

Council of Governors - Cover Sheet

Subject:	Chair's report	Date: 9 th May 2023		
Prepared By:	Rich Brown, Head of Communications			
Approved By:	Claire Ward, Chair			
Presented By:	Claire Ward, Chair			
Purpose				
To update governors on key events and information from the past three months from the Chair's perspective, covering the period February to May 2023.	Approval			
	Assurance	X		
	Update	X		
	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
Identify which principal risk this report relates to:				
PR1	Significant deterioration in standards of safety and care			
PR2	Demand that overwhelms capacity			
PR3	Critical shortage of workforce capacity and capability			
PR4	Failure to achieve the Trust's financial strategy			
PR5	Inability to initiate and implement evidence-based Improvement and innovation			
PR6	Working more closely with local health and care partners does not fully deliver the required benefits			
PR7	Major disruptive incident			
PR8	Failure to deliver sustainable reductions in the Trust's impact on climate change			
Committees/groups where this item has been presented before				
Not applicable				
Acronyms				
CQC = Care Quality Commission EDI = Equality, Diversity and Inclusion ICS = Integrated Care System NICU = Neonatal Intensive Care Unit SFH = Sherwood Forest Hospitals				
Executive Summary				
To update governors on key events and information from the past three months from the Chair's perspective, covering the period February to May 2023.				

Reminder: Online information events announced to step-up Trust efforts to elect new Trust governors

Elections to find six new governors at Sherwood Forest Hospitals are due to take place over the coming weeks, with potential governors being invited to put their names forward before Friday 26th May 2023 to represent our Trust's King's Mill, Mansfield Community and Newark Hospital sites.

As you Governors have a key role to play in helping the Trust achieve its ambitions of providing healthier communities and outstanding care to all. The role will involve listening to feedback from the Trust's 14,000 members and the wider public, in-turn relaying these views to the Board of Directors. The role is central to representing the interests of local communities in the planning of services.

Elections will commence with the opening of nominations in early May and those who wish to become a governor must first become a member of the Trust. They can do this by signing up online at www.sfh-tr.nhs.uk/get-involved or emailing sfh-tr.membership@nhs.net

In May, we are due to host two online events where prospective governors can learn more about the role and find out what they need to do to stand for election.

The first information event will take place on Tuesday 2nd May between 4pm and 5pm, with the second due to take place on Thursday 18th May between 6pm and 7pm.

Anyone interested in joining the online information event to find out more about becoming a governor can [register online here](#). Please share these joining details with anyone who you think may be interested in becoming a governor.

A great place to work: Celebrating our colleagues' dedication and outstanding achievements at our annual *Excellence Awards*



Throughout April, we have been welcoming nominations across 19 categories for this year's #TeamSFH *Excellence Awards*, as we prepare to host our Trust's single greatest opportunity to say 'thank you' to our hard-working staff for their outstanding efforts over the past year.

The *Excellence Awards* celebrate colleagues, teams and volunteers who go above and beyond and who have made a positive impact on our services, patients, visitors, and colleagues. We all know someone special that contributes so much and the teams that just really make coming to work a pleasure. This is our biggest chance to recognise them as a Trust.

For the first time since 2019, we are looking forward to being able to celebrate in style and in-person to properly recognise the amazing work our colleagues do.

The annual *Excellence Awards* ceremony, which is funded entirely thanks to contributions from generous sponsors and charitable donations, celebrates individual colleagues, teams and volunteers who work hard to make a positive impact across our services.

The event will take place on Wednesday 5th July and will form part of the Trust's celebrations of the NHS's 75th birthday.

Nominations for this year's *Excellence Awards* closed at midnight on Sunday 30th April and I am delighted to say that we have received hundreds of nominations from our colleagues and from members of the public for this year's awards.

We look forward to being able to share some of those examples of outstanding service from across our Trust over the months ahead.

Maternity services at King's Mill Hospital continue to be rated as 'good' following latest CQC inspection

One of the main updates to share from the month gone by has been the publication of the Care Quality Commission's (CQC) report, following the CQC's most recent inspection of the Trust's Maternity services.

As the Trust's Chair and Non Executive Director Maternity Safety Champion, I am proud to share that Maternity services at King's Mill Hospital have been rated 'good' and that – as a result – King's Mill Hospital as a whole remains 'outstanding'.

The overall rating of Sherwood Forest Hospitals Trust remains 'good'.

The inspection, which took place in November 2022 as part of the CQC's national review of maternity services, looked at two of the five areas the CQC uses to evaluate NHS trusts – well-led and safe.

The CQC did not look at the other three key areas, meaning caring remains 'outstanding', while effective and responsive remain 'good' from the previous inspection in 2018. Maternity services at Newark Hospital were not considered as part of the CQC's latest inspection.

As a Trust, we are really proud of many of the positive observations that inspectors noted following their inspection, including that:

- The service had enough maternity and medical staff with the right qualifications, skills, training and experience to keep women and babies safe from avoidable harm and to provide the right care and treatment.
- Staff understood how to protect women from abuse and the service worked well with other agencies to do so.
- Infection risk was well-controlled. Equipment and premises were visibly clean.
- The design, maintenance and use of facilities, premises and equipment kept people safe.
- Records of women's care and treatment were detailed, clear, up to date, stored securely and easily available to all staff.
- The service managed safety incidents well. Managers investigated incidents and shared lessons learned with the whole team and the wider service. When things went wrong, staff apologised and gave women honest information and suitable support.
- Leaders had the skills and abilities to run the service, were approachable for women and staff, and supported staff to develop their skills and take on more senior roles.
- Staff felt respected, supported and valued, and were focused on the needs of women receiving care. The service promoted equality and diversity and provided opportunities for career development. The service had an open culture where women, families and staff could raise concerns without fear.

Leaders operated effective governance processes, throughout the service and with partner organisations. Staff at all levels were clear about their roles and accountabilities.

Several areas for improvement, which the Trust proactively identified to the CQC, were also confirmed during the inspection. This resulted in the safe aspect being rated as 'requires improvement'.

In order to improve our rating of 'requires improvement' under the safe domain, the Trust must:

- Ensure staff complete mandatory, safeguarding and maternity specific training in line with the Trust's own target
- Implement a robust system in maternity triage to include escalation process, monitoring and documentation.

The CQC also issued a number of points of advice to the Trust, including to:

- Ensure all medicines are stored safely and appropriately in line with Trust policy.
- Continue to implement the new electronic maternity notes system (known as BadgerNotes) that is already being rolled-out across our Maternity services
- Where audits identify issues, the Trust should undertake further audits to demonstrate if improvements and changes in practice have improved patient outcomes and improved practice.
- Leaders should continue to implement improvements to how they effectively communicate any changes in service provision with staff.

We share the CQC's ambition to provide the best possible Maternity services to our local communities and we welcome their feedback on how we can make our already 'good' Maternity services even better.

I know that work is already underway to address each of those points, with our colleagues already receiving training ahead of the launch of a new maternity triage system. Staff training levels have increased significantly since the inspection, thanks to their dedication.

Each month, I take part in a walk around the maternity ward including NICU to talk to staff and patients. These visits allow myself and executives to understand the challenges but also to ensure that staff and patients have an opportunity to raise any matters with us. I want to thank our staff who work hard to provide excellent, safe and compassionate care to our expectant and new parents and their babies.

A message of thanks for the community's support of our services

It has been another period where the support of our local community has played an important role in supporting the services provide across our hospitals.

One notable contribution over recent months has been how funding from the Friends of Newark Hospital has helped to fund equipment that will enable patients to receive treatment for chronic pain at Newark Hospital.

The £30,000 IonicRF™ Generator delivers non-surgical treatment for the management of pain in the nervous system. It uses heat to target specific nerves and block pain signals from reaching the brain. Radio-frequency denervation is a procedure that aims to change the way pain is transmitted by the nerve to the brain. The nerve is interrupted by heating (cauterising) it with an electrical current from the radio-frequency generator machine.

We are grateful to our supporters at the Friends of Newark Hospital for their invaluable support.

Community Involvement: Emily Harris Foundation raises quarter of a million pounds for King's Mill Hospital's Neonatal Unit



I wanted to place on record my thanks to everyone involved in the Emily Harris Foundation, after they celebrated raising a quarter of a million pounds for the Trust.

The Emily Harris Foundation is a charity that supports the families of babies born too soon or needing medical treatment.

The Foundation was founded by Clare Harris, pictured above, of Clipstone Village, on 5 September 2008 on what would have been her daughter Emily's second birthday. It raises money for the neonatal intensive care unit at King's Mill Hospital.

Emily, born six weeks prematurely with a serious heart condition, spent ten weeks in the Trust's neonatal intensive care unit but sadly died in 2007 at just five months old.

After seeing first-hand how the unit benefits the parents of new-born babies needing extra care, Clare and her husband Neil agreed that they wanted to do something more for the unit. This led to their decision to start the Emily Harris Foundation. Initially, the charity provided essential items such as nappies to new parents, but over the years donations, which come from a mixture of family, friends and supporters, have grown tremendously.

We are truly thankful at SFH to have the support from Clare, Neil and everyone involved within the Emily Harris Foundation.

The charity regularly donates items to support families and staff, as well as making bigger one-off donations when needed. All families on the unit receive a Welcome Pack which includes essential items such as nappies and bibs. Over 2,500 of these have been given out over the years.

The Foundation also funds a counsellor to visit the unit and covers the annual fee for an app, which enables staff to send parents secure videos and photographs of their baby when they can't be with them.

All staff working on the unit benefit from a copy of the book Pocket Neonatology, a subscription to a Neonatal Journal and funding to attend various annual conferences, as well as additional training when required.

Over the years, the charity has also made significant one-off contributions, and these include nursing chairs, breast pumps, a digital camera for staff to take photos of babies for their families, cool bags and ice blocks for expressing mums to transport milk, and a trial of donor breast milk in 2013.

This trial led to the hospital becoming a hub for donor milk in December 2021, which means they store and provide much-needed milk to other hospitals in the local area.

The donations don't just stop there, with Clare visiting the unit once a week for her 'Cake and Chat' sessions, where she provides a listening ear to parents of babies on the unit.

Fundraising for the charity is done purely through the goodwill of friends, family as well as significant donations from businesses. Activities that have taken place to date include an annual curry night and race night, the London Marathon, Scotland Coast to Coast and the Great North Run.

The amount of support given to the unit by the Emily Harris Foundation over the years is truly amazing and we are so thankful for everything that Clare and Neil do.

The money they raise really does make a difference to parents, neonates and staff and we are all incredibly grateful for all that they do for the Trust and the families we serve.

Notable engagements: Visiting Little Millers Day Nursery

In April, I was thrilled to visit Little Millers Day Nursery at King's Mill Hospital to see first-hand the latest developments there as part of our ongoing improvements that continue to be made at the site.

The latest developments there have seen the perimeter fencing improved to bolster security at the site, as part of our ongoing programme of improvements to maximise the quality of service provided there.

The nursery is a key part of how we are providing high quality childcare on-site and is just one element of our essential efforts to ensure we are appropriately supporting our hard-working colleagues.

Notable engagements: Supporting Trust partners with their recruitment efforts

In April, I have been delighted to support colleagues at Nottingham University Hospitals (NUH) with their efforts to recruit new associate non-executive directors to their Board of Directors.

Recruiting Non-Executive Directors with a wealth of experience from different walks of life is an essential part of trusts' invaluable efforts to hold their executive team to account and ensure they are providing the best possible care to the communities we serve.

Those efforts also strengthen the vital relationships we are continuing to build with our system colleagues, as we continue our commitment to improving the quality of health and care services across Nottingham and Nottinghamshire.

Other engagements and visits over the past three months include:

- Regular meetings with our governors and Lead Governor – including to understand the issues raised through Meet The Governor sessions with patients and the public
- 15 Steps visit around maternity
- Visit to Newark to meet with staff
- Walkaround with Chief Executive of Nottinghamshire County Council
- Discussions with Non Executive Directors to consider the work taking place in committees
- Meeting with Mayor and Chief Executive of Mansfield District Council
- Attending the Robotic Surgery showcase organised by our consultant William Dudill and his team to promote this advanced piece of kit and show how this might help our patients and staff.
- Taking part in recruitment panels
- Meeting with colleagues in the ICS
- Discussions with staff and our EDI network leaders.
- I have met with colleagues across the Nottingham and Nottinghamshire system
- Taken part in discussions with local authority colleagues about how we may work more closely together
- Attended governor events and meetings
- Continued my regular visits around Maternity services and other parts of our Trust