

Council of Governors

Subject:	Chairman Report		Date: 15 August 2018	
Prepared By:	Kerry Beadling-Barron, Head of Communications			
Approved By:	John MacDonald, Chair			
Presented By:	John MacDonald, Chair			
Purpose				
To update on key events and information from the last month.			Decision	
			Approval	
			Assurance	X
Strategic Objectives				
To provide outstanding care to our patients	To support each other to do a great job	To inspire excellence	To get the most from our resources	To play a leading role in transforming health and care services
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				
<p>An update regarding some of the most noteworthy events and items over the past months from the Chair's perspective:</p> <ul style="list-style-type: none"> • General update • Visits to Trust teams and external meetings • Newark Hospital infection free for a whole year • Chief Nurse Awards • National Volunteers Week • NHS70 celebrations • National Inpatient Survey • Membership summary 				

General update

The key issues I have been focusing on are:

- How the use of resources and well led element of our inspection has gone.
- Recruitment of non-executive directors. We currently have two posts vacant. These roles are crucial given that they help hold the executive team to account for the running of the organisation. I am hoping that we will have two new non-executive directors in place by September 2018. We are hoping to appoint one non-executive with a clinical background and one with an organisational development/workforce background.
- Refreshing the Mid-Nottinghamshire Better Together programme. The revised governance arrangements and strengthened transformation programme came into effect from the end of June.
- A week of celebrations for Volunteers' Week and the 70th birthday of the Mansfield and Sutton League of Friends, the last of these celebrated at Welbeck Abbey at kind invitation of Alison Swan Parente MBE who is President of the League of Friends;
- Discussions around the future arrangements of the Nottinghamshire Integrated Care System and the Integrated care Provider Alliances in Greater Nottinghamshire and Mid Nottinghamshire.
- 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 70th birthday of the NHS with the series of events across all three sites.

Visits to Trust Teams and External Meetings

I and a number of other Board members attended the funeral of Ray Dawson, non-executive director and vice chair.

I have also attended a number of external meetings including:

- Mid Nottinghamshire Better Together Board (previously the Alliance Board)
- A workshop on the future system architecture.
- STP Elected Members, Chairs and Non-Executive Directors Advisory Group.
- Meeting with Ben Bradley MP for Mansfield alongside Richard Mitchell, Chief Executive
- Meeting with David Pearson (chair of Nottinghamshire STP and deputy Chief Executive, Nottinghamshire County Council
- Meeting with Chairs of EMAS and NUH
- A meeting about our continuing partnership working between SFH and Nottingham University Hospitals NHS Trust.
- 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:

- Use of Resources Assessment introduction with NHS Improvement.
- CQC Well Led introduction.
- CQC Well Led interview.
- Informal visits to a number of wards and A and E.
- National Volunteer Week celebrations at Mansfield Community Hospital, Newark Hospital and King's Mill Hospital, including the volunteers AGM (more details below).
- Chief Nurse Awards (see more on this below).
- League of Friends 70th anniversary celebrations.
- Consultant interviews (gastroenterologist and chest radiologist).
- NHS70 events across all three sites.
- Milestones in Service Awards at King's Mill Hospital, with a special NHS70 theme and including those who have worked over 40 years.
- Three 15 Steps Quality Visits on the diagnostic and theatre parts of the fractured neck of femur pathway.
- Joint Liaison Committee Meeting.

Newark Hospital infection free for a whole year

Newark Hospital has officially been free of hospital acquired infections for a year. This impressive achievement has been made thanks to a number of measures that have been put in place. These include: regular audits of good practice including hand hygiene, use of gloves and aprons, maintenance of devices and regularly monitoring the cleanliness of the environment.

Infection control tests are carried out every day and the hospital is visited at least twice a week by a member of the Infection Prevention and Control Team who observes practices and delivers education to staff and patients. Each area within the hospital also has an Infection Prevention and Control Link Practitioner who also monitors best practice, conducts audits and provides education to patients and other staff about keeping infection free.

Infections that can be acquired in a hospital setting include: CDiff, MRSA, MSSA, EColi, Urinary Catheter associated, Pseudomonas Aeruginosa and Klebsiella blood stream infections.

I would like to thank all of our staff for their efforts to keep Newark Hospital infection free. These rates of infection have a really positive impact on our patients' journey, as it enables them to have a safer and potentially shorter stay within the Trust, whilst providing a better patient experience.

It is so important to keep our patients as safe as possible and this achievement just shows how dedicated our staff are to make this happen.

Chief Nurse Awards

I was really pleased to attend our Chief Nurse Awards which took place this month after a record number of 288 nominations for individuals from patients, visitors and staff across all of the categories.

The eventual winners were judged by a panel led by Chief Nurse, Suzanne Banks. The awards celebrate those dedicated nurses, midwives, allied healthcare professionals, support workers and students who are committed to providing the very best care for their patients.

Staff were recognised in categories that reflect the Trust's four core values of: Communicating and working together; Aspiring and improving; Respectful and caring; and Efficient and safe. There were further awards for the Support Worker of the Year, and the Student of the Year and a special NHS70 Lifetime Achievement Award. The winners were:

Communicating and Working Together Award

Winner Tania Willetts (Staff Nurse, Ward 25)

Runners-up Sally Goodwin (Midwife), Sheila Burscough (Practice and Service Development Lead)

Aspiring and Improving Award

Winner Chantelle Holland (Nurse, Critical Care)

Runners-up Sally Goodwin (Midwife), Ruth Harrison (Learning Disabilities Specialist Nurse)

Respectful and Caring Award

Winner Natalie Bradbury (Staff Nurse, Emergency Department)

Runners-up Gill Malbon (Midwife), Kelly Crutchley (Pre-Operative Assessment Sister)

Efficient and Safe Award

Winner Justin Wyatt (Ward Leader, Ward 43)

Runners-up Jayne Revill (Emergency Department Matron), Emma Gillies (Stroke Nurse Specialist)

Student of the Year Award

Winners Tom Hicks (Student Physiotherapist)

Runners-up Beth Jackson (Student Nurse, Ward 44), Nicola Kyte (Trainee Nursing Associate)

Support Worker of the Year Award

Winner Lucy Harris (Health Care Assistant, Emergency Department)

Runners-up Martin Imms (Health Care Support Worker, Day Case Unit), Julie Vickers (Rehabilitation Support Worker, Early Supported Discharge)

NHS70 Lifetime Achievement Award

Winner Sue Banner (Duty Nurse Manager, Urgent Emergency Care)

Runners-up Mel Bulgin (Head of Cardiology Service), Denise Grieves (Paediatric Lead Nurse, Emergency Department)

Chief Nurse Award

Winner Penny Tindall (Lead Cancer Nurse)

Runners-up Natalie Bradbury (Staff Nurse, Emergency Department), Samantha Musson (Operational Team Leader, Therapy Services), Tania Willetts (Staff Nurse, Ward 25)

It was a fantastic event, followed by two inspirational speeches by Brigid Stacey, NHS England's Director of Nursing and Quality for the North Midlands and Michelle Livingston, chair of Healthwatch Nottinghamshire.

Congratulations to all involved and thanks to Sherwood Forest Hospitals Charity and Touch Design for sponsoring.

National Volunteer Week

I want to take the opportunity to express my sincere thanks to the volunteers who continue to support and provide such an excellent service to the patients, visitors and staff of King's Mill Hospital, Mansfield Community Hospital and Newark Hospital.

National Volunteers' Week took place between 1-7 June and throughout the week the Community Involvement Department celebrated and recognised the wonderful contribution our volunteers make to the Trust.

There was a coffee morning held at Mansfield Community Hospital and a thanksgiving service at Holy Trinity Church in Newark followed by an afternoon tea in the adjoining Partnership Centre. At King's Mill Hospital the volunteers held their AGM followed by an afternoon tea.

In addition, during the course of the week members of the Executive Team shadowed some of their volunteer colleagues in their working areas.

I am proud of the support that we receive from members of our community and, in particular, the dedication and commitment of our hospital volunteers. National Volunteers'

Week was a great way to mark this support. Thank you all.

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 and others helped to raise over £1,000 for the King’s Mill Hospital Gamma Scanner Appeal by putting on their boots and walking almost 30 miles.
- As part of the 70th 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

Following positive feedback from our governors, 'Meet Your Governor' sessions will now be held on a monthly basis. During the period our governors attended all of our three sites and met with many of our service users. Feedback from our patients, families and visitors was mainly positive. Of the concerns raised, themes were: to reinstate the bus service from Newark to King's Mill, long waiting times in Clinic 8, more surgery needed at Newark as concerned it will eventually close, the expense of car parking, along with staff having difficulty finding a space. Treatment at KMH good but the discharge was hectic and signage was not very clear. 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 and concerns with staff attitude.

A new digital event has been introduced, the first being 'Roger's Story' a video about a prostate cancer patient, participating in a clinical trial which has extended his life by more than five years.

The quarterly Membership and Engagement Committee was held with the Governors on June 13 and chaired by lead governor Sue Holmes. The group discussed membership and engagement activity, the themes from the meet your governor sessions, the NHS's upcoming 70th birthday and the Trust's national staff survey results.

The Forum for Public Involvement group has met three times since my last report. The group covered items including the National Staff Survey results and a discussion on the proposed new Trust website. Their views on this are now being taken into account in the design of the new site. The Maternity Survey Results, Review of Actions from previous meeting, Friends and Family Test Results, Annual Report and Annual Summary, Medication Video and Emergency Planning Exercise. Review results from the stakeholder audit and a review of the nurse induction.