

## Trust Board Meeting

06 April 2017

<b>Title of the paper:</b>	Chief Executive Report	
<b>Agenda item:</b>	08/47	
<b>Lead Executive:</b>	Katie Fisher, Chief Executive	
<b>Author:</b>	Jean Hickman, Trust Secretary	
<b>Trust aims :</b>	Double click on the box to mark as appropriate:  <input checked="" type="checkbox"/> To deliver the best quality care for our patients  <input checked="" type="checkbox"/> To be a great place to work and learn  <input checked="" type="checkbox"/> To improve our finances  <input checked="" type="checkbox"/> To develop a strategy for the future	
<b>Purpose:</b>	The aim of this paper is to provide an update on items of national and local interest/relevance to the Board.	
<b>Link to Board Assurance Framework (BAF)</b>	All	
<b>Previously discussed:</b>		
<b>Committee</b>		<b>Date</b>
<b>Benefits to patients and patient safety implications</b>		
<b>Recommendations</b>  The Board is asked to note the report.		



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Trust Board Meeting – 06 April 2017

**Chief Executive's report**

**Presented by: Katie Fisher, Chief Executive**

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**1. PURPOSE**

- 1.1. The aim of this paper is to provide an update on items of national and local interest/relevance to the Board.

**2. LOCAL NEWS AND DEVELOPMENTS**

**Sustainability and transformation plan**

- 2.1. The Trust continues to work closely with its partners in the Hertfordshire and west Essex on plans to provide a healthier future for local residents.
- 2.2. A review of the governance processes is currently underway and there is a focus on developing clear implementation plans, modelling activity and finances and putting structures in place to support delivery of improvement plans.

**National staff survey**

- 2.3. The results of the national staff survey have been published. The Board will receive a full report at its meeting in May 2017 and some key points are listed below:
- 91% of staff said that the Trust took positive action on health and wellbeing
  - The percentage of staff saying that they had felt unwell due to work-related stress had decreased slightly from 38% last year to 37% this year
  - A rising number of respondents (47% - up from 39% last year) said they were satisfied with the extent to which the organisation values their work
  - 80% agreed that team members communicate closely with each other to achieve team objectives
  - 79% said time passes quickly at work
  - Staff recommending the Trust as a place to work has improved significantly since last year. Staff also said they would be happy with the standard of care if a friend or relative were treated at the trust.
- 2.4. Overall, this is an improving picture with Trust scores significantly below the average for the sector - 61% and 70%.

## **Nursing strategy launch 2017-2020**

- 2.5. In March 2017, the Trust formally launched its nursing, midwifery and allied healthcare professions strategy for the next three years. The strategy identifies five key objectives for achieving our vision to provide the very best care to every patient, every day.
- 2.6. All members of the Trust's nursing professions were invited to attend an event which gave staff the opportunity to discuss how nursing professions are evolving to meet the challenges ahead.
- 2.7. The strategy is closely aligned to the Trust's strategic plan, values, aims, objectives and quality priorities and was developed to reflect national and local policy drivers, notably the Five Year Forward View on nursing, midwifery and allied healthcare professionals and the Chief Nursing Officer for England's strategy for nurses, midwives and care staff.

## **3. OPERATIONAL UPDATES**

### **Capacity pressures**

- 3.1. According to findings from NHS Providers, the NHS is in "permanent winter" as it deals all year round with capacity strains that used to be only seasonal. The Trust can resonate as the entire health system in west Hertfordshire continues to be under enormous pressure.
- 3.2. Colleagues in social and community care meet regularly as part of a Local Delivery Board to continue to work together to drive improvement in urgent care at a pace across the system.

### **Changes to patient transport**

- 3.3. The Trust has entered into a new agreement with Private Ambulance Service for non-emergency transport.

## **4. COMMUNICATIONS REPORT**

### **Media**

- 4.1. Our positive news about our collaboration across Hertfordshire and Bedfordshire trusts to tackle agency spend across six trusts has been in the media again. The National Health Executive, a monthly healthcare journal, has run a feature interview with Jim Forsyth and Jane Goodall from our partners at Hertfordshire NHS Procurement. They explain the cross-regional approach and how this has led to savings of over £4.5m.
- 4.2. The Chief Executive was interviewed by Channel 4 News about the pressures across the NHS. The reporter also interviewed a patient and his daughter. Although the patient said he felt "rotten" and his daughter mentioned patients on corridors in A&E, she also praised the care on the ward. The reporter was also clear to say that the ward was clearly coping.

- 4.3. Our car parking income (£1.8m) has been featured widely in our local media - The Hemel Gazette, The Watford Observer and The St Albans and Harpenden Review reported that our trust received £1,868,424 income from parking during 2016, following a Freedom of Information request.
- 4.4. Hertfordshire Mercury, The Watford Observer and the St Albans and Harpenden Review have reported that nearly 30 operations were cancelled by Watford Hospital in January because of bed shortages and a lack of staff. A total of 56 operations out of 3,335 were cancelled by the hospital in January, compared to 277 cancelled by patients in the same month. We provided a statement by director of performance Jane Shentall emphasising that we don't cancel operations lightly and that we work hard to re-book appointments as soon as possible.
- 4.5. A disgruntled patient has written to the Watford Observer about the lack of phone signal in our A&E. We have explained that we are trying to fix the problem (which is due to the physical structure of the building) and that we are hoping to have something in place later this year.
- 4.6. The Watford Observer and the St Albans and Harpenden Review published an article about our plans to spend £641 million on a new hospital in Watford. The Hemel Gazette (no link) reported on our strategic outline case and the future shape of Hemel Hospital. They both reported that Hemel Hempstead MP Mike Penning is backing public calls for a new hospital to serve west Hertfordshire. A petition started by the Dacorum Hospital Action Group demands a new hospital be built on an out-of-town site near Junction 20 of the M25. They also reported that Watford MP Richard Harrington says he is "hugely supportive" of plans to redevelop Watford General claiming that care quality has improved greatly in the last year.
- 4.7. Becky Platt, matron for women's and children's services has been published in the Guardian series called blood, sweat and tears which charts memorable moments in a healthcare career with her story 'drilling into a child's leg left me thinking about empathy in nursing'.
- 4.8. Our consultant obstetrician and gynaecologist, Dr Raja Gangopadhyay had an interview with net doctor published about what to do if you think you have postnatal depression. He has also been featured in the Smallish Magazine, 'a magazine for modern mothers'.

February 2017	Positive coverage	Neutral coverage	Negative coverage	Rebuttals/not run
National coverage	3	0	0	0
Coverage (Watford)	2	0	8	0
Coverage (Dacorum)	0	0	5	0
Coverage (St Albans)	1	2	7	0
Coverage (Other)	2	7	35	0
Letters coverage	4	3	0	0

#### Website

Number of unique visitors to our website	Month's Figures 16/17	Month's Figures 15/16	Total Quarter 1 (April –June)	Total Quarter 2 (July – Sept)	Total Quarter 3 (Oct – Dec)	Total Quarter 4 (Jan –Mar)	Total 16/17	Total 15/16	Target 16/17
Total Page Views	485,195	398,163	1,122,982	1,134,544	1,173,294	934,162	4,481,313	3,682,743	
Top 5 pages visited *	*								
No of NHS Choices Positive Comments									
No of NHS Choices Negative Comments									

#### Internal Communications

	Month's Figures 16/17	Month's Figures 15/16	Total Quarter 1 (April - June)	Total Quarter 2 (July – Sept)	Total Quarter 3 (Oct – Dec)	Total Quarter 4 (Jan – Mar)	Total 16/17	Total 15/16	Target 16/17
Number of news stories shared with staff on intranet	3	5	21	16	15	3	57	51	
Number of staff e-newsletters produced						16			
Number of Team Brief events						1			
Number of Exec visibility events									
Number of Herts & Minds Newsletters									

**\* Top five pages visited on Internet site (apart from home page):**

1. Watford wards and departments
2. Contact
3. Parking
4. Our hospitals
- 5 . Pathology

<b>Freedom of Information</b>	Month's Figures  16/17	Month's Figures 15/16	Total Quarter 1  (April – June)	Total Quarter 2  (July – Sept)	Total Quarter 3  (Oct – Dec)	Total Quarter 4  (Jan – March)	Total 16/17	Total 15/16	Target 16/17
<b>January 2017</b>									
Number of Fols received	61								
Compliance within 20 day deadline	97.5%								
No of Fols received from media outlets	15								

### Social Media

<b>Twitter</b>	Followers	Posts	Likes	Retweets
<b>February 2017</b>				
Twitter	5584	71	93	108

During the month of February we gained 34 new followers on Twitter. We posted 71 times on Twitter - this is the most we've tweeted in a month which demonstrates that our engagement on Twitter is improving.

In February, our tweet promoting Becky Platt's, matron for children's services article in the *Guardian* received the most engagement. The tweet, "Becky Platt, one of our matrons has been published in the *Guardian* series called blood, sweat and tears" received 7 retweets and 14 likes. The tweet was seen 1,637 times on Twitter.



<b>Social media: Facebook</b>	Followers	Posts	Likes	Reach	Shares	Comments
<b>February 2017</b>						
<b>Facebook</b>	906	38	276	23, 510	131	20

We gained 30 new followers during the month of February. We posted 38 times on Facebook, this is the most we've posted in a month.

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Like Twitter, our post promoting Becky Platt's, matron for children's services article in the *Guardian* received the most engagement with 65 likes and 26 shares – "Becky Platt, one of our matrons has been published in the *Guardian* series called blood, sweat and tears." The post also reached 5,421 people on Facebook and received nine comments.

## **5. LEADERSHIP CHANGES**

- 5.1. I'm pleased to announce that Stephanie Johnson has been substantively appointed as the Divisional Manager for Surgery, Anaesthetics and Cancer. Stephanie has been acting into this role since January 2017. Stephanie was previously the Cancer Services Manager.

## **6. RECOMMENDATION**

- 6.1. The Board is asked to note the report.

**Katie Fisher**  
**Chief Executive**

April 2017