

Council of Governors

Subject:	Chair's Report	14 May 2019		
Prepared By:	Robin Smith, Deputy Head of Communications			
Approved By:	John MacDonald, Chair			
Presented By:	John MacDonald, Chair			
Purpose				
To update on key events and information from the last quarter.			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				
Executive Summary				
<p>An update regarding some of the most noteworthy events and items since the last Chair of Governors meeting from the Chair's perspective:</p> <ul style="list-style-type: none"> • Governor elections • Staff survey results • 5 year strategy and Recognition Week • Sherwood Forest Hospitals hero wins national award • Nursing Associates graduate • General update • Visits to Trust teams and external meetings • Membership summary 				

Chair Report

Sherwood Forest Hospitals announces new Governors

Last month we were delighted to announce the results of our most recent election for both public and staff Governors.

The election took place during March and April to fill thirteen vacancies for public Governors in Mansfield (x4), Ashfield (x2), Derbyshire (x2), Newark and Sherwood (x4) and Rest of East Midlands (1) constituencies. Four staff Governors to cover King's Mill & Mansfield Community (x2), and Newark (x2) Hospital sites were also elected.

More than 1,600 votes were cast from Trust members across the constituencies and the following candidates have been elected:

- Tony Egginton, Belinda Salt, Gerald Smith and John Wood as Public Governors for Mansfield
- Philip Marsh and Kevin Stewart as Public Governors for Ashfield (unopposed)
- Brian Bacon and Valerie Bacon as Public Governors for Derbyshire (unopposed)
- Ian Holden, Ann Mackie, Richard Shillito and Martin Stott as Public Governors for Newark & Sherwood
- Lawrence Abrams as Public Governor for Rest of East Midlands (unopposed)
- Jayne Revill and Roz Norman as Staff Governors for King's Mill and Mansfield Community Hospitals
- Richard Boot and Jacqueline Lee as Staff Governors for Newark Hospital (unopposed)

We welcome the new Governors, who officially took up their duties from Wednesday 1 May 2019.

I am delighted to welcome our new Governors to the Trust and would like to thank all the candidates who put their name forward for this election. I would also like to put on record my thanks to the outgoing Governors for your contributions to the Trust.

I look forward to working with our newly appointed Governors, along with the rest of the Council of Governors, in ensuring that we continue to deliver our vision of healthier communities and outstanding care for all.

Governors play an important role in holding the Trust accountable for the services it provides, as well as helping it deliver quality care to local communities. Governors also hold non-executive directors to account for the performance of the Board and represent the interests of Trust members and the public.

Sherwood Forest Hospitals is one of the happiest Trusts in England

Sherwood Forest Hospitals has again been rated by staff as having one of the happiest teams in England, according to findings of the latest national NHS staff survey.

The annual NHS Staff Survey for 2018 confirms Sherwood Forest Hospitals:

- Has the best overall engagement score in the East Midlands for acute (hospital) Trusts and 11th best in England (3.91 out of 5). (This is the first time the Trust has been rated the highest in the East Midlands in the national staff survey).

- Is the top acute Trust in the East Midlands and joint 8th best acute Trust in England (out of 89 acute Trusts nationally) as a place to work and receive treatment.
- Is the top acute Trust in the East Midlands and joint 6th best acute Trust in England for staff satisfied with their quality of work and care they provide.

For the third consecutive year the volume of staff who would recommend Sherwood Forest Hospitals as a place to work and as a place to receive care has improved. These results are based on a 62% response rate from all staff, which is the second highest in the East Midlands and 6th highest in England for acute NHS Trusts.

The Trust, which runs King's Mill Hospital, Newark Hospital and Mansfield Community Hospital takes part in the annual National NHS Survey each year and all staff were invited to share their views, with an impressive 2,789 (62%) staff choosing to take part.

Sherwood Forest Hospitals' Chief Executive, Richard Mitchell, said: "I am pleased and proud that, once again, colleagues feel Sherwood is a great place to work and receive treatment and these findings have confirmed we have some of the most engaged staff across the NHS. We know an engaged workforce is directly linked to improved patient care so this is a really important aspect of the survey.

"Our overall score has again improved over the last 12 months and this is testament to the hard work of colleagues, especially at a time when all NHS staff are under a lot of pressure. We have worked over the last year to make improvements at Sherwood and build on our good feedback from the 2017 survey around staff engagement."

"These impressive results round-off a positive 2018 for Sherwood, as our overall CQC rating improved to 'Good' and 'Outstanding' for care. We want the care for all patients to be as good as if they were a member of our family receiving it. I believe the best way to deliver high quality of care is through a happy and engaged team and the results show we have made further progress in the last 12 months.

"Although these findings are promising, I am not content with standing still and I know there are colleagues who do not enjoy their experience at Sherwood. I would like every colleague to be happy with every aspect of their work and I know we have a long way to go to achieve this. This year we will be concentrating on the health and wellbeing of colleagues to help them feel better supported with issues inside and outside of work."

Other areas that saw a significant improvement in comparison to the 2017 survey include colleagues feeling motivated at work, colleagues feeling valued by managers and the organisation, and colleagues reporting good communication between senior management and colleagues.

The positive results of the survey come just a month after data from the Quality Care Commission's national survey of maternity experience showed King's Mill Hospital to be one of the best in the area to have a baby.

The results are primarily intended for use by NHS organisations to help them review and improve staff experience. The Care Quality Commission use the results from the survey to monitor ongoing compliance with essential standards of quality and safety.

Healthier Communities, Outstanding Care; new SFH strategy

We officially launched our new 5 year Trust strategy on Friday 5 April. Throughout October and November 2018, we had over 750 conversations with members of staff, members of the public, patients and visitors about our new strategy. We pulled together all this information and your feedback to form the new Trust Strategy – Healthier Communities, Outstanding Care.

The new strategy reflects our increasing focus on the wider health system and our increased responsibility for the wellbeing of our population as well as our staff.

Under a vision of Healthier Communities and outstanding care for all come five key strategic objectives that build on those in our previous strategy. These are

- To provide outstanding care
- To promote and support health and wellbeing
- To maximise the potential of our workforce
- To continuously learn and improve, and
- To achieve better value

You will be able to read our full strategy, a two page summary and an easy-read version on our website.

The strategy launch came at the end of the Trust's first ever Recognition Week which ran from April 1-5 to celebrate the many successes of our teams over the last 12 months.

Celebration stands were held at all three sites during the week where colleagues and volunteers could come and collect a green badge or a special edition gold pin-badge if they had worked more than 25 years in the NHS or been nominated, shortlisted or won a SFH award or an external regional or national award.

The stand was also used to share some of the other successes from the year, and allowed SFH colleagues to pick up Thank You recognition cards that they could personalise and give to other colleagues.

There were also picture frames where we got photographs of colleagues celebrating their successes which we shared on social media using the hashtag #SFHcelebratingsuccess.

I would also like to offer our thanks to our colleagues at the Dukeries Unison branch for their sponsorship of our first Recognition Week.

Sherwood Forest Hospitals hero wins national award

Sherwood Forest Hospitals is proud to announce that a member of its Nottinghamshire Health Informatics Service (NHIS) IT team has won a national 'Unsung Hero' Award.

NHIS Second Line Engineer, Pete Fox, won the 'Every Day Hero' award, which celebrates the hard work of non-medical NHS staff within four different disciplines including: Admin and Clerical, Ancillary, Corporate Functions and IT.

The IT Everyday Hero Award particularly recognises people who work in IT positions who have truly gone above and beyond their daily duties.

Pete said: "I was so surprised to win and I feel honoured to have been recognised by this award. I wasn't expecting to be nominated for an award, let alone win it, as to me I just get on and do my job and help people when they need it, but obviously people feel that I go above and beyond, which is quite humbling.

"I would like to take this opportunity to thank my nominator for thinking of me and taking the time to nominate me, as well as my skilled and knowledgeable colleagues, including those who are sadly no longer with us, who have made it possible for me to get this award. There are so many unsung

heroes in the NHS, who I think sometimes, go unrecognised, and I'd like to dedicate this award to them too.

"It was brilliant to attend the awards night and accept the award."

The Unsung Hero Awards were split across 18 different awards across the categories, with the winners being announced at an awards ceremony held at The Hilton, Manchester on 1 March 2019.

Sherwood Forest Hospitals' Nursing Associates become some of the first in the country to graduate

Sherwood Forest Hospitals' Trainee Nursing Associates officially graduated in April.

After being part of the first 1000 people throughout the country who were selected to begin training in the new role that will sit alongside existing nursing care support workers and fully-qualified registered nurses, 10 have now finished their studies and have become the Trust's first Nursing Associates.

They will now work alongside care assistants and registered nurses to deliver hands-on care, focusing on ensuring patients continue to get the compassionate care they deserve.

Graduate Lucian Nitu, said: "It has been a fantastic experience and quite a journey. We have all learnt a lot in a short space of time and have gained new skills and strengths. I'm looking forward to my future here at Sherwood Forest Hospitals."

Fellow Nursing Associate, Reena Robin added: "It has been a great opportunity for me to get on the ladder and realise my dream of becoming a registered nurse. The Trust has really supported us throughout our studies, which I am really thankful for."

Chief Nurse, Suzanne Banks said: "We are really proud of everyone who has completed this pioneering course. A lot of hard work has gone into the roles, not only from the students themselves, but also from the teams who have supported them to complete their studies. I am so pleased that we have been able to offer our staff this kind of training opportunity whilst they have still been working with us, it has been brilliant to see them excel in their different areas whilst delivering outstanding care to our patients. I wish them lots of luck in their future roles at Sherwood Forest Hospitals."

General update

In the last month the key issues I have been focusing on are:

- Celebrating the successes from 2018/19 in our first ever Recognition Week
- Contemplating the detail in our new five year strategy: Healthier Communities, Outstanding Care
- Handing over the Better Together Board as it becomes the Mid-Nottinghamshire ICP Board.

Visits to Trust Teams and External Meetings

I have attended a number of external meetings including:

- Supported a colleague as part of the Aspirant Chairs programme
- Chaired my last Better Together Board Meeting before it becomes the Mid Nottinghamshire Integrated Care Partnership Board Meeting in May, where it will be chaired by Rachel Munton. Attended the ICS Board.
- Attended the ICS Board Development Session.
- Visited Wigan to learn about their Wigan Deal.

Within the Trust I have been out and about to the following departments and meetings:

- A 15 steps visit to Ward 21
- Handed out Celebrating Success badges to colleagues as part of our first Recognition Week Welcomed the new and returning Governors as part of their induction.

Membership summary

Outside of the elections, our Governors continued to hold 'Meet Your Governor' sessions across all three sites.

Feedback has been largely positive including a gentleman who has changed made a large donation and changed his will in favour of ICCU following treatment his son received. Some specific comments related to car parking charges, waiting times in clinics a patient concerned that a broken hand had been missed on x-ray, a patient who felt she had not been treated with dignity on one of the wards and a complaint about a dirty bathroom.

The Forum for Public Involvement group covered items including the NHS Long Term Plan, our next PLACE audit of our estates, the Friends and Family test, the 15 steps programme and our new Trust strategy.