

Board of Directors Meeting in Public - Cover Sheet

Subject:	Chair's Report		3 June 2021	
Prepared By:	Robin Smith, Head of Communications			
Approved By:	Lorna Branton, Director of Communications, Claire Ward, Chair			
Presented By:	Claire Ward, Chair			
Purpose				
To update on key events and information from the last month.			Approval	
			Assurance	X
			Update	
			Consider	
Strategic Objectives				
To provide outstanding care	To promote and support health and wellbeing	To maximise the potential of our workforce	To continuously learn and improve	To achieve better value
X	X	X	X	X
Overall Level of Assurance				
	Significant	Sufficient	Limited	None
			X	
Risks/Issues				
Financial				
Patient Impact				
Staff Impact				
Services				
Reputational				
Committees/groups where this item has been presented before				
N/a				
Executive Summary				
An update regarding some of the most noteworthy events and items over the past month from the Chair's perspective.				

Chair's Report – June 2021

Chair's reflections

With the continued stability of Covid pressures on our hospitals, the focus must remain on a balanced recovery and restoration programme, and the announcement last month of £10m additional funding for the Nottingham and Nottinghamshire system to help deliver some of this is very welcome.

As a Board, we recognise that colleagues across the organisation have worked tirelessly to try to increase the number of patients treated in elective care, within the constraints of the necessary infection control, whilst managing a second wave and alongside usual emergency pressures. Thank you so much for what you have done to date.

This funding is good news for patients who are waiting for an outpatient appointment, diagnostic test or treatment, although we have to be realistic that this is still a significant task. We understand too that there will be questions and concerns from colleagues about how this will be delivered.

As a Trust we have consistently said that we are committed to the wellbeing of colleagues as we move out of Covid-19 and into recovery. We remain steadfast in not overloading colleagues who are physically and emotionally tired and part of our role as a Board will be to help maintain that focus.

In my first full month as Chair and on behalf of the Charitable Trust, I have had the privilege of signing many letters to members of the public and patients, thanking them for their donations to the hospital and its various activities. In the last month, these account for approximately £22,000. It is particularly humbling to see so many patients donating in memory of their loved ones, often as replacement for flowers at funerals. They are grateful for the care given to family and friends and want to ensure that others benefit from the best service. Often donors stipulate that the funds are to be used for a specific ward or purpose, sometimes for the benefit of our colleagues and sometimes for patients and their families. It is a tribute to all our colleagues that the service you provide is appreciated so greatly by all.

We continue to think about Sherwood's role in our system, and how we can work with our partners to improve the lives of our citizens. We anticipate new legislation in coming months to implement the Government's intentions for an Integrated Care System, and we are continuing to understand what that will mean for us. What we can be sure of though is that our focus will be on working together on what is best for our patients and communities. Our trust members, colleagues, patients and governors remain an important source of information and views on how we shape that future.

Family Liaison service facilitates hundreds of connections between patients and loved ones, in the face of Covid-19 hospital visiting restrictions

Since January 2021, Sherwood Forest Hospitals' Family Liaison Service, Trust volunteers and the Community Involvement Hub have supported hundreds of patients to keep in touch with their families during the Covid-19 pandemic, whilst they were being looked after in hospital during the second national lockdown.

The service helps facilitate contact between patients and their families and has supported over 2,000 connections so far. On average, Trust volunteers engage in over 400 conversations a week with Trust colleagues and clock up to 10,000 steps in three-hour sessions supporting the service. However, the true value of the service is when the facilitators and volunteers actively build strong relationships between patients, their families and the clinical teams.

Dorian Harrison, the son of recently discharged Barbara, 87, received regular updates from the team about his mother, who was a patient at King's Mill Hospital from February to March this year after suffering a stroke. He said: "Not being able to visit mum was so hard, and worrying at times for our family, but we understood it was for her safety and that of other poorly patients, the people who work for the Trust and also friends and family members.

"Knowing that Sherwood had the Family Liaison Service was a relief; we could keep in contact with mum and organise video calls with family members. Mum also really valued being able to have some of her personal belongings delivered to her in hospital; it made her stay that little bit easier.

The facilitators and volunteers often spend time with the same patients daily, building relationships and sharing special, and sometimes heart-breaking, moments.

For one patient whose health deteriorated suddenly, the team helped arrange a phone call so family members could say their final goodbyes and 'I love yous' to their mum. The service received a thank you card from the family of the patient who had recently passed away, expressing their gratitude. It read: *"If it wasn't for you, I wouldn't have heard my Mum say 'I love you' for the last time. I owe you for the rest of my life."*

From Tuesday 1 June, colleagues and volunteers from the Community Involvement Hub will deliver the Family Liaison Service at Sherwood Forest Hospitals. From this date, friends and family members of patients will be able to contact the service from 8am to 5pm (excluding bank holidays) via 01623 676189 or sfh-tr.familyliaisonservice@nhs.net for support with setting up phone and video calls, delivering messages and photographs in addition to the services the Trust's volunteers already provide.

Volunteer's week

June's Trust Board takes place during National Volunteers Week (1-7 June), and I would like to take this timely opportunity to recognise the work of our amazing team of volunteers, and to the Community Involvement team, and give special thanks to those that have supported us to deliver our services to patients, families and staff throughout the pandemic. Some of the work volunteers

have done is detailed elsewhere in this report, but there have been many more ways that this group have contributed to patient care and colleague wellbeing over the course of the last 12 months and I would like to thank each of you on behalf of the Board.

I am aware that there will be a number of events to say thank you to our volunteers during the week, and I look forward to taking part in some of them.

Meet your Governor sessions

I am delighted that we were able to resume our Meet Your Governor sessions across our sites last month, with the first sessions for more than a year being held outside the entrances of our hospitals in order to meet with infection control measures. The Meet Your Governor programme is an important method for hearing the patient voice and gaining valuable feedback on how we are performing. Thanks to the Governors who have embraced the opportunity to resume these sessions.

Latest consultant recruits

We are pleased that our recruitment continues to perform well in a very competitive market. In the last month we have been delighted to welcome the following consultants who have been appointed to Sherwood Forest Hospitals.

- Dr Abid Ahmad – Acting Consultant in Respiratory
- Dr Jahan Zeb Rehan – Consultant in Stroke

Visits to Trust teams and external meetings

I am continuing to attend internal and external meetings regularly, wherever possible virtually, and have recently attended:

- Nottingham and Nottinghamshire ICS Board
- ICS Development Session
- NHS Providers, regional Chairs update on Covid-19
- Governor one to ones
- East Midlands Chairs Network
- Governor's Forum
- Maternity safety champions walk
- Board development workshops

Membership summary

The Forum for Public Involvement meeting was held virtually on Monday 10 May and we will continue to keep these meetings virtual for the time being.

Membership numbers

Number of public members: 14,887

Number of staff members: 7,506

Total: 22,393