen of our inspirational individual members of staff, volunteers and teams have been recognised for the outstanding care and service that they deliver at our annual Staff Excellence

Awards.

The awards celebrate individual members of staff, teams, and volunteers who go above and beyond the call of duty and who have had a positive impact on our services, patients, visitors and colleagues.

The full list of winners is:

Communicating and Working Together

Individual

Tania Willetts – Deputy Ward Leader, Ward 25

Runners-up: Alison Bird – Deputy Department Leader, Endoscopy, Nathan Watson – Clerical Support, Discharge Team

Team

Sconce Ward

Runners-up: @SFHMaternity – Maternity Twitter Team, Flu Team (Occupational Health)

Aspiring and Improving

Individual

Jill Russo – KTC Reception Coordinator

Runners-up: Natalie Bradbury – Deputy Sister, Emergency Department, Stephen Allison – Finance Systems Manager

Team

Pharmacy – Dedicated Ward Project Team

Runners-up: Neurological Outpatients Therapy Teams (Mansfield Community Hospital and Newark Hospital), Occupational Health

The Kate Granger Award for Respectful and Caring

Individual

Ryan Innumerable – HPB Cancer Nurse Specialist

Runners-up: Helena Clements – Divisional Clinical Chair, Women and Children's, Pippa Green – Therapy Assistant

Team

Learning Disabilities Team

Runners-up: Day Case Unit (King's Mill Hospital), Snowdrops and Butterflies – Baby Bereavement Support Group

Efficient and Safe

Individual

Richard Clarkson – Lead Nurse/Head of Service, Emergency Department

Runners-up: Andrea Rumsby – Deputy Ward Sister, Ward 25, Debra Farn – Department Leader, Children's Outpatients, Denise Guzdz – Clinical Governance and Patient Safety Advisor

Team

Breast Team

Runners-up: Emergency Assessment Unit, Ward 31

Volunteer of the Year Award

Newark Outpatients Refreshment Bar

Runners-up: Alison Tomlinson, Keith Wallace, Sheila Borrill

Chris McFarlane Award For Training and Development

Ward 51

Runners-up: Lindsey Walters – Assistant Practitioner, Recovery, Teresa Shaw – Preceptorship Support Nurse

Sean Lyons' Cup for Most Improved Team

Safeguarding Team

Runners-up: Antenatal Diabetes Clinic, Maternity Department

Rising Star

Shana McCullagh – Senior HR Assistant

Runners-up: Abbey Needham – Staff Nurse, Ward 34, Mae Therese Ramos – Staff Nurse, Sconce Ward

Non-Clinical Services Award

Individual

Rachel Duckmanton – Therapy Secretary

Runners-up: Alan Franks – Diet Chef, Claire Smith – SEXions Personal Advisor

Team

Case Notes and Medical Records Teams – Newark Hospital and King's Mill Hospital

Runners-up: Gynae Secretaries, Training, Education and Development Administration Team

The People's Award

Steve Jones – Haematology Consultant

Runners-up: Gaye Summers – Health Care Assistant, Mel Johnson – Community Midwife

Star of the Year - Clinical

Danny Jones – Deputy Charge Nurse, EAU

Runners-up: Chantelle Holland – Staff Nurse, Critical Care, Donna Hall – Health Care Support Worker, Edwin Sum - Occupational Therapist, Kathryn Nuttall – Ward Sister, Ward 14, Laura Purnell – Occupational Therapist, Lisa Culley – Maternity Health Care Support Worker, Newark Urgent Care Centre Nursing Staff, Sarah Roberts – Staff Nurse, Neonatal, Sue Wilkinson – Stroke Rehabilitation Assistant, Victoria Pashby – Specialist Physiotherapist, Newark Hospital

Star of the Year – Non-Clinical

Diane Barsby – Post Room Assistant

Runners-up: Claire Mee – Rheumatology Support Officer, Hazel Fletcher – PPC, Vascular Surgery, Jacqueline Lee – PPC Team Leader, Jane Beard – General Office, Mansfield Community Hospital, Melanie Edgar – PPC, Newark Hospital, PPC Co-ordinators – Community Paediatrics, Sarah Bingley – PPC, Rheumatology, Sian Hollingworth – PPC, Cardiology, Sue Widdison – Ward Clerk, Ward 24, Vicki Elms – Clinical Services Admin Support

Chair's Award for Excellence

Learning Disabilities Team

It was a really enjoyable evening and it was lovely to see so many people having fun and celebrating. I am particularly proud that the night did not cost the Trust any money because the communications team brought in additional sponsorship. Thanks to our sponsors: Sherwood Forest Hospitals Charity, Central Nottinghamshire Hospitals plc, Skanska, Medirest Allocate Software and Touch Design.

Bed Management Tool launched

We went live with a new tool that allows clinical and operational colleagues to view real-time bed status, identifying occupied and unoccupied beds, and support patient flow.

It uses information input into the hand-held Nervecentre devices by clinical colleagues to capture real-time bed data. A live dashboard of patients requiring an inpatient bed, outliers and patients awaiting internal transfers shows alongside a live view of bed status and this will help us ensure patients are admitted to the most appropriate bed to meet their clinical needs.

This is another great example of how we are embracing technology to improve patient care here at SFH and I am keen to see what impact this will make during winter when we know there will be more patients needing to be admitted.

Wider NHS update

Key updates since last Board are:

- Amanda Sullivan, current Accountable Officer (AO) for Mansfield and Ashfield CCG and Newark and Sherwood CCG, has been appointed as the single Accountable Officer for the six CCGs within the Nottingham and Nottinghamshire ICS footprint on an interim basis to 31st March 2020. The appointment of a joint AO for the footprint has been welcomed as an important milestone on the journey to delivering a single strategic commissioner and as a critical enabler for integrated health and care across Nottingham and Nottinghamshire.
- A green paper entitled 'Prevention is better than cure' has been published by the health and social care secretary Matt Hancock. He argues for a shift towards primary and community care services, to look at the early support they can offer people in preventing bad health taking hold
- A report from the National Institute of Economic and Social Research (NIERSR), found that England will be short of 51,000 nurses by the time Britain leaves the EU next March. The report said the latest vacancy figure was 41,722 but that could jump by as much as 10,000 by 2021. It was commissioned by the Cavendish Coalition, which consists of 36 health and social care charities.
- Public Health England (PHE) will integrate with the new NHS England structure by adding a director of public health to each of the seven new regions. Each of the seven regions will integrate NHS Improvement and NHS England's operations.
- Sir David Behan has been appointed chair of Health Education England (HEE) for three years from 1 December 2018. Sir David announced he was stepping down as chief executive of Care Quality Commission early this year after six years there.
- The Royal College of Nursing (RCN) has appointed a new president and deputy president, who will both take up office in 2019 for a two year term. Anne Marie Rafferty, professor of nursing policy at the Florence Nightingale faculty of nursing, midwifery and palliative care at King's College London, has been elected president of the RCN. Yvonne Coghill, director of the workforce race equality standard at NHS England, has been elected deputy president.

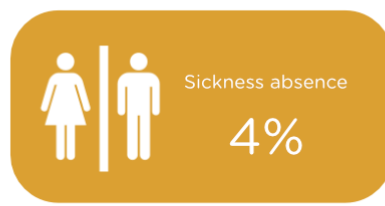
Next month at SFH

We will continue to prepare for winter, focus on finance and will start analysing the results from our strategy engagement work.

Appendix A: Performance Infographic

Dedicated to Outstanding care

Workforce

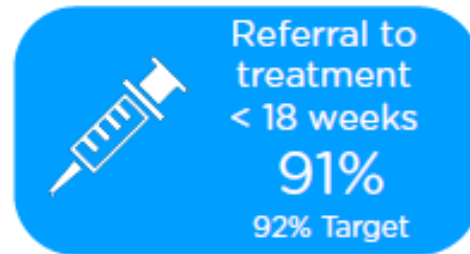
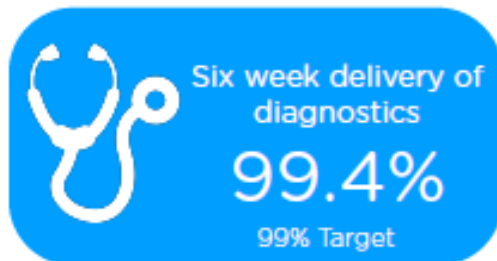
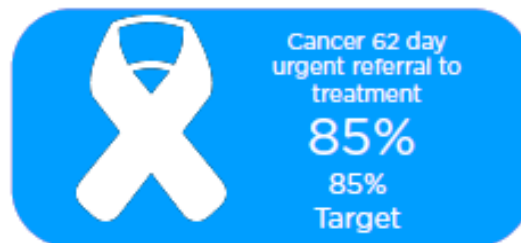


Dedicated to Outstanding care

Quality



Access



Dedicated to Outstanding care

Finance

