

TRUST BOARD
29th September 2016

AGENDA ITEM NUMBER	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		
STRATEGIC OBJECTIVE(S):		
Best outcomes	√	
Excellent experience	√	
Skilled & motivated teams	√	
Top productivity	√	
EXECUTIVE SUMMARY	Highlights from the month	
RECOMMENDATION:	To note	
SPECIFIC ISSUES CHECKLIST:		
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 NAME/ROLE	Suzanne Rankin, Chief Executive	
DATE	21 st September 2016	
BOARD ACTION	Receive	

(PLEASE REMOVE ITALICS IN THE BOXES ABOVE – FOR INFORMATION ONLY)

#RightCulture

I've spoken a lot recently about the immense pressures our emergency services are under and how this is something that cannot be remedied solely within our A&E department. It really requires a whole Trust approach, with colleagues from different departments working together to ensure patients flow through our hospitals efficiently. This stems from embedding the right culture; one where colleagues feel empowered to take personal responsibility and make a difference.

We've done a huge amount of work recently on our emergency care pathway, with colleagues showing great commitment and enthusiasm in improving care for our patients. Having ended Q1 with a small financial surplus and doing well against our A&E improvement trajectory, it was incredibly heartening to see all of this hard work recognised in a letter from Jim Mackey, Chief Executive of NHS Improvement, thanking us for our positive performance.

In particular, Jim thanked us for getting ahead of our plan, which helps both the Trust and also the wider healthcare sector. A personal letter of this nature is unprecedented and it made me really proud of Team ASPH. Of course there is more work to do, especially approaching winter and the added pressure that time of year will bring, but it's nice to take a moment and reflect on how far we've come.

In other news, we are absolutely delighted to have been shortlisted as a finalist in this year's HSJ Awards as Provider of the Year, joining North West Surrey CCG who has also been shortlisted as CCG of the year. This is a real testament to the hard work and commitment of the whole team, and of our successful partnership working across the local health system.

In addition, it was great to see our hospitals featured so prominently in the prestigious [Parliamentary Review](#) (healthcare edition), along with our partners at NW Surrey CCG. The article was a great opportunity to showcase all the good work we are doing in healthcare locally, particularly around our quality improvement strategy.

Best Outcomes

New integrated musculoskeletal service (iMSK)

We announced at the start of August that we have won the contract from North West Surrey CCG to provide a new iMSK service. While we have been providing many of the elements of this service already, last year the CCG decided to re-tender the contract to test the market and support an improved service for patients. A huge amount of work went into preparing our bid and redesigning the new service, and we had some stiff competition, so winning the contract is a fantastic achievement.

Musculoskeletal services relate to the parts of the body that give people the ability to move. Conditions that might need treating include injuries or pain in the body's joints, ligaments, muscles, nerves, tendons and structures that support the limbs, neck and back. The 'integrated' part of the title means we are bringing together a range of services including orthopaedics, podiatry, orthotics, rheumatology, chronic pain, occupational therapy, musculoskeletal

physiotherapy and psychological support, working in a different way so services are tailored around the patient rather than passing someone from service to service, as sometimes happens now. There will also be more focus on supporting patients in understanding their condition / what's causing them pain or discomfort, and encouraging them to take responsibility for their condition.

Everyone in the team is working very hard to get the new service up and running and this new way of working, based on good clinical evidence, is both exciting and really positive news for local patients.

Launch of innovative patient safety campaign

I am really impressed with the campaign our patient safety team have recently launched, encouraging colleagues to report incidents. The team have created a short film, depicting each member of the patient safety team as an animated character, which they are widely promoting, particularly via their own Twitter account (follow them [@ptsafetyASPH](https://twitter.com/ptsafetyASPH)).

It's a great, fun way, to raise awareness of incident reporting; explaining when and how to report incidents. Hopefully this will further encourage a culture of openness, transparency and a willingness to report it when things go wrong – it's only by doing this that we can make improvements in safety for our patients.

Centre of Excellence for VTE Prevention

I'd like to congratulate our VTE prevention team – particularly Specialist Nurse for VTE Prevention Beckie Bushby and Consultant Haematologist Dr Tanya Bernard – for their contribution in the Trust being awarded VTE Exemplar Centre status by NHS England.

The Exemplar Centres Network was originally established in 2008 as part of the Chief Medical Officer's initiative to promote best practice in the prevention of hospital-acquired Venous Thromboembolism. Exemplar sites are selected because of the existing track record of excellent VTE prevention and care; so this is a great achievement for the Trust.

Excellent Experience

Sexual health services for young people

For my last video message, which I record each month for staff, I visited the Blanche Heriot unit for genitourinary medicine, at St Peter's Hospital. It was a really interesting visit and I learned a lot about the services they provide; particularly the new clinics they are running for younger people. Consultant, Dr Amy Bennett, explained how this was one of her first priorities when she came into post a year ago and how the team now offer special weekly clinics, at both Ashford and St. Peter's Hospitals, for patients under the age of 18. We talked a lot about the importance of this service and other implications, around things like safeguarding. It was really interesting and it's great that the team have this new service up and running for younger people in our local community.

Opening of new Little Oaks Unit

On Monday 19th September I attended a small opening event for the newly refurbished Little Oaks unit – used for our paediatric oncology patients at the rear of the main children's ward. The unit has just received a dramatic £52,000 refurbishment with funds donated by Momentum children's charity, The Wisley Foundation in partnership with The Lockwood Charitable Foundation and Everyone Active. It has been totally transformed in a bright, welcoming and functional space that looks fantastic. These children are obviously a very special group of patients, often undergoing gruelling treatment, and the new facilities provided on Little Oaks are very much appreciated by them, their families and all of the paediatric oncology team.

Special bays for patients with dementia

At the end of July I attended an opening event for our new dementia bays. There are two bays, one for women and one for men on Holly and Swift Wards, which have been specifically designed with the care of patients with dementia in mind. New flooring has been laid throughout with acoustic underlay to minimise disruptive noise; bright colours have been used strategically to help navigate patients through the ward, including a large piece of memorable art (old cars from Brooklands and clothing patterns from Vogue) above each bed. We were joined by special guest and health campaigner, Tommy Whitelaw and it was a really good event. The new bays are a great example of patient-focused care and how we can adapt our hospital environment to better meet the needs of our patients.

Skilled, Motivated Teams

IWantGreatCare for Clinicians

We recently held two interactive information sessions on 'IWantGreatCare for Clinicians', led by their CEO Neil Bacon. This is a new programme we are introducing, which builds on the Friends and Family test, allowing patients to give additional individualised feedback online about their doctor, nurse or therapist. Whilst we think this is a really positive step forward, we are conscious that this kind of personalised feedback may feel quite new and daunting for some people, which was why we wanted to give people the opportunity to come along, find out more and ask questions. The sessions were really well received and we look forward to this going live shortly.

We already have IWantGreatCare pages for both our hospitals and over 30,000 reviews have been left. You can view the pages here - [Ashford Hospital](#) and [St. Peter's Hospital](#).

Staff benefits week

From the 12th – 16th September, our workforce and organisational development team did a great job of organising a special week promoting all of the benefits available to staff (follow them on Twitter [@asphSB](#)). Each day, there were different local companies and services on site, displaying information about the discounts and offers available to Ashford and St. Peter's staff. This is all tied into our greater strategy around the health and wellbeing of staff, as well as the things we can provide to encourage recruitment and retention of new staff. The team are also developing an app to further spread awareness of all the staff benefits on offer throughout the Trust.

Staff carer support group

Another fantastic new initiative I've learned about is the new Staff Carer Support Group. These are a group of staff who have carer responsibilities outside of work and meet once a month to chat and support each other. They recently had their first meeting and a small group of staff, all with different circumstances, came together at lunchtime. I heard it was a really good – emotional, but supportive - meeting and I'm pleased to hear this is taking place to help our staff.

Leadership lectures

As part of our leadership strategy our Workforce and Organisational team have organised a series of leadership lectures, taking place every three months, with an inspirational guest speaker. The first one is taking place at the start of November, with a lecture by Jocelyn Cornwell, Chief Executive and Founder of the Point of Care Foundation.

Top Productivity

Sustainability and Transformation Plan – Surrey Heartlands

We continue to play an active role in the developing Sustainability and Transformation Plan for Surrey Heartlands. This is about transforming services so local residents have access to the very best care and treatments and that we do this in a sustainable way for the future. The plan will be executed through a number of workstreams, comprising colleagues from organisations across Surrey Heartlands planning across the whole geographical area, rather than focusing on individual organisations. This is a new and exciting way of working that will make a positive difference to local people. From considering how we can encourage people to take more responsibility for their health to looking at where the most specialist services would be best located, the plan will take a holistic view across our local area.

As our workstreams begin to set themselves up, we are also considering how best to engage and work with patients, local residents and stakeholders as well as our wider staff. We are developing a new citizen-led approach to planning and will shortly begin with a piece of deliberative research, working with a representative sample of Surrey Heartlands residents to understand more about their views on how we set priorities for health and social care within the current challenging environment. As we move forward we aim to adopt a co-design approach to our planning and are beginning with a wide stakeholder event at the end of this month to start to share our developing vision.