

**TRUST BOARD**  
**29<sup>th</sup> April 2010**

<b>TITLE</b>	<b>Chief Executive's Report</b>
<b>EXECUTIVE SUMMARY</b>	General overview of issue/developments
<b>BOARD ASSURANCE (Risk) / IMPLICATIONS</b>	n/a
<b>STAKEHOLDER / PATIENT IMPACT AND VIEWS</b>	Presentation at potential Non-Executive Director Recruitment evening.
<b>EQUALITY AND DIVERSITY ISSUES</b>	n/a
<b>LEGAL ISSUES</b>	Registration with Care Quality Commission on 1 <sup>st</sup> April – legal requirement.
<b>The Trust Board is asked to:</b>	Note the report
<b>Submitted by:</b>	Andrew Liles
<b>Date:</b>	22 <sup>nd</sup> April 2010
<b>Decision:</b>	For Noting

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**29<sup>th</sup> April 2010**

**Chief Executive's Report**

**Trust overview**

On 1<sup>st</sup> April the Trust was registered unconditionally with the Care Quality Commission as part of their new monitoring standards for NHS healthcare. It is now a legal requirement to be registered, and some trusts have had conditions attached where their performance in certain areas has not been declared compliant. As reported last month, the Trust declared themselves compliant against all the standards, and to have no conditions attached to registration is positive news. All organisations that are registered will be constantly monitored by the CQC throughout the year, and are subject to spot inspections at any time.

Emergency activity within the Trust remains high, and staff are working hard to ensure we maintain our 4 hour A&E target, both in the context of the wider health economy and for St Peter's only.

**Recent news and developments**

**Staff Achievement Awards**

At the end of March we held our annual Staff Achievement Awards at the Runnymede Hotel in Egham, and were joined by celebrity guest, former world cup winning rugby legend, Jason Leonard OBE. Over 200 members of staff attended the event, which had a really positive atmosphere to it. All the winners, as well as all those who were nominated, were invited and 11 awards were also given out to staff who had served for 25 years or over within the NHS. The final winners were:

- **Passion for excellence - employee of the year 2009**  
Andrew Davis - Information consultant, IT Department (lives in Staffordshire)
- **Pride in our Team - team of the year 2009**  
Maternity Team
- **Personal Responsibility - special achievement award 2009**  
Two winners:  
Den Hallett - Business Unit Service Manager/Matron for Critical Care (from Bisley)  
Anne Swinburn - Lead Recruitment Officer, HR (from Ashford)
- **Patients First - Peter Adams Award 2009**  
Tina Currier - Phlebotomy Team Leader, Pathology (from Addlestone)
- **Volunteer of the Year**  
Eve Weir (from Ashford)

A big well done to everyone who was nominated. In Jason Leonard's words: "To be nominated by your peers is something to be very proud of indeed."

**Lowest ever rates for hospital acquired infections**

The Trust finished the financial year with the lowest ever rates for hospital acquired infections. Three hospital acquired MRSA bacteraemia were recorded for last year (compared to 10 in 2008/09), bringing the total reported to 9 against our target of 14. As this report goes to print (22<sup>nd</sup> April) it is now 210 days since the Trust has reported a hospital

acquired case of MRSA bacteraemia.

We have also dramatically reduced the number of cases of clostridium difficile, recording 53 cases for 2009/10 against a target of 90, reducing from 118 in 2008/9 and 248 in 2007/8. In January, February and March this year a total of just 7 cases were recorded, which is the lowest quarterly number since records have been kept.

### **Staff Attitude Survey**

At the end of March, the Care Quality Commission published their benchmarked results of the national NHS staff attitude survey, which was conducted last autumn. The top line for Ashford and St Peter's was that the survey showed our staff were among the top 20% in the country for motivation, and we also scored well on communication and job satisfaction. We were also in the top 20% for the % of staff (low) experiencing bullying or harassment and the % of staff (low) witnessing potentially harmful incidents. Higher than average numbers of staff would also recommend the Trust as a good place to work and/or receive treatment.

Overall there has been a definite improvement on last year's staff survey, but there is still more work to do. We have begun this process through a workshop this month which I attended, and where around 50 managers came together to develop some priorities for improvement going forward. These will be developed into individual directorate plans over the coming weeks and we will be repeating our own staff survey later this summer so we can measure our improvements.

### **Meetings and visits**

This month I gave a presentation to potential new Non-Executive Directors at our NED recruitment evening at St Peter's and have also attended other internal presentations including the Out brief from our most recent EQUIP service improvement event on reducing discharge documentation.

I have attended meetings with the other Surrey NHS Chief Executives and Kay Mackay from the Strategic Health Authority to talk about the Enhancing Quality programme.

I have also had individual meetings with Ann Sutton, the new Interim Chief Executive at NHS Surrey, Paul Bennett now Chief Operating Officer at NHS Surrey and Jo Pritchard and Tricia McGregor, Joint Managing Directors of Central Surrey Health, the community provider in mid-Surrey.

**Submitted by:** Andrew Liles

**Date:** 22<sup>nd</sup> April 2010