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

TRUST BOARD
29th March 2012

TITLE	**Chief Executive's Report**
EXECUTIVE SUMMARY	General overview of issues/developments including: ▪ Opening of Community Hub on Medical Admissions Unit at St Peter's ▪ Joint Working with South East Coast Ambulance NHS Foundation Trust ▪ Major Trauma Unit Status ▪ Opening of Wren Bariatric Unit at St Peter's ▪ National Award Finalist for Living our Values Programme ▪ Car Parking Works ▪ Epsom and St Helier Transaction ▪ Innovation Fund ▪ Volunteers Nominated for Queen's Award ▪ Disabled Parking Consultation ▪ Surrey Pathology Services Update
BOARD ASSURANCE (RISK)/ IMPLICATIONS	n/a
STAKEHOLDER/ PATIENT IMPACT AND VIEWS	Disabled parking consultation
EQUALITY AND DIVERSITY ISSUES	Parking issues for disabled patients and visitors
LEGAL ISSUES	n/a
The Trust Board is asked to:	Note the report
Submitted by:	Andrew Liles, Chief Executive
Date:	19th March 2012
Decision:	For Noting

TRUST BOARD
29th March 2012

Chief Executive's Report

Key News and Developments

Opening of Community Hub on Medical Admissions Unit at St Peter's

As a joint venture, the Trust has recently opened a Community Hub on the Medical Admissions Unit (MAU) at St Peter's in conjunction with Surrey County Council, Surrey Community Health and the British Red Cross. The hub is aimed at supporting safe and timely discharge from MAU and A&E and providing information and signposting to other appropriate services for wards around the hospital.

Working together as a multi-agency team – with colleagues from the hospital's MAU and A&E departments – community hub staff will assess, arrange or liaise with the most appropriate support services to ensure patients' timely and safe discharge from hospital. The team includes staff from Surrey County Council (social services), Surrey Community Health and the British Red Cross with extensive links to a wide range of other community services including district nurses, community matrons and therapists, borough council services (e.g. for telecare, meals on wheels, transport and housing), local residential and nursing homes and a number of voluntary agencies. The service currently operates Monday – Friday from 8am – 5pm but it is hoped to extend these hours in the near future with a support service into the evenings and overnight.

Joint Working with South East Coast Ambulance NHS Foundation Trust

The Trust has recently started a new programme in partnership with South East Coast Ambulance Trust (SECAMB), to improve the experience of patients arriving at hospital by ambulance and to provide education and training opportunities for paramedics.

Part of this programme is aimed at developing the clinical processes (or pathways) for patients with very urgent conditions, including ruptured aneurysm, trans-ischaemic attack (a mini stroke) and heart attacks. For example, a new electrocardiography (ECG) telemetry advice line allows paramedics to perform an ECG test onboard the ambulance to detect problems with a patient's heart rhythm and send the results straight to the Coronary Care Unit at St Peter's, allowing specialist input at a much earlier point than previously possible. It is planned to extend this to a rapid triage service where patients can go straight from the ambulance to the appropriate hospital unit or ward and avoid spending time in the emergency department. Trust staff have also been busy sharing skills through various training programmes, including obstetric update courses about the care of pregnant women and dealing with emergency birth situations. In addition all the SECAMB Critical Care Paramedics are taking part in a rotation programme to spend time working in the emergency department and the Intensive Care Unit.

Major Trauma Unit Status

The Trust's A&E department has recently had its major trauma unit status re-accredited following an official in-depth evaluation visit by the London Trauma Network. The Network conducted their visit in January with a team comprising three senior clinicians along with representatives from both the SHA and NHS Surrey. As part of the accreditation process the Trust also submitted documentation and evidence on how we respond to major trauma patients who present to the Trust via the A&E department. This evidence was collated by

A&E Consultant and Trust Trauma Lead, Dr Helen Cannon, with input from a number of other specialties. As well as achieving re-accreditation the feedback within the report was extremely complimentary on the commitment from the whole organisation to the treatment of patients with major trauma.

Opening of Wren Bariatric Unit at St Peter's

Last month the Mayor of Runnymede, Councillor David Parr, joined Trust Chairman Aileen McLeish, patients and staff from the Trust's multi-disciplinary bariatric team, to officially open Wren, a new dedicated bariatric unit at St Peter's Hospital.

Wren (**W**eight **R**eduction, **E**ndocrine and **N**utrition) is a 2 bedded unit situated on Falcon ward, managed by the Surgical Dependency Unit, and has been purpose built to accommodate post-operative bariatric patients following the significant development of this specialist service at the Trust. The Trust's bariatric service has recently , now covering a wide catchment area including Sussex, Hounslow, Berkshire and Hampshire. Wren has been purpose built for bariatric patients ensuring that appropriate space and equipment is in place to aid with post-operative recovery. Patients are admitted to the unit on a Friday afternoon and discharged home on the following Monday with an average length of stay of just three days.

National Award Finalist for Living our Values Programme

The Trust's Living Our Values programme was nominated as a finalist in this year's Patient Experience Network National Awards. At a ceremony in January, a team of staff accepted the award at the Birmingham & Midland Institute (BMI) in the 'Setting the Stage – Strengthening the Foundation' category in the second annual awards ceremony of its kind. In subsequent feedback comments from the judges described the entry (which scored well above the benchmark levels) as a 'fantastic project' which was 'highly innovative'. The Trust was proud to be shortlisted, particularly as the Programme has not yet completed its first year. This programme is the centre piece of changing values and improving the patient experience at Ashford and St Peter's.

Car Parking Works

St Peter's Hospital: As part of the Trust's long-term plans for the St Peter's hospital site, much of the demolition work to bring down some of the hospital's very oldest buildings, the lower part of The Ramp, is now complete. Further work is continuing to level and prepare the area as a new staff car park due to open at the end of this month. Work is also beginning on looking to relocate staff at the upper end of the Ramp in order that this second stage of demolition work can take place later this year.

Ashford Hospital: At Ashford Hospital work on creating a new staff car park to the left of the main hospital building are almost complete, with further work now taking place in the pay and display car park in preparation for installing new barrier controls similar to those in place at St Peter's hospital.

Epsom and St Helier Transaction

Our plans to acquire Epsom Hospital have been scrutinised and evaluated by the Transaction Team and by their stakeholder and clinical reference panels. We already know that our plans meet the criteria set by the Transaction Team, but discussions are still taking place regarding some of the detail, and in particular issues around finance.

Following the recent decision by St George's Healthcare NHS Trust not to pursue their bid for Epsom and Sutton hospitals, the position for Ashford and St Peter's remains the same and we will continue to progress our plans according to the process set out by the Transaction Team.

As a Foundation Trust already Ashford and St Peter's is in a strong position strategically with plans including new and innovative partnerships - with The Royal Marsden NHS Foundation Trust, Central Surrey Health and Surrey and Sussex Healthcare NHS Trust - to create an

integrated healthcare campus at Epsom Hospital, bringing additional services and added benefits to local patients and staff. Our plans are also made more straightforward by the fact that Epsom hospital is not part of the *Better Services Better Value* review in South West London.

This Board also has to ensure that acquiring Epsom would be in the best interests of both the Epsom and Ashford and St Peter's hospitals catchment populations, and in particular agreeing a period of financial support to protect our Trust from the deficit in Epsom.

First stage business approvals from London and South of England Strategic Health Authorities are now expected by the end of May 2012, with regulatory approvals (Monitor and Co-operation and Competition Commission) by the end of December 2012.

Innovation Fund

The Trust recently launched a new Innovation Fund of £500,000, aimed at encouraging the development of innovative new projects to improve quality of services, patient experience and efficiency across the Trust. Launched by the Chief Executive, staff have been invited to nominate projects that need some initial investment (in their first year) in order to deliver significant quality benefits and cost savings thereafter. Aimed specifically at promoting innovation amongst staff the new fund has been widely advertised across the Trust, with the first nominations expected later this month.

Volunteers Nominated for Queen's Award

Volunteers from Ashford and St Peter's have been nominated for the Queen's Award for Voluntary Service. The awards are an annual event which recognise and reward excellence in activities carried out by groups in the community – the MBE for voluntary organisations. Ashford and St Peter's volunteers were nominated by members of the local community and supported by Jonathan Lord, MP for Woking. The Awards will be made later this year.

Disabled Parking Consultation

Following feedback from a number of local patient and disabled people's groups, the Trust is conducting further consultation and discussion to find a way forward on a number of disabled parking issues. At a meeting held earlier this month, representatives from a number of local groups including the Surrey Local Involvement Network (LINk), the Surrey Disabled People's Partnership, the Runnymede Access Group and others, joined the Trust in a proactive debate around some of the problems disabled people can face when parking at both St Peter's and Ashford Hospital. These included charges, negotiating the entrance barriers and the difficulty some people experience when manoeuvring out of some of the disabled spaces. The Trust has given a firm commitment to considering all the issues raised and holding a follow-up meeting in early May for further discussion and feedback.

Surrey Pathology Services Update

Following the decisions taken last year to reconfigure pathology services across West Surrey to form a new organisation, Surrey Pathology Services, the planned moves of staff and services across the sites are now beginning to take place between now and 1st April.

Each hospital will act as the principle hub for certain specialties as follows:

- St Peter's hospital – cytology, virology and immunology
- Frimley Park hospital – blood sciences and microbiology
- Royal Surrey County hospital – histopathology and molecular biology

Equally each hospital will maintain a local lab for urgent diagnostics to ensure that emergency patient care is not compromised in any way.

The new service will support the needs of all three hospitals and neighbouring GP practices, serving a catchment population of 1.2 million patients and reporting on some 16.4 million tests per year.

Meetings and visits

This month I chaired the Trust's Equality and Diversity Steering Group and presented to new staff at February's monthly induction session. I also attended the next in the series of our *Good to Great* Masterclass sessions, with Hugh Hood, Director of Organisational Development at BT and Dr Vivienne McVey, Commercial Director from Assura.

I also attended a management and leadership session for undergraduate medical students who have joined Ashford and St Peter's for a 10 week work placement from Imperial College, and helped to judge their final projects.

I have attended our Council of Governors public meeting, and our Council of Governors Business Planning session.

I attended the North West Surrey Transformation Board meetings, and met with representatives from NHS Surrey to discuss acute contracting.

I have held individual meetings with Sir Ian Carruthers, Chief Executive of NHS South of England, Alison Edgington, Chief Executive of Surrey Community Health, Nick Moberley, Chief Executive of the Royal Surrey County Hospital, Bart Johnson, Chief Executive of Virgincare, Cliff Bush, Chairman of Surrey LINk and Andy Brown, Chairman of Radio Wey.

I presented to Woking Borough Council, with Aileen McLeish and Suzanne Rankin. Aileen McLeish, Ian McNuff and I also met with local MPs to discuss our plans for Epsom Hospital.

I chaired a research networking day at Sussex University in Brighton, organised by the Surrey and Sussex Comprehensive Local Research Network and joined other representatives from Ashford and St Peter's for the last part of a Leading Improvements in Patient Safety programme, aimed at helping organisations develop the right capacity and skills to make significant improvements in patient safety.

Submitted by: Andrew Liles, Chief Executive

Date: 19th March 2012