

Council of Governors

Subject:	Chair's Report	12 February 2019		
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 quarter.			Approval	
			Assurance	X
			Update	
			Consider	
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				
Executive Summary				
<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"> • Mother praises neonatal unit • SFH Radiographer gets recognition for dedication and hard work • Prestigious national award for SFH Learning Disabilities Team • Memory boxes to help grieving families donated to Sherwood Forest Hospitals • SFH commended for radically reducing and reusing waste • Staff Excellence Awards – Chair Award • New breast cancer care clinic planned for Newark Hospital • Clinical Psychology Cancer Service shines bright at national Macmillan Excellence Awards • General update • Visit to Trust Teams and External Meetings • Membership summary 				

Chair Report

Mother praises neonatal unit

Christmas is a special time for any new parent, but for those that find themselves spending their baby's first Christmas in intensive care it can be a completely different experience. This is the situation new mum Chloe Parkes found herself in in 2017 with baby Lucas.

Born 12 weeks early and weighing little more than a bag of sugar, baby Lucas spent this Christmas at home, after leaving King's Mill Hospital's Neonatal Intensive Care Unit (NICU) on Christmas Eve in 2017, leaving mum Chloe with little time to prepare for the festive season.

Lucas, now 14 months old, was born by emergency caesarean section on 27 October 2017 when Chloe, 20, from Alfreton, was just 28 weeks pregnant. She said: "I noticed that the baby wasn't moving around as much as he had been and after spending all night awake worrying, I plucked up the courage to call my midwife, who advised that I should go into hospital to get checked out. My mum took me in and we found out that the baby had something called Amniotic Band Syndrome. I was taken straight to theatre and Lucas was delivered weighing a tiny 2lb 4oz."

Amniotic Band Syndrome is a rare condition where strands of the amniotic sac separate and entangle digits, limbs or other parts of the foetus. When Lucas was born he had bands around some of his fingers, his toes and round his leg. Surgeons were able to save his toes and leg by removing the bands and leaving behind just scarring, but two of his fingers couldn't be saved. He was also born with chronic lung disease, an eye disorder known as Retinopathy of Prematurity (RoP) and Hypospadias, which affects the development of the genitals.

Lucas was born at City Hospital in Nottingham before being transferred to King's Mill Hospital's Neonatal Unit so that Chloe was close to home and her family and friends could visit Lucas easily.

"He was really tiny when he was born and it was a scary time with him having such a rare condition. I had never even heard of it," said Chloe. "He spent the first two months of his life on a ventilator on the neonatal unit, had to be operated on to remove the bands from his limbs and he also had laser eye surgery to correct his vision at just a few months old. It's such a lot for a tiny baby, but he really has been a little miracle."

After two months on the unit, against all odds Lucas was able to go home on Christmas Eve. "It was hit and miss whether Lucas would be home for Christmas," said Chloe. "Some days he was doing well but then other days he would take a few steps backwards. I really

wanted him home for Christmas and the nurses did say he might be ready to go home in time, but I really didn't want to get my hopes up and I just wanted the best for him.

"In the end we did manage to get home for Christmas, but it was quite late on Christmas Eve so I hadn't done any planning. My mum got him a couple of teddy bears as a present, but I spent the day just in the house in a daze trying to get used to having him at home."

This Christmas was very different as Chloe and Lucas spent it surrounded by family.

Chloe said: "The nurses and doctors on the unit at King's Mill Hospital were amazing last year and made our time there special, but there's nothing like being at home at Christmas. I'm grateful for everything they did for us. The unit became our little NICU family for a while and being with other parents going through the same thing was helpful as you always felt like you had someone to talk to."

Matron for neonates, children and young people at King's Mill Hospital, Rachel Barker, added: "So many babies on the Neonatal unit do spend their very first Christmas with us and we try to make it special for the babies and their families.

"There are new parents on the unit at the moment whose babies will be spending their first Christmas with us, but I hope Lucas' story reassures them and gives them hope for the future. Being on the unit at any time of year can be difficult for new parents, but we know Christmas is especially difficult for them. We'll do what we can to make all the babies' first Christmas extra special."

SFH Radiographer gets recognition for dedication and hard work

Proving that hard work, support and dedication really does pay off our own Reporting Radiographer, Heather Hewitt has been awarded a Certificate of Achievement and Academic Excellence for getting the highest marks (98%) in her year group.

For the past 18 months Heather, 34, from Belper, has been studying for her Post Graduate Diploma in Clinical Reporting (Appendicular and Axial Skeleton) at Canterbury Christ Church University, where she achieved a distinction.

Heather was presented with the certificate of achievement by co-sponsor of the award, InHealth Reporting, Fodi Kyriakos.

Heather said: "I have wanted to do this qualification for years, so I'm really pleased that I was given the chance to do it. It's been a lot of hard work and lots of hours of study, but it has all been worth it and I am looking forward to putting my new skills into practice in my new role. I am delighted to have also been presented with this award and I would like to thank my mentor and my colleagues for all their support during my studies."

The qualification has allowed Heather to progress in to a Reporting Radiographer role at SFH, having previously been a Senior Radiographer. She added: “I am so glad that I have been given this opportunity, I’m looking forward to the step up and the challenge.”

Fodi Kyrikos, representing InHealth Reporting said: “This is an amazing recognition for Heather’s work and the dedication that she has put into the course. The award is not only recognition of her hard work, but it also recognises the support that has been given by her mentors and the team around her who have supported her to progress into this key role.”

Prestigious national award for SFH Learning Disabilities Team

The SFH Learning Disabilities team celebrated after scooping a coveted Health Service Journal (HSJ) Award.

The HSJ Awards recognise the most outstanding contributions of staff and organisations to the NHS and healthcare, and are the most prestigious healthcare awards in the calendar.

The Learning Difficulties team won in the Enhancing Care by Sharing Data and Information category for their work improving how we care for some of our most vulnerable patients - those with learning disabilities and autism. The team has worked with partner organisations to identify people with these needs before they come into contact with the hospital, allowing us to make sure they are communicated with appropriately, and to implement any plans to can make sure their care journey is as easy as possible.

Suzanne Banks, Chief Nurse for Sherwood Forest Hospitals said:

“We are just so proud of the team and the work that they do for our patients with learning difficulties and their families – who we know are amongst the most vulnerable that we come into contact with. These patients deserve the exact same level of care that we would expect everyone else to get – and this vital work is helping us achieve that. Congratulations to the team for this hugely deserved recognition.”

The award comes just after the team won two awards at the recent Sherwood Forest Hospitals Staff Excellence Awards, including the overall Chair’s Award for Excellence.

Memory boxes to help grieving families donated to Sherwood Forest Hospitals

Some very special memory boxes have been kindly donated to Sherwood Forest Hospitals to help bereaved parents.

The memory boxes have been donated by the Missing Pieces charity, which was set up by Mansfield Mum, Cheryl Broughton, following the sudden death of her son in a road traffic accident in February 2017.

The charity has created memory boxes which contain; two teddy bears (one for the bereaved parents and the other to leave with their child), a compassionate friends leaflet, an example of an order of service, a postcard to heaven to send a message, a trinket box for any keepsakes, plaster of Paris for hand and footprints, a candle for eternal light, a jigsaw piece to signify a piece of you missing, an ink pad for thumb prints and healing stones believed to help with grief and loss.

The charity also runs a 24/7 support line and a text service as well as providing emergency funds for counselling.

Cheryl said: “It was so hard when we lost Lewis, we just didn’t know where to turn, so we decided to fundraise and set up the charity to help anyone who also ends up in this horrific position. We hope to eventually set up an educational programme to take to schools to teach children about grief and their emotions.

“I hope that these boxes don’t have to be used, but if they are, I hope that they give families some comfort and help through their grief.”

Chaplain Rodney Warden said: “It is such a sad time for families and we work hard to support them as much as we possibly can. I hope these boxes will go some way to helping any families who have to experience this, thank you to Cheryl for her kind donation.”

More information about the charity can be found at <http://www.missingpiecechildloss.com/>

SFH commended for radically reducing and reusing waste

SFH has been commended for the way we manage our waste after winning a Sustainable Health and Care Award for Waste and Resource management.

The national awards highlight and celebrate the fantastic sustainable development work across the NHS, social care and public sector.

We were recognised for the ground breaking work in waste management, which began in 2014 when we, working alongside partners Skanska, began analysing and improving the our waste management, which involved auditing more than 127,000 waste bins, looking at their location, how they were being used and how staff could be better trained in waste management.

Since the programme began we have shown vast improvements in our waste management, with more than 3,600 staff being trained in waste management, resulting in zero amount of domestic waste going to landfill. Domestic waste is now split into refuse derived fuel (RDF) and dry mixed recycling (DMR).

This year, 507.511 tonnes have been sent offsite as RDF waste and 128.339 tonnes has been sent successfully as DMR. We also bale cardboard, which has resulted in 72.16 tonnes being reused, whilst metal is also segregated with 28.6 tonnes being reused this year.

We also operate a re-purposing programme that provides opportunity for the reuse of unwanted furniture, which reduces the disposal costs. A furniture repair programme has also been set up, which can deliver savings of £30k - £40k per year against buying new furniture. To date 40 tonnes of furniture has been diverted to two charities. Over 1,000 pairs of crutches, various walking frames, beds and toilet aids have been shipped to Syria and these will then be distributed amongst Atmeh and Balyoun Hospitals.

SFH Environment and Sustainability Programme Manager, Julie Dennis said: “I am delighted that we have been recognised at these national awards. We really have looked at every waste stream across the board to see what we could change and improve. From clinical waste to confidential waste, we have managed to reduce our waste drastically whilst also ensuring that staff are more aware of our waste management processes. This has resulted in improving our compliance rating by 60%.

“I would like to say thank you to our partners Skanska and our staff who have worked really hard to roll this out across the Trust and maintain our recycling and waste efforts, the project has showed real teamwork.”

Staff Excellence Awards – Chair Award

It was another great night at our Annual Staff Excellence Awards where we celebrated our dedicated clinical and non-clinical staff. I was honoured to be able to give out the final award of the night, the Chair Award, which is where I choose a winner from all of the category winners on the night.

It is always a tough decision given the breadth of winners but it was great to be able to hand this award to the Learning Disabilities Team to recognise all the hard work they have given to our patients with learning disabilities.

A full list of all the winners is on the Trust website [here](#) but huge congratulations to all winners and runners-up and thanks to our sponsors: Sherwood Forest Hospitals Charity, Central Nottinghamshire Hospitals plc, Skanska, Medirest Allocate Software and Touch Design, whose support made the event possible.

New breast cancer care clinic planned for Newark Hospital

Patients in Newark and parts of Lincolnshire will no longer have to travel far for breast cancer care thanks to plans for a new Newark Hospital Breast one-stop symptomatic clinic.

We have given the green light for the plans to go ahead, with the new clinic due to be implemented and up and running by Spring 2019.

The clinic will be run at the Women's Centre at Newark Hospital and will mean that patients who are referred by their GP for specialist opinion and assessment will be able to be seen at Newark Hospital. Patients will receive a consultation with a breast specialist clinician, have a mammogram, ultrasound scans and even a biopsy all taken on the same day, with results then expected within a few days.

The clinic will be partly funded by the Trust's Charitable Funds, with a fundraising campaign due to begin this month.

Head of Breast Service at Sherwood Forest Hospitals, Mr Mohamed Jahan said: "We are very proud of our breast team at the Trust, they have an established record of delivering a high quality breast cancer care pathway and they consistently perform above the national target for cancer performance. The Trust's national patient experience survey also showed that our patients who are currently going through breast cancer care at the Trust are very positive about their care from the team. I hope that this new service can enhance and build on the team's strong reputation."

Assistant Chief Operating Officer for Newark Hospital, Ant Rosevear said: "This is a fantastic opportunity for us to expand our services. This 'one stop' diagnostics service will enable faster access to treatments and allow for reassurance and peace of mind for our patients. It has become apparent that there is a need for this service in Newark to ensure that Newark patients can be treated closer to home. I am delighted that the plans have been approved and I look forward to seeing the new clinic take shape over the next few months."

Clinical Psychology Cancer Service shines bright at national Macmillan Excellence Awards

Sherwood Forest Hospitals and Nottinghamshire Healthcare's Clinical Psychology Cancer Service has won a Macmillan Professionals Excellence Award.

The team won the Integration Excellence Award which commended them for their excellent psychological support service to Sherwood Forest Hospital's patients, their families and all cancer staff teams at King's Mill Hospital. The team has worked hard to develop the service over the past four years, to provide much needed psychological

support and intervention for cancer patients in the area. They have also extended their psychological provision to all people living with cancer through their public self-help website which can be found here: <https://www.sfh-tr.nhs.uk/our-services/clinical-psychology-cancer-service/>.

The Integration Excellence Award recognises individuals or teams who have successfully developed integrated cancer care services.

Macmillan Clinical Psychologist in Cancer Care, Dr Sanchia Biswas said: “We are so proud to have won this award, it has been a lot of hard work and joint working, but to say that we now offer all patients living with cancer and their families the support they need is amazing. Working alongside all the fantastic multidisciplinary staff teams in cancer care has made such a huge difference to our patients and to see the impact the project has had now that it is fully integrated into the system is brilliant.”

General update

The key issues I have been focusing on are:

- Reading the newly published NHS 10 year Long Term plan and understanding how the Trust strategy and the work with the Nottinghamshire Integrated Care System will come together to reflect this.
- The next stages on the formulation of our Trust Strategy and how it will align with our system working across Nottinghamshire.
- Celebrating the winners of our Staff Excellence Awards.

Visits to Trust Teams and External Meetings

I have attended a number of external meetings including:

- The first shadow Integrated Care System Board. I attended this with Chief Executive Richard Mitchell. The fact that the Board is now in place, even in shadow form, demonstrates an important step forward in the formation of an ICS across Nottingham and Nottinghamshire.
- Nottinghamshire ICS Clinical Strategy workshop
- NHS Providers Chairs and Chief Executives Network meeting
- Supporting others on the aspirant Chair programme.
- The STP Elected Members, Chairs and Non- Executive Directors Advisory Group.
- The Mid-Nottinghamshire Better Together Board.
- Meeting with Healthwatch colleagues.
- A STP workshop facilitated by the King’s Fund looking at the system architecture.

- A two day workshop on Developing Integrated Care Partnerships (ICPs) and Local Integrated Care Partnerships (LICPs).
- Meeting with Amanda Sullivan, Accountable Officer for Mansfield, Ashfield, Newark and Sherwood CCGs, along with CEO Richard Mitchell, to discuss the next steps for the Integrated Care Partnerships.
- An Integrated Care System (ICS) Planning Meeting.
- The Heritage Lottery Fund visit to the King and Miller to Kingfisher project.

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

- Taking part in a 15 Steps visits.
- Out and about visiting the winners of the Staff Excellence Awards. These have been a great opportunity to see what we do well and share best practice across the organisation. The staff I have met with so far are: Jill Russo (Aspiring and Improving Individual winner), Danny Jones (Clinical Star of the Year), Richard Clarkson (Efficient and Safe Individual winner), Shana McCullagh (Rising Star winner), Rachel Duckmanton (Non-Clinical Services Individual winner), Learning Disabilities Team (Kate Granger Awards of Respectful and Caring Team winner and Chair's Award winner), Safeguarding Team (Sean Lyons' Cup winner for Most Improved Team), Ward 51 (Chris McFarlane Award for Training and Development Team winner), those winners at Newark Hospital along with Diane Barsby in the postroom, Ward 51, consultant Steve Jones, the Breast Team and the Pharmacy dedicated ward project team.
- Taking part in the Internal Audit Review.
- Leading the well led review workshop with the non-executive directors.
- Consultant interviews for ophthalmology.
- The two day Board of Directors time out where we focused on what we feel will be key issues facing the Trust in the next few years.
- The Joint Liaison Committee Meeting.
- The third Administrator's Conference. The theme was 'Learning More About How The Trust Works' and it was open to all administrative colleagues i.e. receptionists, clerks, clerical officers, records assistants, clinical typists, admin assistants, secretaries, support officers, patient pathway co-ordinators, senior PPCs, clinic preparation, administrative support on the wards, case note store, corporate, patient services, clinical administrative support, at all our sites. Breakout topics were chosen based on suggestions from colleagues and included:
 - Managing Stress
 - Mental Health in the Workplace
 - The Role of Trust HQ
 - The Role of the Project Management Office (PMO)
 - The Role of the HR & Organisation Development Team
 - Managing Flow in the Hospital

- Training Opportunities for Admin Staff
- A Taste of Colour
- Civility Saves Lives

Membership summary

Our Governors held several 'Meet Your Governor' sessions across all three sites. Feedback whilst mainly positive consisted of some concerns including about some patients' concerns not being listened to, charges for car parking (including disabled car parking), cigarette ends at the main entrance, no new eye appointments at KMH or NWK for the foreseeable future, long wait for scan result, problems getting to see Urology Consultants, a patient's appointment cancelled four times then the Consultant left and had to be referred to QMC and a long wait for a cataract procedure.

The Forum for Public Involvement group covered items including National Cancer Patient Experience Survey results 2017, a presentation about the Trust's SmokeFree Group, Staff Induction focus groups, Friends and Family Test Results, Patient Safety Quality Group Report and the Trust Strategy Overview.