

TRUST BOARD
28 September 2017

AGENDA ITEM	4.1	
TITLE OF PAPER	Chairman's Report	
Confidential	NO	
Suitable for public access	YES	
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED		
<u>STRATEGIC OBJECTIVE(S):</u>		
Best outcomes		Secretary of State's Visit positive with good two way communications; unannounced CQC visit well handled.
Excellent experience		Memory Tree event with families as the culmination of organ donor week; PJ Party in Cherry Ward.
Skilled & motivated teams		Initial familiarisation visits to teams across both hospitals including A&E, Maternity, Urgent Care, Cherry and Kingfisher Wards, Outpatients, X Ray, MRI, Day Surgery in Ashford, PALS, Bereavement, HR and Finance in Ashford, Physio in Ashford
Top productivity		Council of Governors Meeting including excellent report on Workforce retention issues
EXECUTIVE SUMMARY		
	Highlights of the last month from the Chairman's perspective.	
RECOMMENDATION:		
SPECIFIC ISSUES CHECKLIST:		
Quality and safety		
Patient impact		
Employee		
Other stakeholder		
Equality & diversity		
Finance		

Legal	
Link to Board Assurance Framework Principle Risk	
AUTHOR	Andy Field, Chairman
PRESENTED BY	Andy Field, Chairman
DATE	22 September 2017
BOARD ACTION	Receive

General

The past three weeks have been mainly focused on induction starting with the formal induction day in Ashford and following up with a mixture of internal one to ones and informal walkabouts in both Ashford and St Peter's. In the background, we have been setting up key external meetings for October as a start point of an intensive period of networking.

Highlights

Secretary of State's Visit. The Secretary of State Jeremy Hunt made his first visit to St Peter's on Friday 15th September from 1.30pm to just after 3pm. He was accompanied by his clinical advisor Professor Sir Norman Williams. It was a visit focused on Patient Safety and after an introduction by our Chief Executive Suzanne Rankin, Dr David Fluck our Medical Director gave an excellent presentation on our own safety journey. The Secretary of State then presented on the wider patient safety picture and Professor Sir Norman Williams gave a candid personal perspective on errors and their impact. The Secretary of State then took a lively Q&A session and that part of the meeting ended with me summing up. After the obligatory photographs, Suzanne and I had a brief private meeting with the Secretary of State and topics covered included winter planning and STPs.

Organ Donation Week. Organ donation week was another highlight for me including introducing our members meeting on End of Life and meeting and speaking with families whose loved ones had donated organs over the past year to eighteen months. The event was held at the Memory Tree and was very moving and extremely well organised. My thanks to Dr Pardeep Gill, our Chaplain Laurence Gamlen and of course to Emma Little, our specialist nurse, who ensured it all ran so smoothly.

Staff

It was excellent to see our staff really get behind the #endPJparalysis campaign. I attended the party in Cherry Ward on Tuesday 19th but the events have been enthusiastically supported by staff all week and the photos are adorning Twitter.

I have met many staff over the past 3 weeks during my informal walkarounds and have been impressed by their enthusiasm and dedication. As I visited the wards it is clear to me that colleagues are working under tremendous pressure and some wards and clinical areas are experiencing high vacancy rates and turnover bringing in turn higher than desirable temporary staffing utilisation. The work we are doing via the Workforce Committee will need to maintain its focus and momentum in order to address these issues which are occurring locally but also at a national level.

Patients

Ashford. My interactions with a number of patients in Ashford on Tuesday 19th September were very positive. I spoke to patients in Day Surgery, pre and post-operative patients and those utilising the infusion suite. Their feedback on our care and our staff was universally positive.

St Peter's. I have focused on Outpatients and Maternity and as in Ashford feedback on our care and in particular our staff, has been very positive.

Board

I am currently having one to ones with all Board members and the desire for Board development is a recurrent topic which I will address separately.

Council of Governors

I have had initial meetings with a number of Governors including our lead Governor Andrew Ryland. The Council of Governors meeting on 6th September was very constructive and agreed an extension of Terry Price's term as a non-executive director to 31st December. This will give more time to consider the appointment of the next Senior Independent Director and the recruitment of a further non-executive director.

Other

As I visit each area, I am identifying for analysis by the executive, some potential quick wins that would improve the patient experience. In particular, it is important to note these things when new before conditioning kicks in. One such potential quick win is to separate the bereavement service from PALS as the needs of the patients and relatives using these services are very different and they are currently co-located in a common small waiting room.

As we go forward into the second half of a challenging year, we need to keep in mind that although there are improvements in quality and financial performance to make, we actually have a Trust that is performing well in a very tough environment and that our #bethechange programme will need to be at the heart of everything we do.