

TRUST BOARD
30th May 2013

TITLE	Chief Executive's Report
EXECUTIVE SUMMARY	General overview of issues/developments.
BOARD ASSURANCE (RISK)/ IMPLICATIONS	N/a
STAKEHOLDER/ PATIENT IMPACT AND VIEWS	Assurance in receiving top 40 Hospital Award; patient contribution at Pride in Nursing Day.
EQUALITY AND DIVERSITY ISSUES	Employability award for continued commitment to the Employment Works Project, offering a variety of work experience placements to disabled students from Brooklands College.
LEGAL ISSUES	N/a
The Trust Board is asked to:	Receive the report
Submitted by:	Andrew Liles, Chief Executive
Date:	22 nd May 2013
Decision:	For Receiving

TRUST BOARD
30th May 2013**Chief Executive's Report****News and Developments****Welcome to our new Director of Workforce Transformation, Louise McKenzie**

Louise McKenzie joined the Trust in April as the Director of Workforce Transformation. She is a Member of the Chartered Institute of Personnel Development and holds a degree in Public Administration and Economics. Louise has worked in the NHS since 1994, primarily in the acute sector, in a number of senior HR roles including Head of Operational HR at Guys & St Thomas' NHS Foundation Trust, Director of HR at Bromley Hospitals NHS Trust, and most recently as Director of HR & OD at South London Healthcare NHS Trust.

A&E pressures

There has been a great deal of media coverage recently about the pressure being felt in A&E departments across the country. The Care Quality Commission, the Foundation Trust Network, the NHS Confederation, the College of Emergency Medicine and the Royal College of Physicians have all grabbed headlines with their concerns and warnings that the current situation is unsustainable and potentially unsafe for patients in the longer term. This is due to many different pressures in the system, including GP out-of-hours cover, teething problems with the new non-emergency 111 number and a rising number of frail and elderly patients with increasingly complex problems who need to stay in hospital for longer.

Against this trend, Ashford and St Peter's has seen its performance improve – for example, during the 3rd quarter of last year (September – December 2012), a total of 36% of Foundation Trusts failed the waiting target, whereas we met it (95.8%) with an improvement of almost 5% against the same period last year (91.4%). Along with many others, we did not meet the target for the final quarter of the financial year (January – March 2013), where other Trusts are seeing a deterioration in their performance, again we saw an improvement, reaching 92.5% for this period compared to 91.5% last year.

And these challenges are continuing nationally into the new financial year; figures issued by NHS England show that during the first 3 weeks of April only 18 of the 143 Trusts with major A&E units have hit the target, with the national average at only 90.4%. Our own performance for the same period continues to be well above the average at 92.9%.

Over the last 12 months we have worked hard to improve the way we manage our emergency patients within our hospitals, increasing consultant cover in A&E and on our wards, introducing a new Medical Short Stay Unit and working with the ambulance Trust to bring referrals from GPs directly to our Medical Assessment Unit rather than A&E. Although we still want to make further improvements, there is no doubt we are in a much stronger position now than we were a year ago.

Top 40 Hospitals Award

I am delighted that the Trust was recently announced as one of the winners in the CHKS Top 40 Hospitals Awards 2013, at their annual awards ceremony in London.

The awards recognise the 40 best performing hospital trusts across the UK (out of 120 in total that are CHKS clients), based on the evaluation of 22 indicators including safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care. CKHS is a

well-known provider of healthcare intelligence (similar to Dr Foster). The Trust was previously nominated as a Top 40 Hospital in 2011.

This means that our patients can be assured of high quality, safe services at both Ashford and St Peter's hospitals, which has been recognised nationally. I am extremely proud of our staff who work so hard to give patients such good care every day in our hospitals.

Pride in Nursing and Midwifery Day

Pride in the care we provide was a key theme at our Pride in Nursing and Midwifery Day on Friday 13th May in Chertsey House. The day gave us the opportunity to take time out and celebrate all the great things our nurses, midwives and support staff do every day caring for patients at Ashford and St. Peter's Hospitals.

I was pleased to welcome to the event Clare Stone, Chief Nurse at North West Surrey Clinical Commissioning Group, who spoke about how the new organisation's clinical leadership and plans for engagement with the community will help improve integration between hospital, community and social care services. Given the pressures on A&E it is a priority for us to work with the CCG to develop better services in the community to support frail elderly patients who may otherwise end up in hospital as an emergency.

Chief Nurse Suzanne Rankin set out her vision for "Together we Care", a new nursing and midwifery strategy, which aims to ensure that every patient will receive patient-centred care with dignity and compassion that is beyond their expectation.

We were also joined by Simon Parish, a patient who spoke very openly about how well the whole healthcare system had worked together to look after him since he was diagnosed with cancer in 2007. He was particularly impressed at how a district nurse, his GP, the hospital ultrasound team and our A&E department had worked together to diagnose and then urgently treat a potential deep vein thrombosis in his leg. It was inspiring for staff to hear that "I am now enjoying a good quality of life because all of you working together in the NHS have made it possible."

During the rest of the day, 'Releasing Time to Care' Dream Team winners and many other people from across the Trust talked about different initiatives that are helping to improve patients' experience right through from infancy to the end of life. Chairman Aileen McLeish announced the winners of the poster competition where teams showcased innovation and improvement projects in their own areas.

EmployAbility Award

The Trust has been awarded an EmployAbility Making a Difference Award for Outstanding Achievement, for its continued commitment to the Employment Works Project - which offers a variety of work experience placements to disabled students from Brooklands College. Gwen Atkinson, Ashford and St Peter's Learning and Development Lead, received the glass trophy on behalf of the Trust at a ceremony in Dorking.

EmployAbility is Surrey County Council's supported employment service for disabled people who wish to find paid or voluntary work but need some additional assistance. The service helps individuals to find and retain employment, by supporting both the employer and employee during all stages of job-seeking and providing on-going support in the workplace. The aim is to promote social inclusion and enable people with disabilities to make their contribution to local communities and participate fully in the wider community.

ASPH staff in all departments have shown a commitment and dedication to supporting, encouraging and guiding the students in understanding and preparing for the world of work. Since 2010, 36 students have completed the project through the Trust and at least 14 of these students went on to find paid work as a direct result of the experience they gained at our hospitals.

National Thrombosis Week 2013

More people die every year from avoidable Deep Vein Thrombosis and Pulmonary Embolism than from breast cancer, AIDs and traffic accidents combined. Most people associate the danger of getting a DVT from sitting for too long in cramped conditions such as a long-haul flight (which in fact carries relatively low risk) but it is not so well-known that just sitting for too long at a desk, or in front of the television can also be a hazard. However, the largest risk associated with developing a DVT is a stay in hospital, which is 1,000 times greater than from a long-haul flight.

During the recent National Thrombosis Week, Rebecca Bushby, VTE (venous thromboembolism) prevention nurse, undertook some excellent promotion work to remind people – staff and patients – of some of the key risk factors that contribute to blood clots and how we can all help ourselves to minimise these. This included a VTE Study Day for staff on Tuesday 7th May, which highlighted the importance of risk assessment and the various preventative methods that can be used. The day was really well received by all who attended, and will act as a starting block for greater awareness and understanding of VTE prevention in the future.

Volunteers honoured

As a result of our volunteers winning the Queen's Award for Voluntary Service last year, four of our volunteers will be attending the Queen's Garden Party at Buckingham Palace on 6th June. Jonathan Lord MP has also extended an invitation to a party of 12 volunteers to lunch and a tour of the House of Commons, also on 6th June.

New consultant appointments

This month we made the following new consultant appointments:

- Mr Manish Kothari, Consultant Breast Surgeon
- Dr Michael Devile, Consultant Anaesthetist/Intensivist

Meetings and visits

I recently held the third meeting of my Chief Executive's Sounding Board, talking to staff about communication. I attended our Medical Staffing Committee and chaired our monthly specialty performance meetings.

I was pleased to open our Pride in Nursing & Midwifery Day and to attend the St Peter's Hospital Library's Open day. I also presented to local faith leaders at our Chaplaincy Holistic Care Seminar, where the subject was communication. I was also pleased to attend a special presentation event put on by our Gynaecology team to celebrate our accreditation as a centre for endometriosis and interventional gynaecology, where we also welcomed Endometriosis UK's Chief Executive Helen North.

I held individual meetings with Chief Executive of the Royal Surrey County Hospital, Nick Moberly, and with Julia Ross, Chief Officer at NW Surrey CCG. With fellow directors, I also took part in a joint executive meeting with NW Surrey CCG. I attended a development session hosted by Health Education Kent, Surrey & Sussex, and gave a lunchtime talk to head office staff at Astellas Pharma, based next door to St Peter's Hospital.