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

TRUST BOARD
27th October 2011

TITLE	**Chief Executive's Report**
EXECUTIVE SUMMARY	General overview of issues/developments
BOARD ASSURANCE (RISK)/ IMPLICATIONS	n/a
STAKEHOLDER/ PATIENT IMPACT AND VIEWS	Car parking improvements; stakeholder engagement at Trust AGM; improvement projects with positive impact for patients.
EQUALITY AND DIVERSITY ISSUES	n/a
LEGAL ISSUES	n/a
The Trust Board is asked to:	Note the report
Submitted by:	Andrew Liles, Chief Executive
Date:	18th October 2011
Decision:	For Noting

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Chief Executive's Report

Key News and Developments

Trust AGM

The Trust AGM took place on 29th September at Ashford Hospital and once again was well attended. Around 100 people, including members of staff, members of the public and many of our Governors, joined the Board to hear about the work of the Trust and our plans for the future. The evening's presentations included Chief Nurse, Suzanne Rankin, who spoke about the Trust's vision for the very best nursing care and Dr Gulam Patel, Consultant Rheumatologist and Divisional Director who talked about work being undertaken to prevent people being admitted to hospital as emergencies. The Board was also joined by Dr Liz Lawn, local GP and Chair of the North West Surrey Clinical Commissioning Group Management Board who spoke about how plans for local GP commissioning are developing.

The presentations were followed by lively questions and debate and overall the evening gave a clear demonstration of good engagement and interest from our local community.

Epsom and St Helier Transaction

Earlier this month the Royal Surrey County Hospital NHS Foundation Trust announced that they would no longer be pursuing their bid to acquire Epsom Hospital, which leaves Ashford and St Peter's as the sole bidder. We continue to prepare our bid, and to explore the benefits such a merger could bring to Surrey patients and to staff. The Board will need to approve the bid before its submission on 11th November 2011. The final decision will ultimately be judged on a range of criteria focusing on the interests of local patients and staff.

Car Parking Update

The recent improvement to car parking arrangements, particularly at St Peter's hospital, continue to demonstrate a significant improvement in car parking congestion, with spaces available at all times of the day. As we had committed to do, we have now reviewed the use of our parking spaces and are able to offer our large volunteer workforce free parking within the patient and visitor areas. With the introduction of the new car parking arrangements during the summer, our volunteers had been asked to park within our staff parking areas which, in many cases, meant a longer walk to the hospital which some of our volunteers were finding difficult. This significant change will take place shortly once we have made the necessary adjustments to our barriers and ticket machines.

Excellent Patient Environment Inspection

The latest results from the annual Patient and Environment Action Team (PEAT) inspection which looks closely at the quality of patient food, privacy and dignity issues and the general environment in hospitals, have shown excellent results at both Ashford and St Peter's hospitals.

In this latest round of inspections, both hospitals scored impressive results:

	Environment	Food	Privacy and dignity
St Peter's Hospital	Excellent	Excellent	Good
Ashford Hospital	Good	Excellent	Good

These inspections take place annually and involve a small team of patient representatives, a non-executive director and staff from the Trust who visit a number of areas within each hospital. The team allocate scores, ranging from 1 (unacceptable) to 5 (excellent) for each category, looking specifically at food, cleanliness, infection control and the general patient environment (including bathroom areas, décor, lighting, floors and patient areas).

Award for Home Monitoring of Pacemaker Patients
The Trust's cardiology department has recently received a 'Silver Award' from the manufacturer Biotronik for being the first centre in the UK to register over 100 active users on their home monitoring system for pacemaker and ICD (Implantable Cardiovertor Defibrillator) patients. The home monitoring device works alongside the pacemakers and defibrillators at the patient's bedside, transmitting readings via a satellite to the Biotronik control centre in Germany, which then gets sent back to a computer here at the Trust. Being able to follow a patient's heart rate remotely allows the detection of atrial fibrillation before the patient really notices and also allows any potential problems with the pacemakers to be picked up quickly.

The department also led a symposium on the subject at the annual Heart Rhythm Conference in Birmingham earlier this month.

Improvement Projects

Excellence in Theatres – *getting it right for every patient, every time*
The Trust is currently running an Excellence in Theatres improvement project to improve the experience of patients coming for elective surgery at our hospitals.

The project's key aims are:

- Making sure surgery is carried out in the right setting e.g. day case vs inpatient ('Right place')
- Making sure surgery is well planned, so lists are booked and patients pre-assessed effectively and in good time ('Well planned')
- Making sure that the day of surgery goes smoothly e.g. patients are not cancelled on the day and lists start/ finish on time ('Well done')
- Making sure the Divisions have access to the right Theatres data at the right time ('Right information')

Following a positive workshop day earlier this month, the first agreed action plans will launch on 31st October. These include ensuring theatre lists get started on time and moving appropriate cases to day surgery where possible. There has been good engagement with all our clinical divisions and the project is expected to be completed by January 2012.

Introducing *RealTime*
As the Trust begins its preparations for winter, we are introducing a major new information project to support good patient flow through our hospitals. Called *RealTime*, this is a ward based information system which is able to capture patient data electronically, in 'real time', helping staff to track their patients and plan their journey through our hospitals more effectively. It also helps ward teams understand the role they each have in managing the overall patient journey. By providing 'real time' information on the use of beds, the system also supports good bed management (helping to minimise bed moves for patients), increases focus on good discharge planning and helps us to track length of stay.

We are currently undertaking initial preparation and testing of the system, before beginning to roll this out to our ward areas from next month, alongside a robust training programme for relevant staff.

Meetings and visits

This month, I chaired one of our quarterly staff briefing sessions which focused on how the Trust is doing six months into the year, and how we are preparing for the future. These events were well attended this quarter, with around 100 attendees at St Peter's and around 45 at Ashford.

I have been chairing our six month performance reviews for our clinical divisions, which is an important part of tracking how the Trust is doing, in terms of patient experience, quality of care and meeting activity and financial targets.

I attended a quarterly informal meeting with our Non-Executive Directors and an informal coffee morning with our Governors. I also attended the North West Surrey Transformation Board meeting and Chaired the Surrey and Sussex Comprehensive Local Research Network (CLRN).

I have also had meetings with Andrew Morris, Chief Executive at Frimley Park NHS Foundation Trust, with colleagues from South East Coast Ambulance Service, the Royal Marsden Hospitals NHS Foundation Trust, Central Surrey Health and Assura Medical, who will be the new provider for community services in West Surrey. I also attended the mid-tender review meeting with the Transaction Board for Epsom Hospital.

Submitted by: Andrew Liles, Chief Executive

Date: 18th October 2011