

Update from Chief Executive Officer

For: Information

Summary: Update for the Board on progress/events at the Trust since the last Board meeting.

Key items to note:

- Improvement in Trust performance
- Digital Mammography machine at Crawley up and running
- CQC outpatient survey published - for almost all responses our rating fell within the intermediate 60% of Trusts, which indicates that patients were largely satisfied with the standard of treatment and care they received.
- New wards opened
- New services in oncology
- Increase in capital funding

Action: *The Board is asked to note the report.*

Presented by: Michael Wilson, CEO

Author: Fionnula Robinson, Director of Communications

Notes:

Trust objective:	Please list number and statement this paper relates to. <i>The Board Committees support the achievement of all of the Trust objectives.</i>
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Legal:	What are the legal considerations and implications linked to this item? Please name relevant act None
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Regulation:	What aspect of regulation applies and what are the outcome implications? This applies to <u>any</u> regulatory body – key regulators include: Care Quality Commission, MHRA, NPSA & Audit Commission
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Update from Chief Executive Officer

Date	23 rd March
Author	Fionnula Robinson
Audience	Trust Board Members

1. Performance

I am very pleased to be able to report to the Board improvements in our performance in February. We have met the 18 weeks RTT clinical standard and also our endoscopy 6 week wait clinical standard. We have also maintained the VTE clinical standard. This has been achieved despite continuing to see high volumes of patients coming to the hospital. Our last remaining areas to achieve are the A&E clinical standards which will be discussed under the performance section of this Board meeting.

The Board Governance Assurance Framework (BGAF) which is normally reported at each meeting will not be presented today as it is under development and discussion with Executives. A reformatted BGAF will be presented at the next Board meeting.

2. Digital Mammography Machine

In February, Henry Smith MP opened our new-look mammography service at Crawley Hospital. The service allows Surrey and Sussex patients access to the latest digital technology for breast cancer diagnostic services. A new mammography machine, costing around £680,000, was purchased last year but could not be installed until major renovation work had been carried out. This renovation included a brand new unit at the hospital to house it. The unit became fully operational in January this year, and is currently taking up to 18 patients per day, five days per week. Every Thursday, the One Stop Clinic at the unit provides “same day” referral as patients attend clinic, are referred to a consultant and diagnostic searches are carried out. During the rest of the week, the unit deals with pre-booked appointments and follow up appointments.

3. CQC Outpatients Survey

The CQC have published the results of the national outpatients’ survey. Patients were asked a series of questions relating to their experience as an outpatient. It covered areas including ‘seeing a doctor’, ‘tests and treatment’, ‘hospital and environment’ and ‘overall impression’. For almost all responses our rating fell within the intermediate 60% of Trusts, which indicates that patients were largely satisfied with the standard of treatment and care they received. Areas that the survey showed a slightly weaker performance included patients knowing what would happen during the appointment and for ensuring that patients knew who to contact about their condition or treatment after leaving hospital. These are clearly areas where we need to improve and will form part of our action plan to improve the outpatient experience for patients. What is particularly pleasing is that we were better than average (i.e. rated in the top 20% of Trusts) for ‘staff not talking in front of patients, as if they weren’t there’. As you know this is something which last year was a focus of the Dispatches programme and it is encouraging to see this improvement.

4. New Wards

I'm pleased to say that our two new wards, Charlwood and Copthorne, were opened on time and on budget. What is remarkable about this achievement is that we have gone from a bare patch of ground to two modern, state of the art wards in just three months.

The opening of the two new wards has allowed us to create a much larger dedicated stroke ward. This is an important and long awaited development as it will allow us to meet a key healthcare target in ensuring that 80% of stroke patients spend 90% of their time on a dedicated stroke ward. For patients this will mean that the great care and experience they receive when first admitted with stroke will be maintained during their overall stay.

5. Update on the £14m redevelopment programme

The new wards are part of our £14m redevelopment programme of which remodelling the west entrance of the hospital to create a new main entrance is another key part. The work for this starts on Monday 5 March and I apologise in advance for the disruption that this will cause to both patients and staff. In order to build the new entrance it will be necessary to close access to the hospital through the west entrance from Monday 5 March. Patient access to the hospital will be via the east entrance. A free bus service will be in place to take patients who arrive at the west entrance to the east entrance and additional wheelchairs have been ordered for the east entrance. An artist's impression of what the new entrance will look like is available on our website. New shops will be part of the development offering a wider range of choice for patients, visitors and staff.

6. Cancer Services

We have a new Acute Oncology Service (AOS) with Consultant Acute Oncologist Dr Maria Drzymala. The AOS exists to expedite the treatment of patients known to have cancer with acute complications of treatment or the malignancy and the diagnosis of patients admitted as emergencies with cancer of unknown origin. I'd like to welcome Dr Drzymala to the Trust.

Over the past few months we have been working with the Royal Surrey County Hospital on a plan to deliver radiotherapy and chemotherapy services for our patients closer to home. What this means in reality is that more patients with cancer who require radiotherapy or chemotherapy will be treated by us so they won't have to travel to Guildford for treatment. The Board of the Royal Surrey County Hospital have agreed to fund a radiotherapy facility on the East Surrey Hospital site containing 2 linear accelerators (planning permission permitting). We have also agreed to increase the level of chemotherapy at both East Surrey and Crawley sites and to review and implement options to deliver home care chemotherapy to our patients when it is clinically appropriate to do so.

A Macmillan information pod has also been based in the Friends of East Surrey Hospital Coffee Shop at the East Entrance. The information pod was here as part of a scoping exercise to assess how an integrated information and support centre could complement the current experience of people affected by cancer. This will support our current business case to Macmillan Cancer Support to build a centre at East Surrey Hospital. The siting of the information pod coincides with the re-opening of the East Entrance coffee shop after its refurbishment. I'd like to thank the Friends of East Surrey Hospital for agreeing to share their space for these few days.

7. HSDU

At 4 weeks notice, the HSDU at Crawley was advised that due to the need to remove asbestos near steam pipes in the depths of the hospital, the unit would need to be shutdown for 4 weeks. The steam is essential as it supplies all the sterilizers and washers in the HSDU.

Staff in the HSDU volunteered to change shifts including working nights so that the ESH site could operate 24/5 and all the Crawley staff had to move to the ESH site to ensure the service to theatres, wards and GP's would continue. During this time the turnaround times have just been met and no operations have been affected. The project has taken 9 weeks but Crawley is now up and running again.

Once again thanks to all the staff for being flexible with their working hours and shifts and making sure the service has not been affected.

At the same time the annual external audits (3 days) carried by SGS to ISO 13485:2003 and ISO 9001:2008 and meeting the requirements of Medical Directive 93/42EEC have taken place. This was an annual renewal for the HSDU's, but for the first time the endoscopy decontamination units on both ESH and Crawley sites have been included in the audits and I am please to say that accreditation has been given to all areas.

8. Capital Funding

East Surrey Hospital will receive an additional £6 million of capital funding for 2012/13 for modernised our operating theatres and refurbishing wards to improve our services for NHS patients in Surrey and Sussex.

These projects will improve the quality of care for 11,000 patients having an elective procedure, 4,000 undergoing emergency or trauma surgery and over 1,000 women requiring an intervention as part of child birth.

We were one of many hospitals across England to receive funding as part of the overall £330 million additional capital allocation for England.

9. Prince's Trust Project

SASH is delighted to support the Prince's Trust which is an organisation which supported over 46,000 young people last year. In March a group of 12 young people, associated with the Prince's Trust, have been involved in a project to give some of the office areas in Maple Annex at East Surrey Hospital, a whole new lease of life. The project involved painting and decorating and has successfully brightened the working environment for some of our Health Records Department.

A small celebration, organised by Surrey and Sussex Healthcare NHS Trust, was held on Friday 9th March to thank the young people for their hard work and to wish them well in the next part of their development programme.

10. Simulation Suite

On Monday 26th March, we will hold the official opening of our Simulation Suite at East Surrey Hospital's Post Graduate Education Centre. The Centre is going to be formally named in honour of the late Valerie Newman, Consultant Anaesthetic and Lead Clinician for Patient Safety, who worked at the Trust for several decades.