

Update from Chief Executive Officer

For: Information

Summary: *This report briefs the Board on key business issues addressed by the Trust's Management Executive since the last update in August 2012.*

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 None
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Date	27 th September
Author	Fionnula Robinson
Audience	Trust Board Members

1. Performance

We continue to perform strongly on our Quality of Services score, particularly around our A&E 4-hour wait with 98% of patients continuing to be seen in under 4 hours. We also agreed with the DoH that we would undertake a local survey to see if our patient experience score had improved since our last inpatient survey from July last year. We therefore surveyed 2,800 patients who were discharged in January and June 2012. This survey was undertaken through August and I am pleased to be able to say that the Patient Experience scores in June were sufficiently higher than January such that the DOH have agreed that the User Experience scores on our Performance Framework should be changed to 'Performance under Review'. This leaves an overall Trust Quality score of 'Performing'. This is a considerable achievement for the Trust and reflects well on the journey we have made over the last couple of years.

Our Day Surgery Unit and Comet Ward at Crawley Hospital were recently visited by the Care Quality Commission (CQC) and I am very pleased to say that the feedback we have already received has been very positive. We have also received the final report from the CQC following their visit in June in which they lifted the two compliance notices placed on us after their visit at the end of last year (2011). We are fully compliant with all CQC requirements.

A report on our capital projects outlined that the first draft of the new business case for Theatre Refurbishments has been sent to the SHA for comment. Their responses will be considered for the final draft before officially submitting the document for approval. The planning application for the project has been received by Reigate & Banstead Borough Council and their pre-planning comments are being considered. The application will be reviewed at the Planning Committee towards the end of September 2012. The first phase of our new main entrance has been completed and the entrance is now open for patients, visitors and staff. The enabling works for the new radiotherapy facilities on the East Surrey Hospital site, in partnership with the Royal Surrey County Hospital, have started and the refurbishment of our Postgraduate Education Centre is also underway.

2. Quality and Risk

The results of the 2011/12 national cancer patient survey have been published. Particularly encouraging are the findings that show 88% of patients rated their care with us as 'Excellent' or 'Very good'. There were several areas of our service that were highlighted as strengths in this report, for example: 84% of patients were given a choice of different types of cancer treatment before their treatment started; 91% of patients said they got understandable answers to important questions all, or most of the time from their Clinical Nurse Specialist; and 93% of patients said staff told them who to contact if they were worried about their condition or treatment after leaving hospital.

As the results of the above survey show, we are an organisation who makes every effort to listen and respond appropriately to the needs of our patients. We actively encourage patient comments about our services and their experience using the online Patient Opinion site, and we publish these comments on the homepage of our website.

To improve the experience of our patients we are also starting a pilot to extend visiting hours from 2pm -- 8pm for the majority of ward areas. Some areas such as Paediatrics, Intensive

Care and Maternity have their own hours so won't be affected by this. It is hoped that by extending visiting hours, families will have more flexibility to visit patients and it may also ease some of the car parking congestion that can occur in the afternoon. We do also encourage family members to visit patients at mealtimes, as not only is this normally a social time for families but it can help elderly and patients with dementia feel more comfortable and more inclined to eat with family support.

3. Service updates

Due to the fire which broke out in a store room on Comet Ward at Crawley Hospital it has been necessary to move some services. Comet Ward runs a Medical Day Unit, a Haematology clinic, and a Chemotherapy service. The Chemotherapy service is currently running out of East Surrey Hospital's Chemotherapy Suite. Where it is safe to do so, other services such as existing DVT patients and blood transfusions, are being run out of the Harmoni Rooms at Crawley Hospital which are situated near the Urgent Treatment Centre. All new DVT patients are being transferred to East Surrey Hospital's AMU department. Non-urgent appointments are being rearranged with the individual patients concerned. All patients have been contacted directly to ensure that they know where to go. Transport has been provided for those patients who require it. Arrangements are being reviewed every 24 hours to ensure minimum disruption to patients and to avoid safety risks.

4. Organisational and staff development

We have commenced a Dementia Care Education Programme led by international expert Professor Jan Dewing. Professor Dewing has published widely on all aspects of dementia care and will be leading an exciting practice-development style programme for us. This programme coincides with the beginning of our campaign to raise dementia awareness within the Trust. The importance of this is highlighted by the knowledge that up to a quarter of all hospital beds are occupied by patients with dementia. This campaign and Educational Programme forms part of our commitment to meet the dementia targets we have been set, along with screening all over 75's who are admitted for memory problems.

We have appointed to our two remaining ED consultant vacancies and I'm pleased to say that Dr Peter Martin and Dr David Serci, both Consultants in Emergency Medicine and both from Maidstone and Tunbridge Wells NHS Hospital Trust will be joining us shortly.

We have been awarded the 'two ticks' accreditation for 2012/13. The symbol is awarded by Jobcentre Plus to employers who have made commitments to employ, keep and develop the abilities of disabled staff. It is a visible sign to employees/potential employees that we are positive about employing and retaining people with disabilities and that we are an employer dedicated to the equality of opportunities for all staff.

Our newly refurbished courtyard garden at East Surrey Hospital was named the 'Jubilee Garden' when it was officially opened by the Mayor and Mayoress of Reigate and Banstead Council. The refurbishment of the Jubilee Garden was jointly funded by our Trolley Volunteers and the Friends of ESH.

The Trust has an established process for declaration of interests for Executive and Non Executive Directors. On appointment, and following appointment if any change occurs relevant and material to the business of the Trust, all Executive and Non Executive Directors are required to sign a Declaration of Interests form which is then retained in the personal file and a copy placed in the Register. This process is repeated on an annual basis and reported to the Trust Board. The information held in the register is open to both internal and external auditors