



**An update from
Jac Kelly,
Chief Executive**

Welcome

Welcome to January's edition of *Team Brief*, which brings you the latest news from across our hospitals.

Happy New Year

I would like to start by wishing all staff a Happy New Year and thank you to all of our doctors, nurses, midwives and other staff who worked over the festive period.

I recognise we continue to be very busy with a rise in the number of patients using our A&E services and those needing to be admitted to our wards. Whilst this is not unique to our hospitals, I understand the pressure this is placing on staff and would like thank you for your ongoing hard work.

New Chief Executive

As I am sure you will know, Samantha Jones, Chief Executive has been appointed to lead a new NHS programme of work with NHS England and left our hospitals on 16 January 2015.

I am delighted to have been appointed to replace Samantha on an interim basis, joining the Trust on 12 January.

For those who don't know me, I have worked in the NHS for many years and was until recently the Chief Executive of Northern Devon Healthcare NHS Trust.

I look forward to meeting as many of you as possible over the coming weeks and continuing our drive to further improve the care we provide.

We face many challenges, including in the way we deliver both urgent and planned care. We must also ensure we deliver best value for the taxpayer.

In addition, we must agree a plan for our future which helps to ensure we are both clinically and financially sustainable for the longer-term.

Our new transformation plan is the basis for this work and each and every member of staff – both clinical and non-clinical – has a key role to play in bringing it to life. I encourage you to get involved.

Your Care, Your Future – have your say

November saw the formal launch of *Your Care, Your Future* – a review looking at the future of health and social care in west Hertfordshire.

Staff are asked to spend five minutes completing a short survey asking for your views on the way health and care services are currently provided and how you think they can be improved.

To complete the survey, visit:

www.yourcareyourfuture.org.uk. **The deadline for replying is 31 January 2015.**

The review is expected to last until late 2015 and we will continue to keep staff informed as we move forward.

For more information visit:

www.yourcareyourfuture.nhs.uk or follow: [@YCYF_WestHerts](https://twitter.com/YCYF_WestHerts).

Echocardiogram review

Earlier this month, we wrote to 3,312 patients to let them know that a scan (echocardiogram) taken of their heart had been reviewed and to confirm that it was correctly undertaken and correctly interpreted (reported).

The review, which started in April 2014, was launched after concerns were raised about the quality of scans undertaken and/or interpreted by four members of our echocardiogram team.

We wrote to these patients as we wanted to be open and transparent with them about what has happened and to let them know their scan had been reviewed. These patients had no need to be concerned.

A further 108 patients had returned to the Trust to be rescanned and/or to be reassessed by our doctors (as we had concerns about the quality of their scan and/or the way it had been interpreted).

team brief

Of these, 74 had their care changed. This included amending their medication or bringing forward the date of routine surgery. However, it is important to note that there is no current evidence to suggest that any of these patients have suffered long term harm.

We have apologised to all of the people affected by this review, in particular the 108 patients who needed to be rescanned/reassessed and, of those, the 74 whose care needed to change.

As a result of the review, we have made a number of changes to our echocardiogram service. This includes enhancing the way we check that scans are being undertaken/interpreted to the standard we would expect and introducing a new assessment process to regularly check the competency of staff who undertake/interpret scans.

For more information, please contact the review lead, Sally Tucker, Deputy Director of Transformation via email or on WH ext 8276.

Care Quality Commission inspection

The Care Quality Commission (CQC) has announced the next group of acute, community health and mental health providers to be inspected between April and June 2015 as part of their new approach. We are included on the list.

The CQC's role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, reporting and publishing what they find.

The CQC will be in our hospitals for a minimum of two days (starting on 13 April) and a maximum of four days. There is also a period of up to two weeks following their visit where they can carry out further unannounced visits.

As a minimum, they will review eight core areas: A&E, maternity, medical, surgical, critical care, children and young people's services, outpatients and end of life care.

The CQC will focus on five key questions: Is it safe? Is it caring? Is it responsive? Is it effective? Is it well led?

There will be regularly communications about the inspection over the next few months. However, staff who have questions should contact Sharon Webb, quality improvement consultant via email.

IN BRIEF

Staff member of the month – January

I am pleased to announce that the winner of our January **Celebrating Excellence Staff Award** is Isabel Hlomani. Isabel, who is senior sister in pre-operative assessment in St Albans, was nominated by two members of staff.

Staff are encouraged to nominate their colleagues. The easiest way to do it is via our website (www.westhertshospitals.nhs.uk/award) or intranet.

PERFORMANCE

During November, 90.1% of people who used our A&E services were treated, admitted or discharged within a maximum of four hours (which is below the Government's 95% standard). Our year to date performance is 93.4%.

In November, we had one new case of Clostridium Difficile and no MRSA (bacteraemia). Our year to date totals are 18 and one respectively (against maximum targets of 31 and zero).

In November, we delivered an actual deficit of £2.4 million, which is £0.9 million worse than planned. Our year to date position is a deficit of £13 million, which is £3.1 million worse than planned.

MEET ME

My next monthly *Meet the Chief Executive* event will take place on:

- 22 January, 10am to 11am, lecture theatre 1, medical education centre, Watford.

Staff are reminded that 'Onion' meetings take place every Monday to Friday at 8.15am at Watford. In addition a meeting will take place on:

- 7 January, 8.15am to 9am - Jubilee seminar room, 4th floor, Hemel Hempstead;

Please see *e-update* for more information.