



**Trust Board Meeting
01 June 2017**

Title of the paper	Chief Executive's report
Agenda item	08/49
Lead Executive	Katie Fisher, Chief Executive Officer
Author	Jean Hickman, Trust Secretary
Executive summary (including resource implications)	The aim of this paper is to provide an update on items of national and local interest/relevance to the Board.
Where the report has been previously discussed, i.e. Committee/Group	N/A
Action required: The Board is asked to note the report for information.	

Risk to Board Assurance Framework (BAF)	<p><i>[Please indicate which Principal Risk this paper relates to by double clicking on the corresponding box]</i></p> <p><input type="checkbox"/> PR1 Failure to provide safe, effective, high quality care</p> <p><input type="checkbox"/> PR2 Failure to recruit to full establishments, retain and engage workforce</p> <p><input type="checkbox"/> PR3 Current estate and infrastructure compromises the ability to deliver safe, responsive and efficient patient care</p> <p><input type="checkbox"/> PR4a Underdeveloped informatics infrastructure compromises ability to deliver safe, responsive and efficient patient care – IM&T</p> <p><input type="checkbox"/> PR4b Underdeveloped informatics infrastructure compromises ability to deliver safe, responsive and efficient patient care – Information and information governance</p> <p><input type="checkbox"/> PR5a Inability to deliver and maintain performance standards for Emergency Care</p> <p><input type="checkbox"/> PR5b Inability to delivery and maintain performance standards for Planned Care(including RTT, diagnostics and cancer)</p> <p><input type="checkbox"/> PR7a Failure to achieve financial targets, maintain financial control and realise and sustain benefits from CIP and Efficiency programmes</p> <p><input type="checkbox"/> PR7b Failure to secure sufficient capital, delaying needed improvements in the patient environment, securing a healthy and safe infrastructure</p> <p><input type="checkbox"/> PR8 Failure to engage effectively with our patients, their families, local residents and partner organisations compromises the organisation's strategic position and reputation.</p> <p><input type="checkbox"/> PR9 Failure to deliver a long term strategy for the delivery of high quality, sustainable care</p> <p><input type="checkbox"/> PR10 System pressures adversely impact on the delivery of the Trust's aims and objectives</p> <p>PR6 – business continuity has been closed (incorporated into PR1)</p>
Trust objectives	<p><i>[Double click on the box to mark as appropriate]</i></p> <p><input type="checkbox"/> To deliver the best quality care for our patients</p> <p><input type="checkbox"/> To be a great place to work and learn</p> <p><input type="checkbox"/> To improve our finances</p> <p><input type="checkbox"/> To develop a strategy for the future</p>
Benefits to patients/staff from this project/initiatives	
Risks attached to this project/initiatives and how these will be managed	



Trust Board Meeting – 01 June 2017

Chief Executive's report

Presented by: Katie Fisher, Chief Executive

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. NATIONAL NEWS AND DEVELOPMENTS

Cyber security

- 2.1. Following the global cyber-attack on 12 May 2017, which affected 150 countries and one in five NHS trusts, I can confirm that no malware infected the trust's IT system. As soon as the news of the cyber attack became public, the trust declared a critical incident where a decision was made to switch off all email coming into and going out of the trust to prevent infection. The email system remained off for a number of days, and there was minimal impact on clinical services.
- 2.2. I would like to express my wholehearted gratitude and admiration to the IT department, with the help from the estates department, who worked around the clock to keep the trust safe and bring the IT up and running again. The latest anti-virus software has now been installed on the trust's servers and on all devices connected to the trust's network, which was an enormous task.
- 2.3. Thank you also to staff who continued to work throughout this incident with no or intermittent IT access to ensure that services continued to run for our patients.
- 2.4. There is a fuller briefing on this incident on the Board agenda.

3. LOCAL NEWS AND DEVELOPMENTS

Patient information

- 3.1. The trust has developed a new library of healthcare literature for staff to offer to patients on conditions, treatments and services that the trust provides.
- 3.2. The leaflets are not meant to replace the information, advice and support provided to patients by staff but to help answer questions or to encourage patients and their families to think about questions they might ask the doctor or nurse.
- 3.3. The information has been written by health professionals across the trust and will be reviewed regularly to make sure all the information is up-to-date.

Introduction of new antenatal screening

- 3.4. A cell-free fetal DNA service has been introduced for women booking their antenatal care at the trust. A blood test is offered to women who are RhD-negative at 15-16 weeks gestation to determine whether their unborn baby is RhD positive or RhD negative.
- 3.5. If the baby is found to be RhD negative, they are not at risk of rhesus disease and no extra monitoring or treatment would be necessary. If however they are found to be RhD positive, the pregnancy would be monitored more closely so that any problems that may occur can be treated quickly.

New radiology system

- 3.6. A new radiology picture archiving and communications system will go live in July 2017. This is a new up-to-date system for viewing and reporting on x-rays and scans. The innovative system, enables different types of viewers for different circumstances, and is a web-based solution, and allows for easier and better sharing of images with tertiary providers.

New pharmacy system

- 3.7. An upgrade to a web based pharmacy computer system went live on 08 May 2017. In the short term this will enable the expansion of the workstations on wheels (WoWs) on wards for clinical pharmacy staff to dispense more discharge prescriptions to take away at the patient bedside and reduce waiting times.
- 3.8. The next stage of development will involve staff sending medicines orders electronically to the dispensary as they are generated rather than sending papers requests at the end of ward visits.
- 3.9. The deployment is seen as a foundation for further growth, with the goal to implement a full-scale electronic prescribing solution that will enable electronic prescribing and recording of medicines administration as set out in the hospital pharmacy transformation plan.

Discharge of patients with catheters

- 3.10. Last year the trust reviewed its process for the discharge of patients with catheters. The review looked at the quality of discharge summaries and catheter passports (a guide to looking after a catheter).
- 3.11. A recent audit has revealed that 100% of discharge summaries undertaken in March 2017 informed GPs whether a patient had a catheter when they were discharged from hospital and 80% of patients received a catheter passport.
- 3.12. Thank you to staff for their hard work to bring about this significant improvement to patient care.

Pilot of new patient electronic wristbands

- 3.13. The trust is piloting a new bar coded wrist band system on two wards at Watford. Safe and certain patient identification is a requirement that is central to many wider patient care applications, such as the administration and management of medicines, sampling and laboratory testing procedures, surgical procedures, all of which are central to improving patient care and patient safety.
- 3.14. The pilot is proving successful and will be rolled out to other wards at Watford over the forthcoming months.

4. COMMUNICATIONS REPORT

Media

- 4.1. The trust received coverage over a variety of topics during April, but the main story reported by the local media was that the Department of Health said that they would not enter into the debate about the redevelopment of Watford Hospital. A petition calling for a new facility to be built on land near the M25 at Kings Langley merited a government reply as it had received over 10,000 signatures. The DH stated that the restructuring of health services was a matter for local NHS trusts. This was covered by The Watford Observer, The St Albans and Harpenden Review and The Herts Advertiser.

Other items in the media during April:

- [The Watford Observer](#) included a letter from Councillor [Iain Sharpe](#) (Liberal Democrat) who is supporting the decision to redevelop the Watford Hospital site. He says: “concentrating acute services at [Watford General Hospital](#) has significant advantages.”
- Our work with the Royal Free to pilot augmented reality software for use in surgery featured on Sky News in its technology show ‘[Swipe](#)’.
- [The Watford Observer](#) and [The St Albans and Harpenden Review](#) reported that our new cardiac care centre which is able to treat 600 patients a week was officially opened at [Watford Hospital](#). Cardiac patient Reginald Resnick cut the ribbon alongside Mayor of Watford Dorothy Thornhill. The service now occupies all three floors of the centre having outgrown its previous home. Reginald said he felt like the six million dollar man since being fitted with a defibrillator, and was even able to run up and down the stairs again.
- [The Watford Observer](#) included a public letter of thanks to our staff in A&E. The letter says: “To all the great doctors at Watford General Hospital who gathered to assess my son when he reached A&E but allowed me to keep hold of his hand throughout, this meant more to me than you can know. Last but not least, to the lovely staff on Starfish ward, especially his lovely nurse on nightshift who somehow managed to keep my son smiling despite having to wake him up hourly for checks. I can’t thank you all enough for your care, compassion and expertise. My family are all home and safe with only minor injuries and I am eternally grateful.

April 2017	Positive coverage	Neutral coverage	Negative coverage	Rebuttals/ not run
National coverage	1	0	0	0
Coverage (Watford)	9	3	2	0
Coverage (Dacorum)	0	2	3	0
Coverage (St Albans)	3	6	6	0
Coverage (Other)	40	25	5	0
Letters coverage	4	1	3	0

Website

Number of unique visitors to the website	April 2017/18
Total Page Views	411,661
Top five pages visited on Internet site (apart from home page):	1. Watford wards and departments 2. Parking 3. Pathology 4. Contact 5. Our hospital sites
No of NHS Choices Positive Comments	10
No of NHS Choices Negative Comments	5

Internal Communications

	April 2017/18
Number of news stories shared with staff on intranet	3
Number of staff e-newsletters produced	8
Number of Team Brief events	2

Freedom of Information

	April 2017/18
Number of Fols received	64
Compliance within 20 day deadline	89.1%
No of Fols received from media outlets	8

Social media:

Twitter	Followers	Posts	Likes	Retweets
	5729	64	294	153

In April the trust gained 101 new followers, this is the highest number of followers gained in a month. The trust's following is increasing on a monthly basis. 69 tweets were posted on Twitter which is an improvement from last month and received more likes and retweets in April than in the previous month.

A tweet "I give everyone that helped me and took care of me a huge thank you for my 5 star treatment #NHS #PatientExperience" received the most engagement with 16 likes.

Facebook	Followers	Posts	Likes	Reach	Shares	Comments
	947	33	596	21,022	23	17

In the reporting month, the trust posted 33 times and gained 78 followers. Similar to Twitter, this is the highest number of followers gained in a month.

A post thanking all staff who worked on Easter Sunday received the most engagement. The post "It's Easter Sunday and we'd like to say a very big thank you to all the staff working in our hospitals today! We appreciate each and every one of you!" received 103 likes; the most likes a post has ever received. The post also reached 2,545 people on Facebook.

Although the trust posted five less content than last month, posts received more likes than in March. A number of posts received a high number of likes this month, with the second highest being 72 likes.

5. RECOMMENDATION

5.1. The Board is asked to note the report.

Katie Fisher
Chief Executive

June 2017