

## Trust Board Meeting 03 December 2015

<b>Title of the paper:</b>	<b>Chief Executive Report</b>	
<b>Agenda item:</b>	<b>08/32</b>	
<b>Lead Executive:</b>	<b>Chief Executive Officer</b>	
<b>Trust objective:</b>	Tick as appropriate: <input checked="" type="checkbox"/> Achieving continuous improvement in the quality of patient care that we provide and the delivery of service performance across all areas; <input checked="" type="checkbox"/> Setting out our future clinical strategy through clinical leadership in partnership and with whole system working; <input checked="" type="checkbox"/> Creating a clear and credible long term financial strategy.	
<b>Purpose:</b>	The aim of this paper is to update the Board on national and local announcements and activities.	
<b>Link to Board Assurance Framework (BAF)</b>	N/A	
<b>Previously discussed:</b>		
<b>Committee</b>		<b>Date</b>
N/A		N/A
<b>Benefits to patients and patient safety implications</b>		
<b>Recommendations</b> (delete as appropriate)  The Board is asked to note the report.		



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**Trust Board Meeting – 03 December 2015**

**Chief Executive's report**

**Presented by: Jac Kelly, Chief Executive**

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**1. Purpose**

- 1.1. This report is to provide an update on key national and local announcements and activities.

**2. National**

**Health Service Journal**

- 2.1. I am delighted to report that our surgical team have won a Patient Safety Award at the Health Service Journal's prestigious annual awards ceremony for a revolutionary project, known as the Hip Fracture Journey. The project was selected from over 150 nominations.
- 2.2. A hip fracture is one of the most common complex and challenging issues hospital doctors face.
- 2.3. The project focused on the 450 patients that the Trust treats each year for hip fracture. The project discovered elements of disjointed care and the need to improve the different disciplines to deliver compassionate care for the most frail and highly vulnerable.
- 2.4. The panel of judges, drawn from experts from around the country were impressed with the Trust's "value driven" and "patient centred" approach.
- 2.5. The changes that have been introduced have resulted in more than a 50% reduction in mortality rate since 2013 and the project has been recognised by the Royal College of Physicians.
- 2.6. Not only has the Trust's mortality rate dramatically reduced from 12% (2012-2013) to just 5.4% (2014-2015), but patients are also able to be discharged home more quickly, with typical 'length of stay' reduced by around two days.
- 2.7. I would like to take this opportunity to commend the staff involved for this fantastic achievement, which has saved many patients' lives.

**National Back Care Awareness week**

- 2.8. Our Moving and Handling Service were busy on National Back Care Awareness week to remind staff, patients and visitor of the importance of looking after their backs.
- 2.9. The focus this year was on the 'plus size patient', looking at various considerations involved in their care, including both patient and staff safety.

### **3. Local**

#### **Emergency Care Improvement Programme**

- 3.1 We received an extremely positive visit in November from the Emergency Care Improvement Programme (ECIP) to review our unscheduled care service. The team were surprised that, despite of the high number of patients in our hospitals with delayed transfers of care, we were still managing to achieve our 18 week referral to treatment targets and treat 90.3% of patients in our emergency department within the four hour target.
- 3.2 We are one of the most challenged news health systems in the country with regards to unscheduled care, therefore it was good to hear that the ECIP were convinced that with our changes to our clinical practices, we might be able to achieve the 95% emergency care target. This is clearly incredibly good news for patients and our staff.

#### **New recruitment website**

- 3.3 We have launched a new recruitment website aimed at tackling our shortage of permanent staff and reduce spending on expensive agency staff.
- 3.4 The website [www.westhertshospitals.nhs.uk/joinourteam/](http://www.westhertshospitals.nhs.uk/joinourteam/) has direct links to vacancies and some great videos of staff talking about why they love working at our hospitals.
- 3.5 The site also helps people looking to relocate to west Hertfordshire with information about living in the area, including transport, education and housing. Mobile friendly, the site will enable candidates to apply for a job while on the move.
- 3.6 I would please ask you to let your family, friends and neighbours know about this new website.

#### **Stay well this winter**

- 3.7 We are supporting Herts Valleys Clinical Commissioning Group (CCG) in their local version of the national 'Stay Well This Winter' campaign launched in October.
- 3.8 This is aimed at helping people stay well during the winter months when people are often more vulnerable to becoming unwell. The campaign is particularly aimed at those with long-term health conditions, people over 65, pregnant women and parents of young children.
- 3.9 The CCG's campaign in west Hertfordshire is encouraging people to seek immediate advice and help from a pharmacist as soon as they feel unwell, before it gets more serious. The advice also includes ensuring prescription medicines are ordered well before pharmacies close on 24 December, keeping your home at a temperature of at least 18C (65F), having a flu jab if you are eligible and keeping an eye on elderly or frail friends, neighbours and relatives.
- 3.10 To raise awareness of the campaign, manned stalls and banners have been located in our main reception and restaurant at Watford Hospital and we have a proactive social media campaign.

### **Support for European Antibiotic Awareness Day**

- 3.11 The Trust supported the European Antibiotic Awareness Day (EAAD) and World Antibiotic Awareness Week in November, which is about increasing global awareness about antibiotic resistance and the need for prudent use of antibiotics.
- 3.12 Antimicrobial resistance is a major threat to the delivery of healthcare across the world and requires action now to ensure that these incredible elements of medical science can be preserved, not just for our own lifetime, but for all future generations.
- 3.13 Staff from our Antimicrobial Stewardship team spoke to staff and the public about antimicrobial resistance and how to reduce antibiotic prescribing and our pharmacy teams visited wards and clinical areas with questionnaires and activities to help ensure that the key messages reached clinical teams.
- 3.14 In addition, doctors were invited to a presentation on local antimicrobial resistance and audit data.

### **Local students visit pathology department**

- 3.15 Staff in our laboratory at Watford Hospital recently welcomed a group of students on a visit from Sandringham School in St Albans.
- 3.16 The students were given a tour of the pathology department to see what happens behind the scenes. They were shown how and where tests are processed and what equipment was needed to allow the pathology team to detect, diagnose and monitor diseases.
- 3.17 Pathology is the study of disease; it involves preventing, diagnosing, treating and monitoring diseases to keep people as healthy as possible. It is a central part in healthcare as 70% of diagnoses in the NHS involve pathology.
- 3.18 Feedback on the visits from the students was very positive and hopefully may have encouraged some of them to think about a career in pathology.

### **Listening into Action**

- 3.19 Our programme of work to engagement staff and introduce improvements is now well underway. A number of listening engagement events have been held with staff, the latest related to our corporate induction programme.
- 3.20 We received lots of ideas, suggestions and comments about how to improve our welcome to new staff and I am pleased to report that the programme will be updated to allow all newly appointed staff to attend a Corporate Welcome day on their first working day of employment and they will be asked to complete all modules of mandatory training relevant to their post before starting their duties in the ward or department. New staff will be able to be offered a blend of classroom and e-learning training.
- 3.21 Another great initiative suggested by staff as part of the Listening into Action programme is 'Adopt a Pot'. This offers the chance for individual staff members or teams to look after a small garden area or even just one plant pot on a regular basis to improve our hospital sites for staff, patients and visitors.

- 3.22 Thank you to the team from Patient Affairs who came in early one morning and transformed the garden by the Women and Children's Building at the front of the hospital. They have turned what was a group of tired and weed filled pots, into a place with a splash of colour for the winter and spring that everyone visiting the hospital can enjoy.

#### **Welcome to our new student nurses**

- 3.23 I would like to officially welcome the 31 new nurses and healthcare assistants who have joined us in November as part of a recruitment drive for hands-on frontline staff to support the delivery of quality care at our hospitals and help us tackle the shortage of staffing.
- 3.24 Welcome also to the 24 new student nurses from the University of Hertfordshire who joined our hospitals last month.

#### **Staff Award for Excellence**

- 3.25 I am pleased to announce that the winner of our November Celebrating Excellence Staff Award was Josephine Harding, a healthcare assistant at Hemel Hempstead Hospital. Josephine was nominated by a husband of a patient for the special care she provided to his wife, not only during her pre-operative assessment at St Albans Hospital, but following his wife's death, Josephine has sent a card of condolence every year since the loss of his wife.
- 3.26 I would encourage everyone to nominate a member of staff who they think has gone above and beyond the call of duty. The easiest way to do it is online via our website ([www.westhertshospitals.nhs.uk/award](http://www.westhertshospitals.nhs.uk/award)). Nomination forms are also available on wards and in clinics across our hospital sites.

#### **4. Recommendation**

- 4.1 The Board is asked to note the report.

**Jac Kelly**

Chief Executive

December 2015