

TRUST BOARD IN PUBLIC	Date: 25 April 2013	
	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.	Approval	
	Discussion	
	Information	√
Summary of Key Issues		
National Issues: <ul style="list-style-type: none"> • Updated NHS Constitution • Results of 2012 National Inpatient Survey • NHS England • NHS Trust Development Authorities (TDA) Accountability Framework Local Issues: <ul style="list-style-type: none"> • Meetings with the TDA Director of Delivery & Development • Launch of Surrey & Sussex Healthcare NHS Trust's New Website 		
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 national requirements in place to improve patient experience.	
Risk & Performance Management	N/A	
NHS Constitution/Equality & Diversity/Communication	Includes an update on the new NHS Constitution	
Attachments:		
N/A		

TRUST BOARD REPORT – 25th APRIL 2013 CHIEF EXECUTIVES REPORT

1. National Issues

1.1 Updated NHS Constitution

The Department of Health has published an updated NHS Constitution following a consultation that sought views on a number of proposed changes. Important areas that have been improved in the NHS Constitution include:

- patient involvement
- feedback
- duty of candour
- end of life care
- integrated care
- complaints
- patient information
- staff rights, responsibilities and commitments
- dignity, respect and compassion

In addition to strengthening areas of the NHS Constitution, various technical amendments have been made to ensure that it is up-to-date for the introduction of the new health and care system which came into being on 1 April 2013.

As part of the government's initial response to the report into the failings at Mid Staffordshire NHS Foundation Trust by Robert Francis QC, the DH have changed the Constitution to reflect that the NHS' most important value is for patients to be at the heart of everything the NHS does. The Francis report emphasises the role of the NHS Constitution in helping to create a positive and caring culture within the NHS.

To accompany the updated NHS Constitution, the Department of Health have also published:

- a revised Handbook to the NHS Constitution, which explains the rights, pledges and responsibilities set out in the NHS Constitution in more detail
- the government's response to the consultation on the NHS Constitution, which explains the changes we have made.

In addition, the DH intend to publish a guide to the healthcare system in England, including a statement of NHS accountability, which summarises who is accountable for planning, delivering and assuring NHS services.

1.2 Results of the 2012 National Inpatient Survey Published

The results of the 2012 National Inpatient survey were published on 16th April 2013. This survey looked at the experiences of over 64,500 people who were admitted to an NHS hospital in 2012. Eligibility and participation nationally were:

- Participants: 64,505
- Response rate: 51 per cent
- Age range: 16 years and older
- Time period: September 2012 to January 2013
- Eligibility: Patients aged 16 years or older, with at least one overnight stay between June to August 2012.

The questionnaire covered a range of topics including food, hospital cleanliness and standards of treatment, to inpatients treated at the hospital in August 2012.

Our 2012 survey shows dramatic improvements in scores across the board since the 2011 results, the most notable being the shift from thirty falling in to the 'worse' category to just one, and the Trust also scoring one in the 'best' category. This is good news for the quality of care and patient experience that we provide. However we recognise that there is still more to do.

We are considering the results and our initial response is being discussed in more detail in a report included in the agenda.

1.3 NHS England

The new body, which has until now been known as the NHS Commissioning Board, will have overall responsibility for the £95 billion NHS commissioning budget from 1 April 2013. From this date it is now called NHS England. The main aim of NHS England is to improve the health outcomes for people in England. It will set the overall direction and priorities for the NHS as a whole.

1.4 NHS Trust Development Authority (TDA) – Accountability Framework

Delivering High Quality Care for Patients: The Accountability Framework, for NHS Trust Boards published on 5th April 2013, sets out a clear set of rules under which the TDA and NHS Boards should all operate, underpinned by clear principles which should guide the judgments, both on the day-to-day decisions the TDA will take as well as the long term strategic ambitions they will drive forward.

The framework is designed to support NHS Trust Boards to have real clarity about how the NHS TDA will work with them on every aspect of their business – how Boards will be held to

account, what kind of support they can expect from the TDA and, ultimately how they can cement their success in improving the quality of care they provide by achieving Foundation Trust status. Outlined in the framework is the process for the:

- oversight model
- development and support model; and
- the approvals model

A copy of the full report is available on:

http://www.ntda.nhs.uk/wp-content/uploads/2012/04/framework_050413_web.pdf

2. Local Issues

2.1 Meetings with the Director of Delivery & Development from the Trust Development Authority

On 9th April the Trust was visited by Dr Stephen Dunn, Director of Delivery and Development (South) from the Trust Development Authority as part of his induction in the south east of England. He held meetings with the Chief Executive, Chairman and members of the Executive Team as well as having the opportunity to meet clinical and nursing staff on his tour of the hospital. His feedback has been positive and recognises the positive improvements we have made in terms of sustained performance, quality of services and patient experience in SaSH over the last 18 months.

Members of the executive team also met with Mr Dunn and his team on Wednesday 17th April as part of the review of our 2013/14 Operating Plan submission. We will continue to work very closely with the TDA as we move onwards in our journey to becoming a standalone organisation.

2.2 Launch of Surrey & Sussex Healthcare NHS Trust's New Website

The Trust will soon launch its brand new website. The new website will have a new look and feel to reflect the trust's new facilities and improved performance. The new website will give patients the information they need to know more easily, and offer all the data we publish in the essence of openness and transparency in a more accessible format.

To help GPs we have created a GP section where you will find a Service Directory, the Formulary, and an A-Z of Consultants. Our Matrons and Divisional Chief Nurses are also pictured so that patients can recognise their carers should they need to contact them after they leave hospital. In this section we hope to have links to useful information and CCG sites, as well as a forum for online conversations between clinicians.

This is a work in progress and we will be continuing to develop the site over the next six months. We will send you the link to the new website soon. Please take a look at it and if you have suggestions or comments for how we can further improve our website for you, please contact Eloise.clarke@sash.nhs.uk

3. Recommendation

The Board is asked to note the report.

Michael Wilson
Chief Executive
April 2013