

**TRUST BOARD**  
**29<sup>th</sup> May 2014**

<b>TITLE</b>	<b>Chief Executive's Report</b>
<b>EXECUTIVE SUMMARY</b>	General overview of issues/developments
<b>BOARD ASSURANCE (RISK)/ IMPLICATIONS</b>	n/a
<b>LINK TO STRATEGIC OBJECTIVE / BAF</b>	Report encompasses reference to all Trust Strategic Objectives.
<b>STAKEHOLDER/ PATIENT IMPACT AND VIEWS</b>	Notification of public meetings on proposal to merge with The Royal Surrey County Hospital; Top 40 Hospital Award as indicator of high quality care; refinements to our new Self Check-in System as a direct result of patient feedback.
<b>EQUALITY AND DIVERSITY ISSUES</b>	n/a
<b>LEGAL ISSUES</b>	n/a
<b>The Trust Board is asked to:</b>	Receive the report.
<b>Submitted by:</b>	Andrew Liles, Chief Executive
<b>Date:</b>	22 <sup>nd</sup> May 2014
<b>Decision:</b>	For Receiving

## Chief Executive's Report

### News and Developments

#### CHKS Top Hospitals Awards

Once again the Trust has been named as a top 40 hospital by CHKS (a company that provides healthcare intelligence and quality improvement services to the NHS and the independent healthcare sector, similar to Dr Foster). The awards recognise the 40 best performing hospital Trusts across the UK (out of 130 that are CHKS clients), based on the evaluation of 22 quality and safety indicators including safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care. The Trust was previously rated a top 40 hospital in both 2011 and 2013.

CHKS also presents three national awards each year for patient safety, quality of care and data quality. The Trust was a finalist in both the quality of care and data categories. For quality of care there were five finalists, putting Ashford & St Peter's in the top five Trusts and for data quality in the top three. These are important indicators of the quality of the care we give to patients and a credit to all our staff, both on the front-line and all those involved in data collection, coding and analysis.

#### Our Partnership with The Royal Surrey County Hospital

On Friday 2<sup>nd</sup> May the Boards of Ashford & St Peter's and The Royal Surrey County Hospital jointly announced their agreement to develop a business case for merging the two organisations. Both Boards agree this is the best way forward to ensure the continuation of high quality local healthcare. Both Trusts are now working together on developing a Full Business Case for merger.

Merging the two Trusts will create a stronger, more resilient organisation with a larger catchment population, creating real benefits for patients including:

- The development of a wider range of specialist services locally, bringing services back from London;
- Increased 7 day working, including joint consultant rotas so patients in hospital are reviewed by a consultant every day;
- Improved access for patients to cutting edge treatments and innovations through a wider partnership with Surrey and Royal Holloway Universities; and
- Maximising benefits of digital technology, for example in developing an electronic patient record much sooner than either organisation would be able to do on their own.

Importantly our vision – developed jointly by clinicians from both organisations – is about maintaining core services, including A&E, maternity and children's services at both hospital Trusts. Above all this is about enhancing services and doesn't mean patients will have to travel further for routine hospital care.

We anticipate the merger will take around 12-18 months to implement and is subject to regulatory approval from the Competition and Markets Authority and risk assessment by Monitor - the independent regulator of NHS Foundation Trusts.

In the meantime we are continuing our programme of engagement with staff, patients and the public including a series of open public discussion sessions in June at all three hospitals as follows:

- Wednesday 18 June, 5.30 - 7.30 pm - Postgraduate Education Centre, St Peter's Hospital (RSVP: 01932 722063)
- Wednesday 25 June, 6.00 – 8.00 pm - Education Centre, Royal Surrey County Hospital (RSVP:

01483 408337)

- Thursday 26 June, 5.30 - 7.30 pm - Education Centre, Ashford Hospital (RSVP: 01932 722063)

These sessions are open to all and we look forward to discussing our plans with as many people as possible.

### **Celebrating our new ABC Birth Centre**

Our new Abbey Birth Centre opened its doors on Monday 5<sup>th</sup> May, coinciding with The International Day of the Midwife. The new unit has been purpose built to provide a homely and relaxing environment for women who have normal and uncomplicated pregnancies and want to give birth in a less clinical setting. The addition of this new unit means the Trust is able to offer the widest range of maternity services in the area – from a natural birth centre to high risk maternity care, including the level 3 neonatal intensive care unit. The Trust also opened a special care unit on the postnatal ward last year, so mothers could stay in hospital with their babies after the birth if they require additional care from the neonatal team. The team celebrated the first birth in the new unit, baby Evie Olivia Allan on Tuesday 6<sup>th</sup> May.

### **New Self Check-in service now fully up and running**

The Trust's new Self-Check-In service is now fully up and running with the final kiosks going live recently at St Peter's Hospital. These smart, modern kiosks are harnessing the best from modern technology, with many benefits for patients and the Trust. The kiosks enable patients to check themselves in as they arrive, with built-in privacy screens and provide additional confidentiality for those patients uncomfortable with verbally confirming their details at reception. This also means reception staff can concentrate on booking follow-up appointments, which helps to reduce the build-up of queues.

Since first introducing the Self-Check-In kiosks there has been lots of feedback from staff and patients which has been used to further refine the systems. For example, text size has been reduced (whilst ensuring visually impaired users are not compromised), only the postcode is displayed when confirming details, and the kiosks have been repositioned within certain areas to preserve confidentiality. The Trust is also working with suppliers to build intelligent screens, which will mean that when a patient attends a new appointment they will be asked to confirm their details, but for any other follow-up appointments this step will be by-passed and the patient will be directly checked-in for their appointment, facilitating a faster checking-in process. Usage of the system is steadily increasing and currently 75% of patients attending are using them to check in. However, the receptionist role remains an important part of the experience for patients and anyone who is uncomfortable using the kiosk is invited to check in with the receptionist.

### **New Consultant appointments**

The following new consultants have been appointed:

- Dr Sylwia Niewiarowski - Consultant Radiologist with an interest in Paediatric Imaging
- Dr Shirish Prabhudesai - Consultant Radiologist with an interest in Interventional Imaging
- Dr Demitrios Tzias - Consultant Radiologist with an interest in Musculoskeletal Imaging

### **Meetings and visits**

I chaired my six-weekly Chief Executive's Sounding Board, and attended the opening lunch for our new Abbey Birth Centre. I also attended one of our Clinical Leadership Programme sessions with consultants. Aileen McLeish, Simon Marshall, Heather Caudle and I attended the CHKS Top Hospital Awards in London.

Along with Louise McKenzie and Aileen McLeish I hosted staff discussion events on our proposed merger with The Royal Surrey County Hospital where we spoke directly with around 200 members of staff. I also attended a joint staff representative forum along with Nick Moberly with union and

other formal staff representatives from both Trusts.

I held individual meetings with Nick Moberly and others on our proposed merger and also joined a joint Governors' meeting between the two trusts.

I took part in our quarterly Board to Board meeting with North West Surrey Clinical Commissioning Group. I also attended the quarterly Surrey Health Partners Steering Group meeting to discuss our academic partnership with Surrey and The Royal Holloway Universities.

I attended the Kent, Surrey and Sussex Clinical Research Network meeting held at The Royal Surrey and also took part in an HSJ roundtable event on *Leading the NHS now and in the future* in London.