

TRUST BOARD IN PUBLIC		Date: 25th September 2014 Agenda Item: 1.6	
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	
Action Required:			
Approval	Discussion	Assurance (√)	
Summary of Key Issues			
National Issues: <ul style="list-style-type: none"> • Launch of MyNHS - National Transparency Site • New rules to serve better food for NHS patients and staff Local Issues: <ul style="list-style-type: none"> • The General Pharmaceutical Council Inspection • DH Technology Fund Application • Trust Ranked in the Top 100 Employers • Trust Scores for Patient-Led Assessments of the Care Environment (PLACE) 			
Relationship to Trust Strategic Objectives & Assurance Framework:			
SO5: Well – led			
Corporate Impact Assessment:			
Legal and regulatory implications	Ensures the Board are aware of current and new requirements.		
Financial implications	N/A		
Patient Experience/Engagement	Highlights national requirements in place to improve patient experience.		
Risk & Performance Management	Identifies possible future strategic risks which the Board should consider		
NHS Constitution/Equality & Diversity/Communication	Includes where relevant an update on the NHS Constitution and compliance with Equality Legislation		
Attachments: N/A			

TRUST BOARD REPORT – 25th September 2014 CHIEF EXECUTIVE'S REPORT

1. National Issues

1.1 Launch of MyNHS - National Transparency Site

Data from across the health and care system has been brought together on the NHS Choices website in the first stage of a new transparency site, MyNHS which was launched on 19th September 2014. The site will link to existing data that has already been published on patient safety, efficiency, quality, public health, social care commissioning and hospital food standards.

Indicators for the quality of hospitals to be included are:
A&E performance, GP referral to consultant led treatment, Mortality ratio, Recommended by staff, Friends and Family Test and CQC rating.

Indicators for the efficiency of hospitals to be included are:
Achievement of financial balance, percentage of staff expenditure on agency staff
Overall Reference cost index, Mean length of stay for all admitted spells and
Day case rates.

The website is a joint project between the Department of Health, NHS England, Public Health England (PHE), the Care Quality Commission (CQC) and the Health and Social Care Information Centre (HSCIC). The data will be developed and improved over time by gathering feedback from users. The site includes a feedback button on every page so that suggestions from the health and care sector will improve the data and metrics over time. More data from CCGs, GP practices, clinicians and mental health trusts will be added at a later date.

MyNHS has been developed with the support of professionals across the healthcare sector. Clinicians, managers, patient groups and campaigners will be able to use the data to highlight the best performing areas and improve standards through competition and transparency and shared learning. The site can be accessed through www.nhw.uk/mynhs

1.2 New rules to serve better food for NHS patients and staff

The NHS will have mandatory food standards and hospitals will be ranked on food quality as part of a wide-ranging drive to raise standards of hospital food across the country.

- mandatory food standards in the NHS contract for the first time
- hospitals rated for food quality on NHS Choices

The Hospital Food Standards Panel, led by Dianne Jeffrey, Chairman of Age UK, has published its report to the government and recommends 5 legally-binding food standards for the NHS. The panel has worked with a range of organisations, including royal colleges and nutritional experts.

The mandatory requirements were selected from over 50 food quality standards. These will now be included in the NHS Standard Contract – making them legally-binding for hospitals. They include:

- hospitals should screen patients for malnutrition and patients should have a food plan
- hospitals must take steps to ensure patients get the help they need to eat and drink, including initiatives such as protected meal times where appropriate
- hospital canteens must promote healthy diets for staff and visitors – the food offered will need to comply with government recommendations on salt, saturated fats and sugar
- food must be sourced in a sustainable way so that it is healthy, good for individuals and for our food industry

In addition to the panel's compulsory standards, it has also recommended all hospitals develop a food and drink policy that aims to encourage healthy eating, high-quality food production, sustainability and excellent nutritional care.

Complementing the new standards, the Secretary of State for Health, Jeremy Hunt, has also announced that hospitals will, for the first time, be ranked on the NHS Choices website for the quality of their food. The latest patient inspections data has been published on NHS Choices and shows how each hospital performs on:

- quality of food
- choice of food
- menu approved by a dietitian
- fresh fruit always available
- food available between meals
- choice at breakfast
- cost of food services per patient per day

Food is a critical part of a patient's hospital experience. It needs to be nutritious, appetising and accessible to patients, their visitors and NHS staff. It should meet social and cultural expectations and be packaged and presented so that people can eat and enjoy it. Food must also be clinically appropriate and everyone who needs more help to eat and drink should get it. When a patient is malnourished it makes recovery more difficult, increases length of stay and can lead to complications such as pressure sores and infections.

Hospitals that do not follow the guidance recommended by the panel would be in breach of their commissioning contract (usually held with a clinical commissioning group), and commissioners will be able to take contractual action against them.

The Care Quality Commission (CQC) will use a range of information, including the patient inspection data, to spot potential problems with food and to determine which hospitals need closer inspection of their food practices.

2. Local Issues

2.1 The General Pharmaceutical Council Inspection

Earlier this month Pharmacy Services at East Surrey Hospital was the first local hospital to be inspected by the General Pharmaceutical Council under its new inspection scheme. The final inspection report gives our Pharmacy an overall rating of 'Good'. This is an excellent achievement as it is crucial that we continue to meet the standards laid down by registering authorities. We have also recently been praised by the KSS Education and Training team for our work in supporting clinical trials. On behalf of the Board I would like to thank the whole dispensary team and all those who have contributed to bringing us to

this point and we look forward to the continued development and innovation of the pharmacy department.

2.2 DH Technology Fund Application

The Trust alongside East Surrey CCG and First Community Health and Care has submitted a bid to this year's Department of Health Technology Fund to support the implementation of a system that will link together primary and secondary systems to allow clinicians within each organisation sight of each other's data. The bid has passed the first stage of the selection process and the Trust was shortlisted and has recently presented at an interview in mid-September. If successful at the final stage the system will be fully integrated within the Electronic Patient Record and will significantly help Trust staff to gain a better understanding of patients care as provided by GPs and in the community.

2.3 Trust Ranked in the Top 100 Employers

During the September the Health Service Journal (HSJ) announced that our Trust is one of the top 100 best NHS employers. The HSJ reported that "These organisations have proven that they know what it takes to create environments where people love to come to work." And specifically about our trust, it says: "The trust ranks highly on measures of staff motivation and support from immediate managers." To determine the top 100, each year, all healthcare trusts are required to conduct an employee engagement and satisfaction survey and we are ranked on: leadership and planning; corporate culture and communications; role satisfaction; work environment; relationship with supervisor; training and development; and employee engagement and employee satisfaction. This is the first year that we've made it into the top 100 and it is great recognition for the whole Trust.

2.4 Trust Scores for Patient-Led Assessments of the Care Environment (PLACE)

Congratulations to our house keeping team at East Surrey Hospital for the latest PLACE scores. We scored 100 per cent for cleanliness in the recent assessment, prompting Health Secretary, Jeremy Hunt to tweet a note of congratulations. The Patient-Led Assessments of the Care Environment (PLACE) looked at the whole hospital environment, including cleanliness; food and hydration; privacy and dignity; and the condition, appearance and maintenance of patient areas. Overall we came top out of our 10 neighbouring hospitals. Our cleanliness went up from 97.20 per cent last year, to 100 per cent this year.

3. Recommendation

The Board is asked to note the report and consider any impacts on the trusts strategic direction.

Michael Wilson
Chief Executive
25th September 2014