

Update from Chief Executive Officer

Summary: This report briefs the Board on progress since the last update in March 2012.

Action: The Board is asked to note the report.

Presented by: Michael Wilson, CEO

Author: Fionnula Robinson, Director of Communications

Notes:

Trust objective: This report support the achievement of all Trust objectives.

Legal: None

Regulation: None

Update from Chief Executive Officer

Date	May 2012
Author	Fionnula Robinson
Audience	Trust Board Members

CQC Inpatients Survey

The results of the national inpatient survey for 2011 were published in April. They acted as a sobering reminder of where we were in July last year. Thankfully we have improved since then.

In the survey, areas where the Trust performed as well as other trusts included cleanliness, accommodation, safety and food on the wards, confidence and trust in nurses, discharge from the hospital and information provided and also patients' overall views and experiences of the hospital.

Areas that were rated worse than most other trusts in England particularly related to patients' experience in the Emergency Department, and the lack of capacity there, and also to the length of time patients wait to get a bed on a ward. Other more recent external reviews have confirmed that East Surrey hospital provides a safe service to patients.

We are developing an action plan to tackle those areas where we need to improve to continue to provide a good experience for patients.

Our own monthly monitoring of patient views show that for April 93% of medical patients and 92% of surgical patients would recommend the Trust's services to family and friends.

SHA/PCT Assurance Visit

We had a positive visit from the Strategic Health Authority and Primary Care Trusts to the Endoscopy Suite, Copthorne and Charlwood wards, the Emergency Department (ED) and Acute Medical Unit. They noted the improvements in privacy and dignity in ED and in particular, the new Endoscopy Suite. They also commented on the "calm, controlled leadership in AMU".

Antony Sumara

I'd like to thank Antony Sumara for sharing his experience in the NHS with us during a talk he gave to staff. Antony Sumara has played a leading role at a number of NHS organisations including: Mid-Staffordshire NHS Foundation Trust, Bromley Hospitals Trust and the University Hospital of North Staffordshire.

Antony spoke about how all staff within a hospital, from top to bottom, are of critical importance to its success. I know many staff found his talk inspirational. Antony's experience in the NHS has given him a unique insight into challenges hospitals face but his solutions aren't radical.

Sometimes we just need reminding of what's important, and what I took away from his talk was:

- It's all about the patients
- Systems and processes don't fix things people do
- Leadership both corporate and individual
- Empowering staff

As we continue on our journey of improvement we mustn't lose sight of these things and must build them into our daily work.

Update on the redevelopment programme

Part of the redevelopment is the building of the new main entrance which is currently on-going. It was hoped that scheduling the build in spring would minimise the impact of the build on staff accessing Maple House but even I can't control the weather! I have to assure you that the end result will be well worth it with a new airy and bigger main entrance, new reception desk and new retail shops who have been confirmed as Boots, Costa Coffee and W H Smith. The Friends shop at the east entrance will remain and between them the offer to patients and staff will be much improved.

Organisational and staff development

I have asked Paul Simpson to take on the formal role of Deputy Chief Executive Officer in addition to his Chief Financial Officer role. I'm sure you will join me in wishing him well.

Staff nurse in ED (Sarah Ward) and a student nurse (Owen Davies) have been recognised for outstanding patient care in the Editorial of the May issue of the journal *Nursing Ethics*. Both Owen and Sarah made a significant contribution to improving a patient's final hours. This is a wonderful example of sensitive care and of what can be achieved with imagination and collaboration. In the light of the actions of Owen and Sarah, the International Centre for Nursing Ethics has now added two additional prizes for University of Surrey healthcare students who demonstrate exemplary ethical practice and registered nurses who role model dignifying care practices.

We have hosted a Stroke Education Day in partnership with the Surrey Heart and Stroke Network. The day was organised by Dr Natalie Powell and was rated a great success by those who attended. The audience included local GP's, hospital consultants from rheumatology, ED, radiology and medicine as well as stroke nurses, therapists and radiographers from SASH, and other hospitals within Surrey including the Royal Surrey County, Ashford and St Peter's and Epsom hospitals. The majority of the respondents rated the talks as excellent and particular praise was given to Dr Jeremy Madigan, Consultant Neuroradiologist from St George's who presented a stroke masterclass in neuroradiology and Dr Ansumen Saha who gave an excellent presentation on stroke in the cardiac patient. The Surrey Stroke Network praised the event and are hoping that other hospitals within the area are encouraged to arrange similar events.

We have held the second of our health and wellbeing days for staff, this time at Crawley Hospital. I would like to say a special thank you to Sally Knight who once again has been integral in co-ordinating this event and I would also like to commend the commitment and hard work the Health and Wellbeing Steering Group and our HR team have put in to pull this event

together. As a healthcare provider, health and wellbeing applies as much to our employees as it does to the local population which we serve. We are doing as much as possible to enable staff to be at their best, be energised, motivated and committed to their work. This will also help us ensure that we continue to provide safe, high quality services.

Sir Ian Carruthers, CE of the SHA, and his top team visited us in May. It was good to be able to demonstrate to them an improving record of performance and quality of care.

Our pathology staff are ably demonstrating that systems and processes don't fix things, people do and also individual leadership. At Management Board they presented on a wide range of topics that show how they are managing their business. Our Pathology Department, through skill-mix review and the introduction of efficient ways of working, has improved staff productivity considerably. Despite an increase in laboratory workload of more than 7% in the last 3 years, the productivity per Biomedical Scientist has increased by around 25% with an average cost-saving of 8% per request. In the meantime, the department has achieved unconditional CPA accreditation in all of its disciplines, something that only 4 other acute trusts in Kent, Surrey and Sussex have achieved. Great work all round! That same sentiment goes to our AMU staff who have also faced and dealt with a number of challenges this week.

At the beginning of June, Roberta Fuller, Deputy Chief Operating Officer will be taking up a new position at Portsmouth NHS Trust. I'd like to thank Roberta for all her hard work and wish her well in her new post. Roberta's leaving, along with the additional requirements for our road to Foundation Trust status, has provided us with an opportunity to change some of the portfolios of our Senior Managers and Executive Team. Joe Chadwick-Bell, currently Director of Strategy and Transformation will become Director of Operations reporting to Bernie Bluhm, Chief Operating Officer. A new Director of Corporate Affairs will be recruited to lead on improving the governance of the Trust and lead on our Foundation Trust application.

Finally, I'm pleased to say that in June we will be receiving a royal visitor as HRH Princess Alexandra will be officially opening our new wards, endoscopy unit and day surgery unit at East Surrey Hospital. This will give us the opportunity to drop the old Redwood name and we will also be renaming Maple House to 'Postgraduate Education Centre and Trust Headquarters'.