Ashford and St. Peter's Hospitals NHS
NHS Foundation Trust

TRUST BOARD
16th December 2010

TITLE	**Chief Executive's Report**
EXECUTIVE SUMMARY	General overview of issue/developments
BOARD ASSURANCE (Risk) / IMPLICATIONS	n/a
STAKEHOLDER / PATIENT IMPACT AND VIEWS	Becoming a Foundation Trust means we will be now be accountable to our local community and staff through our Council of Governors.
EQUALITY AND DIVERSITY ISSUES	n/a
LEGAL ISSUES	n/a
The Trust Board is asked to:	Note the report
Submitted by:	Andrew Liles
Date:	7th December 2010
Decision:	For Noting

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Chief Executive's Report

Trust Overview

As my first report since we were licensed as a Foundation Trust, I would like to publicly record my congratulations and thanks to all our staff on this achievement. Becoming a Foundation Trust has been a collective achievement and is recognition of the quality and safety of the services we provide every day to our patients. The Monitor process has been a rigorous one and has helped us ensure we have in place the right measures and controls to continue to provide high quality and sustainable health services to our local community.

In terms of capacity and activity this has been another very busy month and once again we have seen some peaks in capacity, which have put us under considerable pressure. The adverse weather has contributed to increased A&E attendances with paediatric A&E being particularly busy. We are continuing to work hard at improving our discharge process to help the flow of patients within our hospitals and yet again our staff are working hard to ensure patients receive the care and treatment they need.

News and Developments

Licensing as a Foundation Trust

On 1st December we were formally licensed by Monitor as a Foundation Trust. We were able to make the announcement to staff the day before Monitor issued their press release, and members of the Board spent the day visiting departments across both hospitals to personally record their congratulations and thanks to staff. The first meeting of our new Council of Governors was held at Ashford Hospital during the evening of 1st December where we began the official business of being a Foundation Trust.

National maternity survey

A recent national survey of maternity services by the Care Quality Commission shows a significant improvement in the experience of women at St Peter's over the past three years. These latest results compare favourably with other maternity units across the country, a significant improvement since 2007 when our maternity services were rated as being in the lowest 20% nationally. Over the past three years the department has worked hard to make the necessary improvements, listening carefully to what women were saying about the service and acting on their feedback.

In 2007, 88% of women rated their care throughout pregnancy as 'good, very good or excellent', which has increased to 93% this year. Women also reported improvements in their care during labour and birth, with 89% rating it as 'good, very good or excellent', compared to 82% in 2007. The biggest jump, however, is in the experience of new mums after the birth – 89% now rate their postnatal care highly compared to only 77% three years ago.

Improvements include the refurbishment of the antenatal clinic waiting areas and birthing rooms (now all ensuite), increasing staffing levels and improving postnatal care.

Dr Foster Good Hospital Guide 2010

Results from the latest Dr Foster Good Hospital Guide show that Ashford and St Peter's continue to demonstrate lower than average mortality ratios (90 overall against a norm of 100), with the joint fifth lowest ratio nationally for a 'basket' of the most common causes of

death in hospital – stroke, heart attack, congestive heart failure, pneumonia and falls. We also performed well in terms of stroke diagnostics and have been listed as one of the Trusts that carry out large numbers of urological operations on patients with pelvic cancer. These are specialist, complex procedures which are best done frequently, thereby creating expertise in the teams that carry them out.

Overall, the report confirms that Ashford and St Peter's is a safe place for patients to receive care and treatment.

Staff survey
As the period for completion of the national staff survey draws to a close the Trust is currently reporting a response rate of 68.9%, one of the highest for acute trusts in the country. This reflects good levels of staff engagement and means that over 2000 members of staff have made their views known. Full results from the survey are expected next Spring.

Meetings and visits
This month I attended part of our Education and Training Awards where members of staff who have gained a qualification receive their certificate in an official ceremony, and presented to new staff at our monthly Induction Programme.

I also took part in our own 'Dragon's Den' event, part of the Trust's *Leading Ashford and St Peter's from Good to Great* leadership programme, where seven teams and individuals presented their improvement ideas for investment to a panel of 'dragons'. We were able to approve four of the seven immediately, with three asked to provide more detail for later consideration.

I had meetings with Paul Bennett, Deputy Chief Executive at NHS Surrey, and Sam Jones and John Davey (Chief Executive and Chairman) at Epsom and St Helier University Hospitals NHS Trust.

I attended the North West Surrey Transformation Board and the overall Surrey Transformation Board with all the other NHS Chief Executives and NHS Surrey. I also chaired the Leadership and Talent Management Steering Group for the South East Coast and attended the South East Coast Planned Care Programme Board.

Submitted by: Andrew Liles

Date: 8th December 2010