

TRUST BOARD
29 June 2017

AGENDA NUMBER	ITEM	4.2
TITLE OF PAPER	Chief Executive's Report	
Confidential	NO	
Suitable for public access	YES	
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED		
n/a		
<u>STRATEGIC OBJECTIVE(S):</u>		
Best outcomes	√	
Excellent experience	√	
Skilled & motivated teams	√	
Top productivity	√	
EXECUTIVE SUMMARY	Highlights from the month	
RECOMMENDATION:	To note	
<u>SPECIFIC ISSUES CHECKLIST:</u>		
Quality and safety	No	
Patient impact	Positive impact on patients	
Employee	Skilled, motivated teams	
Other stakeholder	No	
Equality & diversity	No	
Finance	No	
Legal	No	
Link to Board Assurance Framework Principle Risk	No	
AUTHOR NAME/ROLE	Anna Scott, Communications Manager	
PRESENTED BY DIRECTOR	Suzanne Rankin, Chief Executive	
DATE	21 st June 2017	
BOARD ACTION	Receive	

#RightCulture

The strength of the NHS community, of which we are part, has been highlighted by recent events in Manchester and London and also the tragic fire at Grenfell Tower. I know if called upon Team ASPH will mobilise and perform to deliver a truly outstanding, inspiring service to people who need our help. We are not, however, complacent and have emphasised the importance of familiarising ourselves with our emergency preparedness and response procedures.

The work we have been undertaking to refresh our culture and engage all colleagues has recently been recognised by the winning of a national award for Excellence in Employee Engagement, given by the Healthcare People Management Association. In particular the innovation and creativity of our 'Be the Change' programme was what specifically lay behind the success. Well done and thank you to our many colleagues whose commitment brought this programme to life and sustained it.

Best Outcomes

Sophie Burgess Inquest

An inquest into the tragic death of baby Sophie Burgess, whilst receiving care and treatment at the Trust in June 2016, was opened 19th June and suspended after a number of days to enable a further police investigation.

On behalf of the Trust I have conveyed my deepest condolences to Sophie's parents and family and a number of more personal communications have been undertaken. Until the conclusion of the investigation it is not possible to comment further, other than to say we have already taken a range of definitive actions as a result of what happened, and will continue to do whatever is necessary to ensure no child or family ever has to go through anything like this again.

Official Opening of new Intensive Care Unit

On 30th May we were delighted to welcome special guest Lady Forsyth-Johnson (wife of Sir Bruce Forsyth), along with the Mayor of Runnymede, to officially open our newly expanded Intensive Care Unit.

The beds previously located on the High Dependency Unit have been moved into the new part of the Intensive Care Unit, meaning all critical care beds are now located in one place. This is much better for both patients and staff and means that more specialist support is quickly available in the event of a patient deteriorating.

Lady Forsyth-Johnson was a pleasure to meet and said some lovely things about the unit and staff, who cared for her husband earlier this year. She said the team really looked after the whole family, clinically and emotionally, and that it was an honour to return and open our new unit.

It was a great event, thoroughly enjoyed by all who attended, and a tribute to the hard work of our critical care team.

CEMIG Golden Laparoscope Award

I was delighted to learn that last month, for the second time in as many years, Consultant Gynaecologist Mr Shaheen Khazali at our centre for Endometriosis and Minimally Invasive Gynaecology won the Karl-Storz Golden Laparoscope award.

This was given for the best video presentation at the recently held Gynaecological Endoscopy Annual Scientific meeting. This is a great achievement and evidence of the calibre of the whole team.

Named as CHKS Top Hospital

The Trust was recently named as one of the CHKS Top Hospitals 2017, an accolade awarded to the top performing CHKS client trusts.

The Top Hospitals award is based on the evaluation of over 22 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care. The indicators are revised annually to take into account any newly-available performance information.

We were shortlisted in two categories; CHKS Quality of Care Award 2017 and CHKS Healthcare Efficiency Award 2017. This is further evidence of our commitment to making a difference and ensuring patients who use our services receive the highest standards of care at all times.

Excellent Experience

Refurbishment of Little Oaks Isolation Room

Bright and colourful images inspired by Dame Jacqueline Wilson's books, such as Tracy Beaker and Hetty Feather, now adorn the previously plain and clinical walls of our Isolation Room on Ash Ward at St Peter's hospital following a renovation and redesign by local children's charity Momentum.

This is such wonderful news, especially for our young patients, many of whom can spend up to several days at a time being treated in the room. The transformation is amazing and I'm grateful to local children's charity Momentum who made it possible.

Mallinckrodt Donation

Our neonatal unit received a huge boost last month following receipt of a £100,000 donation from Mallinckrodt plc, a leading pharmaceutical company. The donation will help support the important work undertaken by the Trust's Neonatal Intensive Care Unit and help with specialist training for nursing staff in areas such as pathophysiology, pharmacology, advanced medicines management and life support. We are really grateful to Mallinckrodt for their generous donation.

Introduction of MacMillan Patient Navigators

Earlier this month a new, single point of contact was put in place for all patients affected by cancer through the introduction of Macmillan Patient Navigators. Open Monday – Friday, 9.00 - 4.00pm, this telephone support line helps patients and their families with all questions and queries, from detection of cancer to diagnosis, through treatment and beyond.

The patient navigators work closely with the multidisciplinary team, including Clinical Nurse Specialists, and will play an invaluable role in helping patients through their journey.

Skilled, Motivated Teams

Staff Benefits Week

I was delighted to see so many companies join us during Staff Benefits Week, taking place between 19th and 23rd June, promoting a host of exciting benefits to our staff.

From car leasing schemes, gym taster sessions, a staff benefits raffle (with chances to win a number of prizes) and not forgetting some refreshing free ice cream too, there was something for everyone.

The week was designed to showcase a range of national and local benefits for all staff who work across our hospitals and I'd like to congratulate Renee Santos, Staff Recruitment and Retention

Officer, and all of the Workforce and Organisational Development team for making it such a success.

Top Productivity

Research & Development Open Day

We held our annual Research and Development Open Day, which was a great success, last month. It was a pleasure to see and learn more about the fantastic work we do across the Trust.

In addition to a full house of staff, patients, members and Governors, we were joined by esteemed guests Dr Johnathan Sheffield, Chief Executive Officer at the Clinical Research Network and Professor Frederic Affouard from the University of Lille in France.

Dr Sheffield spoke about a study which demonstrates that high hospital research participation improves survival outcomes while Dr Affouard gave a talk on an amazing collaborative project we are involved in which is taking place across Northern France, parts of Belgium, the Netherlands and the South of England. All in all an absolutely compelling event demonstrating how the power of collaboration and research can inspire and create the conditions for the highest quality most efficient and effective care and treatment.

Stroke Services in West Surrey

A 12 week public consultation on improving stroke services across West Surrey, including a proposal to expand and improve our specialist stroke unit at St. Peter's Hospital, closed at the end of April.

The next step is a 'Committees in Common' meeting – hosted by Guildford and Waverley and North West Surrey Clinical Commissioning Groups – to make decisions in relation to the Stroke Services Review and the outcome of the public consultation.

This meeting will take place in public and be held at Silvermere Inn on the Lake Golf Complex in Cobham on Tuesday 4th July between 10.00 and 12.00.

Surrey Heartlands Devolution

An agreement recently signed by NHS England, NHS Improvement, Surrey County Council and our three Surrey Heartlands CCGs sets out a roadmap towards devolution, outlining how partners will work together to improve the health outcomes of the 850,000 people living across Surrey Heartlands. It also means more local accountability for the spending of health and social care budgets.

New shadow working arrangements will be put in place this year, with a commitment by all partners to further explore the areas where devolution could make an important difference from April 2018.

The agreement signals the beginning of a longer journey with an intention to accelerate the integration of health and social care through much closer working between partners; increase public engagement and the involvement of the people of Surrey Heartlands around the transformation of health and social care; and increase local decision-making and flexibilities to achieve the best possible outcomes for the local population.

Other Items of Interest

Changes to Attention Deficit Hyperactivity Disorder Service (ADHD) from September 2017

Following a commissioning exercise by North West Surrey Clinical Commissioning Group,

Ashford and St Peter's Hospitals will no longer provide ADHD services within our paediatric department after September this year.

Whilst we are very proud of our ADHD service, most other behavioural and mental health services for children and young people are provided elsewhere in the community, so it is in the best interests of everyone that our commissioners secure an appropriate and sustainable service for the future.

These changes have, understandably, caused some concern among patients, families and colleagues and there have been some reports in the local media. We have now written to patients explaining that North West Surrey CCG will secure a new provider of these services from October 2017 and that we will continue to provide them until this time. We are working closely with the CCG and, in time, with the new provider (yet to be confirmed) to ensure a safe and smooth transition of the 1,900 children under the care of this service.

Changes to Sexual Health services

During 2016 Surrey County Council and NHS England undertook a procurement exercise to provide a single integrated Sexual Health and HIV Service (the service is currently provided by different providers in Surrey, including ourselves).

The outcome was to award the contract to Central North West London NHS Trust (CNWL) and they were due to become providers of sexual health and HIV services across Surrey from 1st April. They have, however, experienced some delays in mobilising the service and whilst this takes place we have been asked to continue providing services from the Blanche Heriot Unit at St. Peter's hospital and outreach clinics at Ashford Hospital and Royal Holloway, University of London until the end of September.

After this period CNWL will take over the service and have advised us that they will not require the use of any of our current sites, meaning the Blanche Heriot Unit will no longer be used for its current purpose.

This has, understandably, caused concern and upset among patients who have used services at the Blanche Heriot Unit and who may have been coming to appointments there for many years. There is a local campaign to keep the unit open and whilst we understand the strength of feeling involved, the decision to transfer the service to another provider has been taken by Surrey County Council and NHS England.

Our priority is to now work with CNWL to ensure the safe and smooth transfer of our sexual health and HIV patients and also our dedicated members of staff, many of whom have worked for many years in the service and can transfer to CNWL under TUPE regulations.

Suzanne Rankin
21st June 2017