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

# TRUST BOARD
# 31st March 2011

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| **TITLE** | **Chairman's Report** |
| **EXECUTIVE SUMMARY** | Highlights of activities since February 2011 |
| **BOARD ASSURANCE (Risk) / IMPLICATIONS** | N/A |
| **STAKEHOLDER / PATIENT IMPACT AND VIEWS** | Refers to meetings with external stakeholders |
| **EQUALITY AND DIVERSITY ISSUES** | None known |
| **LEGAL ISSUES** | None known |
| **The Trust Board is asked to:** | Note the report. |
| **Submitted by:** | Aileen McLeish |
| **Date:** | 23rd March 2011 |
| **Decision:** | For Noting |

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**Chairman's Report**

## Appointment of two new Non Executive Directors

I am very pleased to welcome Jim Gollan and Clive Goodwin who join the Board today as Non-Executive Directors. They have been appointed following an extensive recruitment process which has been overseen by our Council of Governors. As you can see below , they bring a great deal of experience to the Board:

### Jim Gollan

Jim Gollan graduated from Bristol University in 1976 with a Bachelor of Arts degree in Spanish and Portuguese. He has a strong business profile with experience as Chairman of a Stock Exchange Board, subject to the Combined Code of Corporate Governance. He was also Chief Executive of a UK equities exchange and a financial services consultancy in the Asia Pacific. Jim has held several CFO positions in international financial services organisations and brings senior risk management consultancy experience from KPMG. He has extensive experience of businesses operating with different governance models: UK plcs, private companies, joint ventures, not for profit organisations and partnerships. Jim gained his Full Chartered Accountancy qualification in 1981.

### Clive Goodwin

Clive Goodwin graduated from the University of Salford with a Bachelor of Science degree in Modern Languages and International Business. He is a highly accomplished senior executive with 14 years of operating at Board level and has been a Commercial Director at British Telecom since 2008, having previously been the Finance Director for BT Wholesale. He has extensive experience of commercial negotiations and agreements, organisational transformation and continuous experience. Clive was a Non Executive Director and Audit Committee member for Tech Mahindra, a Bombay listed company. He became a member of the Institute of Chartered Accountants in 1997.

## Council of Governors

Earlier this month we held a meeting to review the Corporate Plan for next year. This was a very useful session both in terms of improving understanding of our options for the future as well as getting a sense of our Governors' priorities. The Board will be approving the amended Plan at our Board meeting today.

Other work is underway within Sub-Committees of the Council with the Remuneration and Appraisal committee and the Membership and Community Engagement Group both meeting during the month. In addition we completed the first phase of induction for our Governors with the majority of our Governors completing, mandatory training, an introduction to the organisation presented by Board members and a walk around both hospitals.

## Trust Performance

With 2010/11 drawing to a close it is useful to reflect on the Trust's performance. A number of the Board reports will cover this in more detail. I am very pleased to report that we have continued to demonstrate improving performance. This month's national survey staff survey results have shown a significant improvement placing the Trust among the top 20% in the

country in 18 of the 38 key factors. This is a tremendous achievement particularly given our low performance in this same survey for many years up and until 2 years ago. The results of the latest national inpatient survey have yet to be published although early indicators are that our patients are reporting improvements in their experiences while in our care. Other quality indicators remain strong, with our performance on infection control being particularly excellent. In our first quarter as a Foundation Trust our performance compares very favourably with the other 130+ Foundation Trusts.

However, the hospital remains very busy following a long unremitting winter period when we have had to respond to significant numbers of emergency admissions of mainly elderly patients with complex care requirements. This has been a common experience across the NHS and while we have coped well, the hospital has been full for many months with all available capacity being used and some elective procedures being postponed. Staff have felt the pressure and we have seen a rise in complaints over the last few months. The Board has asked for a review of lessons learned including a reappraisal of our bed capacity in the light of current patterns of demand.

**Health and Social Care Bill**
The Bill continues its progress through Parliament. In the meantime we are focussed on preparing for the new world of GP Commissioning.

In just 12 months time NHS Surrey will hand over responsibility for commissioning to our local GP consortia. Earlier this month, Chairman of NHS Surrey, David Clayton-Smith, organised a meeting for all Chairmen of provider organisations in Surrey to discuss the progress to date and establish how we can work together to support the transition. We will continue to meet over the next 12 months.

On 16 March I attended the NW Surrey *Future Model of Care* presentations which we hosted at Ashford Hospital. This was an opportunity to review the progress being made locally by GPs working with our clinicians and nursing staff. GPs and our own staff were joined by staff from NHS Surrey, community health, Social Services as well as patient representatives and other stakeholders. It was good to see the joint ownership of and enthusiasm for embracing the reforms heralded in the health bill. All the presenters were able to give a clear view of the future care models and their priorities for achieving them. Our challenge will be to support the momentum which has already built and help to deliver the improvements which will underpin a sustainable local health economy.

**Members' Health Event**
On 2 March we had a very well attended event focussing on Falls. The presenters were a true multi-disciplinary team comprising Consultants, Nursing Staff, Physiotherapists, Occupational Therapists and staff trainers. The audience expressed their appreciation of gaining an insight into how these different professionals worked together and their different perspectives on this very important topic.

**Visit by Fred Lee**
At the time of writing I am looking forward to welcoming Fred Lee to the Trust on March 29. Fred, the best selling author of *If Disney ran your hospital,* will be guest of honour at the finale of our Good to Great development programme for 2010/11 as well as presenting this year's Staff Appreciation Awards. This will be a fantastic opportunity for many of our staff to hear from one of world leaders in delivering excellent hospital performance through focussing on the needs of patients. In anticipation of his visit I have been rereading his book. He talks about his belief that managing a hospital is one of the hardest jobs in the world but that there is much we can learn from businesses such as Disney with their strong focus on quality and meeting the needs of their customers.

**LINks**
I am very sorry to report that Graeme Carmen has decided to step down from his position as Chairman of our local LINks group. Graeme has been an active advocate in improving the

experiences of patients and their families and carers at ASPH. On behalf of the Trust I would like to thank him for his all he has contributed to our improving services. Graeme will be stepping down on 31 March 2011and his successor will be Peter Hughes.

**Other**
I hosted a visit to St Peter's hospital by Mike Wheeler a local resident and Non-Executive Director of the Department of Health

I was interviewed by Jim Coombe on Hospital Radio Wey

I have joined the NHS Employers reference group on Pensions and Total Reward. This is a small group of NHS Non-Executives helping to steer a response to the changes that the Government are seeking within the NHS pension scheme.

**Submitted by:** Aileen McLeish 23 March 2011