

## 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 May 2012.

Key areas to note include:

- Performance
- Capital update
- New policies
- Service updates
- Staff development

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

**Presented by:** Michael Wilson, CEO

**Author:** Fionnula Robinson, Director of Communications

**Notes:**

<b>Trust objective:</b>	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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<b>Legal:</b>	What are the legal considerations and implications linked to this item? Please name relevant act  None
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<b>Regulation:</b>	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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# Chief Executive's Report

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<b>Date</b>	August 2012
<b>Author</b>	Fionnula Robinson
<b>Audience</b>	Trust Board Members

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## Performance

We will be classed as Performing for Quarter 1 of 2012 for the Integrated Measures Score on the Department of Health's performance framework, which includes the clinical standards: Emergency Department (ED) 4 hour wait, 18 weeks, cancer two week rule and VTE (blood clots) assessments.

We will also be classed as Performing for Care Quality Commission (CQC) registration. We had a very positive visit from the CQC at the end of June which resulted in the two compliance notices placed on us after their visit at the end of last year being lifted.

We will be classed as Under Performance for patient experience as this score is based on the results of the national inpatient survey which was last carried out on patients who were admitted during July 2011. The national inpatient survey for 2012 will be carried out on patients who are admitted during August 2012.

An update from the Capital Investment Group noted that despite access problems and drainage issues encountered during the build, the first phase of the ED project, the Majors area, has been completed and was handed over for occupation on Monday 18<sup>th</sup> June 2012. The Paediatric area was handed over in the third week of July. Planning applications for the theatre refurbishment project and the radiotherapy project have been submitted and the first phase of the new main entrance is expected to complete by mid-August.

We have also had a Learning Disabilities Peer Review undertaken by our patients with learning disabilities and supported by Ashford & St Peters Hospital. Feedback on the day was provided by the user representative with the support of the assessment team and was overwhelmingly positive.

## Quality and Risk

The Trust has received the report of the Human Tissue Authority (HTA) following their inspection visit in February. The HTA found the premises and the practices to be suitable in accordance with the requirements of the legislation. Since the last inspection the establishment has continued to comply with HTA standards and areas for improvement previously identified have been acted upon. Particular examples of strengths and good practice are included in the concluding comments section of the report.

A report was received on the move of Medical Health Records from Crawley to East Surrey and the subsequent management actions that are being developed to address capacity, storage and retrieval of records.

The Patient Advice and Liaison Service (PALS) annual report was received which showed there were 124 lessons learned and actions identified in this financial year, which were notified to the Divisions for implementation. Of these 96 resulted in staff training in patient care and working practices, including:

- communication skills
- managing expectations and difficult situations
- team working
- discharge.

A further 15 resulted in process changes, including:

- the process for referral for ED patients has been reviewed by the Clinical Lead
- the introduction of a priority transport service for all hospice patients has been recommended by the Transport Manager
- a patient information leaflet has been produced for the ED
- the process used to produce and record information on nursing handover sheets across the Trust has been reviewed
- a new policy has been introduced for young patients undergoing pregnancy testing

A revised policy for screening and management of MRSA has been agreed. Early identification of MRSA through screening of patient populations either before, or on admission allows use of topical MRSA suppression, and specific infection prevention and control procedures to reduce the risk of infection and cross transmission.

A new antibiotic policy and guidelines have also been launched with the focus on prescribing the most appropriate antibiotic for each clinical pathway for the optimum amount of time.

We have scored Gold (the highest score) in the National Audit of Laparoscopic Theatre Equipment 2nd Round 2012 which assesses the quality of theatre equipment available to surgeons using laparoscopic techniques.

## **Service updates**

Our week day Transient Ischaemic Attack (TIA) service has been extended to a 7 day a week service for high risk TIA patients on the Acute Medical Unit. TIAs are a warning sign that further TIAs, or a full stroke, may occur soon. Approximately one person per 1,000 in the population is thought to suffer a TIA each year. With treatment, the risk of a further TIA or a full stroke can be greatly reduced.

## **Organisational and staff development**

We have launched our Front Line First Customer Care programme. The aim of the programme is to share and develop good practice using those front line staff who excel in good customer care. The programme will offer staff an opportunity to develop their own skills and knowledge about customer care and, based on this, to work with their group to develop a programme which can be offered to all hospital staff.

The second round of our leadership programme has also been completed which has seen around 200 staff members go through the programme.

July saw an emphasis on reinforcing the Trust's values which included launching a new monthly recognition award acknowledging staff who have undertaken outstanding work in support of the Trust's values. The SASH Star of the Month award for July went to Harpreet Sidhu, Catherine Roberts and Kate Clerkin from pharmacy for their contribution to patient safety. We also compiled a special issue of our internal newsletter SASH Window for patients and staff, published stories to illustrate our values, put up posters, used social media and facilitated discussions at staff meetings.

We have also launched a new GP Newsletter and a magazine for GP surgeries entitled Health Focus.