

TRUST BOARD IN PUBLIC	Date: 29TH NOVEMBER 2012	
	Agenda Item: 1.4	
REPORT TITLE:	CHIEF EXECUTIVE'S REPORT	
EXECUTIVE SPONSOR:	Michael Wilson Chief Executive	
REPORT AUTHOR:	Gillian Francis-Musanu Director of Corporate Affairs	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)	N/A	
Purpose of the Report and Action Required: (√)		
This report provides members with key updates and highlights from a national and local perspective to inform the Board's understanding of policy, performance or new developments. The Board is asked to note the report.	Approval	
	Discussion	
	Information	√
Summary of Key Issues		
National Issues: <ul style="list-style-type: none"> • NHS Mandate • New Standards for NHS Leaders • Strengthening the NHS Constitution Local Issues: <ul style="list-style-type: none"> • Boots UK • Your Care Matters • Staff Recognition Awards • Theatre Business Case • MacMillan Cancer Support • Clinical Leaders Nominations 		
Relationship to Trust Corporate Objectives & Assurance Framework:		
Objective 4 – Become a sustainable, effective organisation.		
Corporate Impact Assessment:		
Legal and regulatory implications	Ensures the Board are aware of new requirements.	
Financial implications	N/A	
Patient Experience/Engagement	Highlights local trust developments which improve patient experience.	
Risk & Performance Management	N/A	
NHS Constitution/Equality & Diversity/Communication	Gives an update on latest thinking on the development of the NHS Constitution.	
Attachments:		
N/A		

TRUST BOARD REPORT - 29TH NOVEMBER 2012 CHIEF EXECUTIVES REPORT

1. National Issues

1.1 NHS Mandate

The first Mandate between the Government and the NHS Commissioning Board, setting out the ambitions for the health service for the next two years, was published on 13th November.

The Mandate reaffirms the Government's commitment to an NHS that remains comprehensive and universal – available to all, based on clinical need and not ability to pay – and that is able to meet patients' needs and expectations now and in the future.

The NHS Mandate is structured around five key areas where the Government expects the NHS Commissioning Board to make improvements:

- preventing people from dying prematurely
- enhancing quality of life for people with long-term conditions
- helping people to recover from episodes of ill health or following injury
- ensuring that people have a positive experience of care
- treating and caring for people in a safe environment and protecting them from avoidable harm.

Through the Mandate, the NHS will be measured, for the first time, by how well it achieves the things that really matter to people.

The key objectives contained within the Mandate include:

- improving standards of care and not just treatment, especially for the elderly
- better diagnosis, treatment and care for people with dementia
- better care for women during pregnancy, including a named midwife responsible for ensuring personalised, one-to-one care throughout pregnancy, childbirth and the postnatal period
- every patient will be able to give feedback on the quality of their care through the Friends and Family Test starting from April 2013 – so patients will be able to tell which wards, A&E departments, maternity units and hospitals are providing the best care
- by 2015 everyone will be able to book their GP appointments online, order a repeat prescription online and talk to their GP online
- putting mental health on an equal footing with physical health – this means everyone who needs mental health services having timely access to the best available treatment
- preventing premature deaths from the biggest killers

- by 2015, everyone should be able to find out how well their local NHS is providing the care they need, with the publication of the results it achieves for all major services.

As an organisation we will need to digest this publication and set out a plan of how we will meet the requirements relevant to NHS trusts. A report will be brought back to the Board in the next couple of months.

A full copy of the document is available from <http://mandate.dh.gov.uk/>

1.2 New standards for NHS leaders

Standards for members of NHS boards and governing bodies in England have been published by the Professional Standards Authority for Health and Social Care. They put respect, compassion and care for patients at the centre of leadership and good governance of the NHS in England.

These standards bring together the essential skills that are expected of all executive and non executive leaders in the NHS in England across in their personal behaviour, technical competence and business practices. The standards are based on 7 core values:

- responsibility
- honesty
- openness
- respect
- professionalism
- leadership
- integrity.

The new standards challenge people to take responsibility for their own behaviour, to challenge the behaviour of others, and to recognise and resolve conflicts of interest. Copies of the standards are available at <http://www.chre.org.uk/media/18/502/>

1.3 Views sought on strengthening the NHS Constitution

Proposals to strengthen the NHS Constitution were set out for public consultation from the 5th November 2012 with the NHS, patients and the public being asked to respond. The main changes proposed cover:

- a new responsibility for staff to treat patients not only with the highest standards of care, but also with compassion, dignity and respect
- a new pledge making it explicit that patients can expect to sleep in single-sex wards
- a new pledge to patients that NHS staff must be open and honest with them if things go wrong or mistakes happen – this ‘duty of candour’ will become a condition in the NHS Standard Contract from April 2013.

The changes also make it clearer that:

- patients, their families and carers should be fully involved in all discussions and decisions about their care and treatment, including their end of life care

- patients who are abusive or violent to NHS staff could be refused treatment and the NHS is equally concerned about physical and mental health.

Further details can be found on <http://www.dh.gov.uk/health/2012/11/constitution-consultation/>

The closing date for comments is 28 January 2013. Responses to the consultation will feed into a revised version of the NHS Constitution, which will be published by April 2013.

2. Local Issues

2.1 Boots UK

Boots UK opened its store in our main entrance on Wednesday 17th October; this is the third such venture in the United Kingdom. The service now offers a full dispensing service for outpatients' prescriptions which have huge benefits for our patients. Outpatients will now have options about where they get their prescriptions, and in-turn this will free-up time for our own pharmacists to concentrate on discharge medicines and advice for our inpatients. Many comments on the Patient Opinion cited delayed discharge due to waiting for medicines, our partnership with Boots will help resolve this issue.

2.2 Your Care Matters

Your Care Matters Inpatient Survey is a new approach to collecting feedback from our inpatients. The aim is to increase the robustness of patient feedback data and hence it's reliability.

When patients are discharged they are given an invitation card by the discharging nurse and asked to complete a questionnaire, either on-line or by phone. Within the questionnaire respondents are given the opportunity to name any members of staff who they feel have gone 'above and beyond' what they were expecting. This SenSaSHional Patient Care Commendation is then emailed to the relevant Ward Manager who passes on the commendation and thanks the staff member. Copies are also copied to Line Managers.

The questionnaire includes the Friends and Family question that has to be introduced by all Trusts in April 2013. It also gives participants the option to link directly through to Patient Opinion at the end of the survey.

This is a pilot study that went live on Monday 12th November and will run until the end of February. Results will be available at ward level and can be aggregated to Directorate level and tracked over time.

2.3 Staff Recognition Awards

On Monday 15th October we held our Annual Staff Recognition Awards, where we celebrated long service awards and gave recognition to staff for achievements in gaining qualifications, as well as those nominated by colleagues for outstanding work.

2.4 Theatre Business Case

We have received sign-off from the SHA for the first part of the theatres business case. This will mean another significant new development as we build four new theatres alongside the existing theatre block. Onsite work is planned to start once we receive our environmental licence from Natural England.

2.5 Mayor & Mayoress of Reigate & Banstead

We were pleased to receive the Mayor and Mayoress of Reigate and Banstead at our annual coffee morning in aid of Macmillan Cancer Support. Each year this event receives huge support. Last year the funding raised was used to help us recruit another Macmillan nurse to provide support and care to patients at one of the most difficult times of their lives.

2.6 Clinical Leaders & Teams Nominated for Awards

A group of staff who participated in our productive wards initiative attended the 'Safe and Productive Care Celebratory Conference' run by South of England SHA. Eight of our clinical leaders and teams were nominated for awards which acknowledge those who improve the quality and safety of patient care.

Michael Wilson
Chief Executive
November 2012