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

TRUST BOARD
29th September 2011

TITLE	**Chairman's Report**
EXECUTIVE SUMMARY	Highlights of activities since July 2011
BOARD ASSURANCE (Risk) / IMPLICATIONS	N/A
STAKEHOLDER / PATIENT IMPACT AND VIEWS	Refers to meetings with external stakeholders
EQUALITY AND DIVERSITY ISSUES	
LEGAL ISSUES	None known
The Trust Board is asked to:	Note the report.
Submitted by:	Aileen McLeish
Date:	20th September 2011
Decision:	For Noting

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Chairman's Report

Catering/ retail and our Leagues of Friends

The tendering of our catering and retail operations is covered elsewhere in the agenda. I do not propose to repeat the rationale here but reflect on the impact on our Leagues of Friends and WRVS. The decision to go for a total solution of all our catering and retail was driven by putting the interests of patients, visitors and staff first. We are currently one of very few acute Trusts within the NHS who continue to have volunteer led organizations running substantial services for patients, visitors and staff.

Clearly this has been a very disappointing decision for the Leagues of Friends in particular, but it is the Trust's firm wish and intention to continue to work closely with them to find a beneficial way forward. Over the last few weeks, I have been involved in several meetings with representatives from both Leagues of Friends. The Trust remains committed to supporting them to continue to work for the benefit of our patients and staff.

The Board is also looking how we can ensure funding can be available to substitute for the donations which the Friends have traditionally made from the profits they generated from their catering and retail operations.

On reflection, it is clear that we did not manage the discussion and communication of this change well. The Board has been reflecting on this, and myself, Andrew Liles and Valerie Barlett have all apologized to both the Friends organizations

We are extremely proud of all our volunteers and very aware of the many years of hard work and effort the Friends have put into the shop and cafés in both our hospitals and of all the contributions made by the Friends over many years. We have offered support to the Friends both to assist them through the transition and to enable them to develop new ways that they can continue to support our hospitals.

Carparking at St Peter's Hospital

Car parking at St Peter's Hospital has been the biggest source of complaints from visitors and staff for as long as any of us can remember. The new car parking arrangements were fully implemented at the beginning of August and the experience of visitors and patients has been transformed. I have never known a time when we have been free of queuing in the visitor car parks during the working day. There is no longer the need for patients and visitors to arrive early just to secure a parking space. Equally with payment on exit, there is no longer the worry and stress of trying to anticipate in advance how much time you will be at the hospital, nor, with different payment options, the worry about having the right change.

However it is now apparent that there is acute pressure on the staff car parking areas. This has particularly impacted on part-time staff and volunteers who don't work a normal working day. We are actively looking at how we can improve the allocation of space to volunteers and staff, without losing the gains we have made for our visitors and patients. The position is being reviewed through September and a rebalancing of parking capacity is expected to be put into place during October.

Surrey health economy

It is difficult to imagine a time when there has been so much going on in the local health economy. In addition to our bid for Epsom Hospital (see below), we have seen the announcement that two

neighbouring Foundation Trusts, Frimley Park Hospital and Royal Surrey County are in talks to collaborate in back office functions, meanwhile we are merging our pathology services with both these hospitals, and separately there is the news that Assura have become preferred bidder to take over Surrey Community Services. All this while we watch the Health and Social Care Bill work its way through Parliament and we are working in our locality to enable a smooth transition to Clinically Led Commissioning Groups.

All these developments reinforce the need for strong partnership working with colleagues both in health and in the county and local councils. None of us are islands and it is important that we adapt and respond to the changes occurring around us. I was reminded about this in a talk Prof Steve Field gave when he quoted Darwin:

> *It is not the strongest of the species that survive, not the most intelligent, but the one most open to change*

Epsom hospital

Our team has been busy preparing our bid for Epsom hospital. We were disappointed that the timetable for submitted bids was delayed from September to November, as we had planned to be ready to hit the original deadline. However it does give us more time to refine our bid.

I have been involved in a number of meetings over the last month connected with the bid:
Our whole Board turned out for a meeting with the Board of Epsom and St Helier NHS Trust (ESHT). This was an opportunity to start to get to know each other and understand our respective positions. The Board of ESHT will remain responsible for running the hospitals until final handover to the selected bidder. If we become the preferred bidder, we will need to work closer with the Board of ESHT through the protracted period required for approvals of the merger.

Andrew Liles and myself met staff at Epsom hospital. This was a great opportunity to introduce ourselves, share something of our vision for Epsom hospital as well as respond to questions and concerns from staff.

Andrew, Raj Bhamber and I also met with representatives of the Transaction Board who are responsible for managing the bidding process and recommending the preferred bidder for each hospital to NHS London for decision. They advised us that the period between appointing a preferred bidder and completion of the transaction could be up to 12 months. This is a lengthy period and we are reflecting on the implications of this.

Council of Governors

I would like to welcome Martin Roberts who has taken over from Andreas Lambrianou as the Stakeholder Governor for Hounslow PCT. (A copy of Martin's pen portrait is attached. Martin and I had a one to one meeting and he attended our Council of Governor's meeting.
The Council of Governors met earlier this month. They received the Annual Report and Accounts for the year ended March 2011. There were a number of good debates around, for example, the development of our Membership, the tendering of the catering/retail services and its impact on the Leagues of Friends, and the new arrangements for Pathology

Other Meetings

North West Surrey Future Leaders Launch: We were pleased to welcome Professor Steve Field to the launch of this development programme which involved colleagues who work in health and social services across the area. More details of this event are contained in the Chief Executive's report.

Royal College of Physicians: I attended their Annual Conference which this year focussed on Leadership for Quality.

NHS Surrey visit: We had a visit from Maggie Ioannou, Chief Nurse, and Rodney Gritten, Non-Executive Director, of NHS Surrey who wanted to see for themselves how good our patient care was. I joined them at the end of their visit when they gave very positive feedback on their impressions of the Trust

Meeting Staff: I have had individual meetings with General Managers Cathy Parsons (Orthopaedics) and Hugh Jelley, (Emergency services and acute Medicine) as well as with Sandra Houston Head of Midwifery and Gynaecology nursing. These were helpful to me to understand more about the operational challenges within the Trust and the actions we are taking to manage them.

I was pleased to share a cup of tea with two staff who retired this month, Marlene Mortimer and Maureen Chipping. Both had grown up in Ashford, had been to school together and had been colleagues and friends for many years at Ashford hospital, notching up 60 years service between them. It was good to hear about their enthusiasm for the hospital and colleagues and thank them for everything they had done for the Trust.

Chairmen of other Trusts: I attended the Surrey Provider Chairs' meeting which is hosted by NHS Surrey. This is a forum when we can share issues of common interest across Surrey. I also had individual meetings with Ian Molson Chairman of Royal Marsden FT (which is supporting our Epson bid), Mike Aaronson Chairman of Frimley Park Hospital FT, Richard Greenhalgh, Chairman of Surrey and Borders FT and Alan McCarthy Chairman of SASH NHS Trust.
Members Health Event: I was delighted to host this month's event which featured David Elliot (Clinical Director and Consultant Orthopaedic Surgeon talking about Orthopaedics. It was a fascinating session and one not to be missed. A review of the talk has been written by David Frank, one of our Governors. It is available on our website and I recommend it to you.

Aileen McLeish
Chairman

Martin Roberts
After graduating from Oxford University in 1969, Martin joined the Civil Service working mainly in the Department of Trade and Industry (DTI), but also, for short periods, in the Department of Energy, the Foreign and Commonwealth Office, the Department of Environment and the Treasury. In 1999 Martin moved to the Financial Services Authority, moving again in 2003 to become a consultant with the national law firm Beachcroft LLP as a regulatory consultant. He retired from Beachcroft in 2009, joining NHS Ealing as a non-executive director the same year. He served as interim Chair of NHS Hillingdon from April 2010 until March 2011, and is now a non-executive member of the boards of the Outer North West London "sub-cluster" of NHS Primary Care Trusts (Hounslow, Hillingdon and Ealing)
After his wife's death in 2008, Martin moved to West London and he now lives in Sunbury