Ashford and St. Peter's Hospitals NHS
NHS Trust

TRUST BOARD
25th March 2010

TITLE	**Chairman's Report**
EXECUTIVE SUMMARY	Highlights of activities since February 2010
BOARD ASSURANCE (Risk) / IMPLICATIONS	Refers to assurance on standards of patient safety and quality as highlighted in the Francis Report into Mid Staffordshire NHS Foundation Trust.
STAKEHOLDER / PATIENT IMPACT AND VIEWS	Refers to improvements to facilities for patients. Also refers to meetings with external stakeholders
EQUALITY AND DIVERSITY ISSUES	N/A
LEGAL ISSUES	N/A
The Trust Board is asked to:	Note the report
Submitted by:	Aileen McLeish
Date:	17 March 2010
Decision:	For Noting

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Chairman's Report

Foundation Trust application: I am delighted to report that on 22 February we gained the support of our Strategic Health Authority for our application to become a Foundation Trust. This is a significant milestone for us and a tribute to the efforts by the Board and colleagues within the organisation. We are now supporting South East Coast SHA who are advocating on our behalf within the Department of Health. While we would normally expect to get through this stage in two months, it is very likely that the prospective General Election will delay the Secretary of State's recommendation of our application to Monitor and therefore our move to the final stage of the process.

Norman Critchlow: I would like to record the Board's sincere thanks to Norman who has decided to resign from the Trust Board as a Non Executive having served for over 4 years. As a Non Executive Director, Chairman of the Finance Committee and previously of the Audit Committee, he has made a significant contribution to the turnaround of the organisation, working with the Trust during a period of significant organisational change. Norman was always very supportive in helping new Board colleagues to adjust to their new responsibilities. Norman played a key role in preparing the Trust for the journey to Foundation Trust, and now feels the time is right to step down. I would like to thank him for all he has done for the Trust and wish him all the very best for the future.

Francis report on Mid Staffordshire NHS Foundation Trust: This report, issued on 24 February, made sobering reading. Our Board is very clear that we must do all we can to prevent anything similar happening here. The events at Mid Staffordshire Hospitals are a reminder to us all that we have a shared responsibility to ensure our patients get high quality care, and that we must have open lines of communication to ensure that staff, patients and relatives are listened to if things do not go right. This is a message that the management team are disseminating through the organisation, reinforcing our values: *Patients First, Personal Responsibility, Passion for Excellence* and *Pride in our Team.* The Board is reviewing the lessons from the Francis report to see what more we can do to improve the experience of our patients.

Delivering on our promises: Now that we are nearing the end of the financial year it is a time to reflect on our progress to date in delivering quality care to patients. Our performance continues to strengthen in all areas, as is evident from the Board papers. On this occasion, I want to focus attention on some of the efforts we have been making to improve the patient experience. Specifically, our progress on the public pledges we made back in May 2009 following the results of the last in-patient survey:

- **Improve ward accommodation.** Since 1 April 2009 the Trust has refurbished 12 wards across both the Ashford and St Peter's sites. (A full report on Single Sex Accommodation is provided elsewhere on the Board agenda). We are in a good position to fully deliver single sex accommodation from 1 April
- **Introduce protected sleep time and other initiatives to reduce noise at night on the wards.** Quiet closing pedal bins have been introduced into all clinical areas on both sites. Our Uniform policy reflects soft sole shoes & this is monitored regularly.
- **Improving toilet areas.** This is complete and recognised in recent patient surveys
- **Introduce disposable cubicle curtains in all wards**. Disposable curtains are now in all clinical ward areas. MRSA and C-Diff infections at new record lows.

- **Improve hospital food**. Food has been recognised as Excellent on the National PEAT surveys. Surveys were completed in May 09 and November 09. Actions from the survey included more descriptive menus, changes in some menu items, individual cake and biscuits have introduced and are given out in the afternoon. We now have improved ward involvement in the meal service with a trained Nurse participating and overseeing the food delivery. We are continuing to make further improvements such as on the children's wards
- **Regular audits of staff washing hands**. New hand hygiene products have been introduced and alcohol foam is available at the Point of Patient Care in line with the WHO recommendations. Patients and visitors are encouraged with hand hygiene by visual displays, audio reminders and information leaflets. Audits are routinely undertaken and reported to the Board. They demonstrate x% compliance across the Trust
- **Pharmacy review of information for patient being discharged.** All patients receive a manufacturers' patient information leaflet for medicines provided by Trust (Later in 2010 there is a plan to have developed some simple generic leaflets e.g. cardiology. Steps have been taken to ensure nursing staff / prescribers and pharmacy staff counsel patients about their new medicines prior to discharge.
- **Improving car parking:** Ashford work completed increasing number of spaces to 158. Outline Planning Consent was granted for St Peter's Hospital on 10th March 2010 subject to S106 Agreements. This allows car parking at St Peter's to increase by 232 spaces to 2518. Full planning applications will now be submitted with work on additional parking taking place this year

In addition to this we have been embarking on a major programme to improve the environment within the hospitals. Visitors and patients will have seen improvements at St Peter's in the reception, the corridors and the outpatient areas. At Ashford, work has started on the Radiology Department and plans are being advanced to significantly improve the Inpatients Department. As this involves a reconfiguration of the department, we haven't yet set a date for this work to take place.

This is just a small indication of some of the improvements we have made this year.

Other activities this month: I have had a two week holiday this month and so have fewer activities to report.

- I have had meetings with other Chairs in Surrey, to understand more about the issues faced by our partners in the local healthcare economy
- I attended the annual Appointments Commission Chairs Conference which was addressed by an excellent range of speakers from the Department of Health, Monitor, NHS Confederation, McKinsey and others.
- I attended one of our GP spotlight evenings. This was a good occasion to meet some of our local GPs and get feedback on how they see the Trust, as well as hearing colleagues from our Cardiology team describe the range of treatments they carry out within our hospitals.
- I attended the opening of our new Angiography C Arm installation in the Intervention Suite at St Peter's Hospital. We were privileged to receive the Mayors of Woking and Surrey Heath as well as a number of local councillors, partners, patient representatives and members of the public. The official ribbon cutting was carried out by Lucy Siegle from the BBCs "*The One Show*" who is proving to be an enthusiastic supporter of our Trust. We were able to demonstrate to our visitors the range of treatments we can now provide with the new C-Arm.
- At the end of the month we are holding our Staff Appreciation awards. For the first time we have selected the winners from staff who have best exemplified our Trust values. The judges were impressed by the volume and range of

nominations and, at the time of writing I am looking forward to an evening of celebration for the Trust.

Submitted by: Aileen McLeish

Date: 17th March 2010