

Trust Board in Public
27 September 2012
Agenda item: 2.4

Update from Chief Medical Officer

For: *Information*

Summary: *This report briefs the Board on key issues arising since the last board meeting held in August. Highlights from the report include;*

- *Being Open Meetings – themes and outcomes.*
- *AHSN – application progress*
- *Job Planning – delays in delivery.*
- *Diagnostic Imaging – resource challenges*
- *Junior and Middle-Grade Doctors – progress made*

Action: *The Board is asked to note the report and agree any actions for issues highlighted in the report as required.*

Presented by: Dr Des Holden, Medical Director

Author: Dr Des Holden, Medical Director

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
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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
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Update from Chief Medical Officer

Date	September 2012
Author	Des Holden, Medical Director
Audience	Trust Board Members

Being Open Meetings

We have held three being open meetings since the last trust board, two relating to unresolved complaints and one in relation to an SUI. All of the meetings had appropriate attendance from senior clinical staff and one resulted in resolution for the family who have agreed to talk about their mother's treatment and ultimate death to our senior leaders meeting. Unfortunately two of the meetings did not resolve issues to the satisfaction of the families.

A theme in two of these cases, and that comes through in many complaints, is that families feel ignored when they raise concerns about a patient. This is very frustrating for the families who often have seen the patient with high frequency leading up to the admission and is an element of complaint difficult to subsequently resolve. This has been discussed at Execs and whilst extended visiting is being introduced, the trust will seek to pilot the presence of relatives for the morning business ward round as an initiative to improve patient experience and effectiveness of care.

AHSN

The KSS application is on track and whilst still developing the links with industry has had a successful meeting to work with commissioners and clinical networks to align the AHSN appropriately. The application deadline is 30th September

Job Planning

KPMG had predicted completion by mid September but this time frame has not been met, partly due to annual leave in August and September, partly due to lack of delivery. A paper showing progress will be taken fortnightly to Execs until the project is completed.

Diagnostic Imaging

Following the resignation of the ADO for support services, the radiology Services Manager has also resigned. The department faces a number of immediate challenges to match demand with capacity and is outsourcing work to retrieve a backlog in plain film

reporting. A new clinical director has been appointed from outside the department on a six month renewable contract and the trust is working with CIC to help the imaging team.

Junior and Middle-Grade Doctors

The trust settled its banding dispute arising from the diary card exercise last year, with the help of the BMA. The next diary card exercise will be in November.

All new FY1 doctors had a 4 day shadowing attachment this year at the instruction of the GMC. They reported this as a positive experience although commented that many juniors took leave at the end of the job making shadowing difficult. This was noted and they were asked not to do the same to next years FY1s.

Like the trust the Deanery is also required to make 5% year on year financial savings. Until this year it has largely achieved this through back office efficiency, but it is now having to take out medical posts. Against this background the trust has done well to fill a greater proportion of training posts this year than last

Des Holden (Chief Medical Officer)