

## Board of Directors Cover Sheet

<b>Subject:</b>	Chairman Report		<b>Date:</b> 26 July 2018	
<b>Prepared By:</b>	Kerry Beadling-Barron, Head of Communications			
<b>Approved By:</b>	John MacDonald, Chair			
<b>Presented By:</b>	John MacDonald, Chair			
<b>Purpose</b>				
To update on key events and information from the last month.			<b>Decision</b>	
			<b>Approval</b>	
			<b>Assurance</b>	X
<b>Strategic Objectives</b>				
<b>To provide outstanding care to our patients</b>	<b>To support each other to do a great job</b>	<b>To inspire excellence</b>	<b>To get the most from our resources</b>	<b>To play a leading role in transforming health and care services</b>
X	X	X	X	X
<b>Overall Level of Assurance</b>				
	<b>Significant</b>	<b>Sufficient</b>	<b>Limited</b>	<b>None</b>
			X	
<b>Risks/Issues</b>				
<b>Financial</b>				
<b>Patient Impact</b>				
<b>Staff Impact</b>				
<b>Services</b>				
<b>Reputational</b>				
<b>Committees/groups where this item has been presented before</b>				
N/A				
<b>Executive Summary</b>				
<p>An update regarding some of the most noteworthy events and items over the past month from the Chair's perspective:</p> <ul style="list-style-type: none"> <li>• General update</li> <li>• Visits to Trust teams and external meetings</li> <li>• NHS70 celebrations</li> <li>• National Inpatient Survey</li> <li>• Membership summary</li> </ul>				

## **Chairman Report – July 2018**

### **General update**

In the last month the key issues I have been focusing on are:

- How the work on the Trust strategy will leave us with a workable and relevant strategy that places the Trust at the front of changing healthcare.
- Celebrating the 70<sup>th</sup> birthday of the NHS with the series of events across all three sites.

### **Visits to Trust Teams and External Meetings**

I have attended a number of external meetings including:

- The Mid Nottinghamshire Better Together Board (previously the Alliance Board).
- Catch up with Wendy Saviour, Nottinghamshire STP lead.
- Workshop on system leadership.
- NHS Improvement Midlands and East Chairs event.

Within the Trust I have been out and about to the following departments and meetings:

- NHS70 events across all three sites.
- Governor Induction.
- Milestones in Service Awards at King's Mill Hospital, with a special NHS70 theme and including those who have worked over 40 years.
- A 15 Steps Quality Visit on the diagnostic and theatre parts of the fractured neck of femur pathway.
- Consultant interviews for a chest radiologist.
- Joint Liaison Committee Meeting.

### **NHS70 celebrations**

Sherwood Forest Hospitals joined Trusts across the country to celebrate the NHS turning 70 years old on 5 July. A number of events took place across all three sites at the Trust – Newark Hospital, Mansfield Community Hospital and King's Mill Hospital:

- Thanks to the efforts of Sherwood Forest Hospitals Trust Charity all three sites had their entrances decorated to help celebrate NHS70.
- Staff were filmed to take part in a video to wish the NHS a happy birthday for NHS70.
- A special service to celebrate 70 years of the NHS was held in the Faith Centre at King's Mill Hospital on 1 July.

- A Big70Tea Party happened across all three of our hospital sites, with our voluntary services cafés providing a free hot drink and cake for all NHS staff on Thursday 5 July.
- Sherwood Forest Hospitals' governor Keith Wallace helped to raise £1,000 for the King's Mill Hospital Gamma Scanner Appeal by putting on his boots and walking almost 30 miles.
- As part of the 70<sup>th</sup> birthday celebrations, buildings across England are lighting themselves up blue to symbolise the NHS birthday. King's Mill Hospital joined in by keeping its blue tower glowing bright and turning the others off.
- Our midwives dressed up in their 1950s uniforms, and sold cake to raise money for the Gamma Scanner Appeal.
- On the Maternity wards (Special Baby Unit and Maternity) a Mothercare hamper was given to the first baby born on the 5 July and all babies born on that day got a teddy all of which was kindly sponsored by Sherwood Forest Hospitals Unison branch. They also received a NHS 10p coin from the Royal Mint in recognition of NHS70, as per the tradition of giving a new baby a silver coin or money on their birthday.
- The Community Involvement Team held a coffee morning celebration at Newark Hospital in conjunction with the Friends of Newark Hospital. Our community colleagues at Asda and the League of Friends very kindly offered to supply some cakes and refreshments for this event. The Town Mayor, Councillor Tony Roberts was in attendance to cut the celebration cake alongside Mr Vallipuram Mahesan who was a general surgeon at Newark Hospital for many years. There was also a display of Newark NHS care throughout the years with some fantastic items from years gone by due to be displayed.
- It's not quite 70, but the Back Pain Unit at King's Mill Hospital joined in with celebrations, as they are 20 this year! Over the past 20 years the team has run more than 150 group programmes and the team put together a timeline of their history and development, along with some information about the current service.
- Ward 25 also held a children's birthday party on 5 July to help celebrate. The party had a magician, a paw patrol mascot, face painting, a balloon maker, party games and cake.

Thanks to everyone for their support and hard work to make the day successful.

### **84% of inpatients had a good experience at Sherwood Forest Hospitals, new national survey finds**

The latest national inpatient survey published in June by the Care Quality Commission (CQC) has found inpatients at SFH are happy with their privacy, lack of noise at night and choice of food at SFH.

Overall 84% of inpatients had a good experience.

The annual survey looked at the experiences of 72,778 people nationwide who were discharged from an NHS acute hospital in July 2017. Between August 2017 and January

2018, a questionnaire was sent to 1,250 recent inpatients at every hospital trust in the country.

The Sherwood Forest Hospitals NHS Foundation Trust response rate was 43% compared to the national response rate of 41%.

Compared to other Trusts our patients' responses were better than average in the following areas:

- Patients not being bothered at night by noise from other patients (7.6/10)
- Patients being offered a choice of food (9.4/10)
- Patients knowing which nurse was in charge of their care (8.0/10)
- Patients having privacy for their discussions (9.0/10) and privacy for their examinations (9.7/10)
- Patients being told how they could expect to feel after an operation or procedure (8.1/10)

95% of inpatients also reported feeling well looked after by non-clinical staff in the hospital or ward areas.

Although there were no areas where we were worse than other Trusts, areas we want to focus on in the future include; improving access to information on how to complain, patients being asked to give their views about the quality of their stay during their hospital stay, patients being told about their medication side effects when taking medication home.

Patient experience is absolutely essential for us at Sherwood, and we strive to make sure that we are treating our patients in the way that we would want our own family to be treated. It's really pleasing that overall our patients are telling the CQC that they are being well looked after when staying at our hospitals, and I would like to thank all our staff who contribute to this every single day.

Clearly we don't get it right every time though, and the results of the survey suggest a number of areas that we can improve on – and we will be looking at how we do that.

## **Membership Summary**

In June our governors held several 'Meet Your Governor' sessions across all three sites, once again proving very positive with our service users. Feedback whilst mainly positive, but there were some concerns about a doctor not reading patients' notes, poor communication when changing a clinic appointment, poor communication for a hearing aid check, long waiting times in one clinic, concerns with staff attitude and it noisy at night on a ward and views on reinstating the bus from Newark.

The Forum for Public Involvement group met for a ninth time on Monday 4 June at Newark Hospital. The group covered items including review results from the Stakeholder audit and a review of the nurse induction.