

Council of Governors

Subject:	Chair's Report	12 November 2019		
Prepared By:	Robin Smith, Acting 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 since the last Chair of Governors meeting from the Chair's perspective:</p> <ul style="list-style-type: none"> • HSJ Trust of the Year • Street Health team scoops Nursing Times award • Senior appointments at SFH • Latest patient survey results show that emergency care patients get good care • Sherwood Forest Hospitals is breaking taboo around menopause in the workplace • Black History Month • System working – ICP update • SFH Annual General Meeting • Annual long-servers' milestones event • SFH Pride • Sherwood Forest Hospitals supports Organ Donation week • Visits to Trust teams and external meetings • Membership summary 				

Chair Report

HSJ Trust of the Year

On the evening of Wednesday 6 November we will find out if the Trust has been successful in the HSJ Awards Trust of the Year category. We are one of eight trusts shortlisted for this prestigious award and can be very proud of the progress we have made whatever the final result on the night.

Street Health team scoops Nursing Times award

Many congratulations to our Street Health team who won the Nursing Times Award for Integrated Approaches to Care at an award ceremony on Wednesday 30 October. The Board was lucky enough to see the work of the Street Health project in a recent meeting, and hear from a member of the homeless community that the scheme has helped. We were all hugely impressed with the compassionate care that the team has been providing, and this award is richly deserved.

Congratulations also to our other teams shortlisted in the Respiratory Nursing, and Learning Disabilities Nursing categories.

We have also found out this month that we have two teams shortlisted in the NHS Improvement National Retention Awards being held in November.

Congratulations to everyone who is being recognised at a national and local level, success in awards like these is testament to the progress we continue to make at the Trust.

Senior appointments at SFH

I am delighted that we have made a number of excellent Executive level appointments since our last COG meeting. We have welcomed Clare Teeney as our new Director of People in a role that she is sharing with here pre-existing HR Director position at Nottinghamshire Healthcare – a move that fits with our system-working ethos. We have also appointed Julie Hogg as Chief Nurse to replace Suzanne Banks when she retires, and Emma Challans in a new role as Director of Culture and Innovation. Both Julie and Emma begin their roles at SFH on 9 December and I look forward to welcoming them to Sherwood.

We are also recruiting a new Medical Director, following the news that Dr Andy Haynes is taking up the prestigious role of Managing Director for the Nottingham and Nottinghamshire ICS.

I would like to take this opportunity again to put on record my thanks and admiration to both Suzanne Banks and Andy Haynes for the fantastic service they have given to our Trust.

Latest patient survey results show that emergency care patients get good care at Sherwood Forest Hospitals

Patients at King's Mill Hospitals' Emergency Department have reported that they are some of the most respected patients in the region and are receiving some of the best care and treatment according to the latest independent Care Quality Commission Urgent and Emergency Care patient survey.

Sherwood Forest Hospitals has scored well for the way doctors and nurses treat patients in its Emergency Department (8.5 out of 10), the care and treatment they received (8.4 out of 10), the environment and facilities (8.6 out of 10) and the respect and dignity patients receive (9.2 out of 10).

Patients across the country in 132 NHS acute trusts have been surveyed about their experiences of urgent and emergency care, scoring trusts out of 10 across a range of areas, with 288 patients responding to the survey from Sherwood Forest Hospitals Emergency Department.

Patients who attended Newark Hospital's Urgent Care Centre (UCC) were also surveyed, with the UCC also scoring well for overall experience (8.8 out of 10), respect and dignity (9.5 out of 10) and for healthcare professionals (9.1 out of 10).

The Urgent Care Centre was scored separately due to it being classed as a Type 3 service (urgent care centres, urgent treatment centres and minor injuries units) and was one of 63 trusts that were surveyed across the country, with 137 patients from Newark Hospital's Urgent Care Centre responding to the survey.

The UCC at Newark also scored better than most trusts for helping to control patients' pain and making sure patients did not feel threatened by other patients and visitors.

Sherwood Forest Hospitals is breaking taboo around menopause in the workplace for second year running

To coincide with World Menopause Day (18 October), Sherwood Forest Hospitals held a menopause conference for staff today after successfully launching its #MenoPAUSE4Thought campaign last year with the aim of breaking the menopause in the workplace taboo and to support female staff who are experiencing menopausal symptoms.

Four out of 10 women who work at King's Mill Hospital, Mansfield Community Hospital and Newark Hospital are over the age of 50, and with women living and working longer than ever before, it's likely that they will experience menopausal symptoms whilst still working. That's why on World Menopause Day last year, the Trust launched the campaign with their very first conference, line manager training and the launch of a new menopause guidance document for staff – and was one of the first hospital Trusts in the country to do so.

One year on, the Trust's Chief Nurse, Suzanne Banks, hosted the third conference at King's Mill Hospital focusing on topics such as the journey the Trust has taken over the past year towards normalising the menopause and changing perception in the workplace, symptoms of the menopause and advice on how they can be alleviated and options available to staff who are suffering with symptoms at work. Some members of staff also talked about how the #MenoPAUSE4Thought campaign at work has helped them.

Chief Nurse at Sherwood Forest Hospitals, Suzanne Banks, said: "The conference we held last October was the first of its kind at our Trust, and we were one of the first hospital Trusts across the country to produce guidance to help our staff. It was such a successful day, with more than 100 colleagues attending, that we decided to do it again this year."

Black History Month

To mark the start of Black History Month at SFH, members of our BAME staff network and Human Resources Team held an event in the King's Treatment Centre at the start of October. Thank you to everyone who attended!

Displays were unveiled celebrating black history and the team spoke to staff and members of the public about black history, health promotion and our BAME staff support network.

Black History Month is celebrated every October in the UK. It's a nationwide celebration of black history, arts and culture throughout Britain and an acknowledgement and celebration of diversity and the richness it brings to our society.

System working – ICP update

As you will know we continue to work as part of our Mid-Notts Integrated Care Partnership. In September the ICP published a letter to colleagues and partners which provides a six-monthly update on progress against the ten ICP objectives. This went to our Board for information in November and [can be read online here](#).

I also wanted to take this opportunity to update you on our strategy for **Newark Hospital**. We have Thillan Bartholomew to lead a piece of work to refresh the Newark strategy refresh and I have asked Ian Holden and Phillip Marsh to link into this to make sure there is a Newark governor and a governor from the wider catchment of the Trust involved. We will continue to keep you updated on this.

SFH Annual General Meeting

I would like to thank everyone that attended or contributed to our Annual General Meeting and Members meeting will take place on Monday 23 September at King's Mill Hospital. The meeting was an excellent opportunity to look back on the many successes of the 2018/19 financial year, as well as to reflect on some of the challenges that we have continued to face.

Annual long-servers' milestones event

It was also my pleasure to attend our annual milestones event on Monday 23 September where we celebrated with amazing staff who have given 20, 25, 30, 35 and 40 years of dedicated service to Sherwood Forest Hospitals. We are hugely grateful for the continued commitment of everyone celebrated at the event, and everyone that has marked a milestone in the last 12 months.

SFH Pride

Following the very successful launch of the NHS Rainbow Badge Scheme and as part of our on-going commitment to support our local LGBT+ community, we held our very own mini PRIDE event on Tuesday 23 July on the KTC street at King's Mill Hospital.

In addition to some fun activities and a range of support resources being available, staff were also be able to find out more about the NHS Rainbow Badge scheme, our recently formed LGBT+ Staff Network and to meet some of the network members. We were also delighted to be welcoming local support organisations, Centre Place and Notts LBGT+ Network.

Sherwood Forest Hospitals supports Organ Donation week

Sherwood Forest Hospitals has been running our annual organ donation campaign during Organ Donation week (2-8 September) with the theme “Pass it on” which encourages friends and families to talk to each other about organ donation and pass on the fact that the law on organ donation is changing in 2020.

The new organ donation law will commence from spring 2020. From this time all adults in England will be added to the organ donation register unless they opt out or are in one of the excluded groups.

During Organ Donation week the Trust held information stands at King’s Mill Hospital, Mansfield Community Hospital and Newark Hospital. Throughout the week the pink tower at King’s Mill Hospital will be shining bright (with the blue and green towers turned off) to mark the Trust’s support for Organ Donation Week.

Organ donation committee member, Debra Barlow, who has had a double lung transplant said: “It’s very important that people find out about the new organ donation law, which is changing in 2020. I encourage people to visit the stand and find out more about organ donation, to learn about the new law and pass the message on to their friends and family. Signing up to the organ donation register can make such a huge difference to numerous people’s lives. I wouldn’t be here without it.”

Joining the NHS Blood and Transplant Service’s Organ Donation Register is very easy. You can visit www.organdonation.nhs.uk and fill out your details online. You can also register at the same time as you apply to the DVLA for a driving licence.

Visits to Trust Teams and External Meetings

I have attended a number of external meetings including:

- ICS Board Meetings
- ICS Board Development Days
- Accountability and the role of the integrate care system event
- Midlands Leaders event
- Meeting fellow local NHS Chairs
- Meeting with Vision West Notts College
- Meeting with Ben Bradley, MP for Mansfield
- 1to1s with our Trust Governors
- The Chair’s Long Service Awards for volunteers for Newark and King’s Mill/Mansfield Community Hospital
- 15 steps visits
- Director of Culture interviews
- Council of Governors forum
- Annual General Meeting
- Milestones in Service event
- Board of Directors workshop

Membership summary

Our Governors continued to hold 'Meet Your Governor' sessions each month across all three sites. Feedback has been largely positive, although some specific comments related to waiting times in clinics, smoking outside of our entrances, and the provision of food for visitors out of hours.

The Forum for Public Involvement group also continues to meet on a monthly basis with recent discussions including the digital strategy, our Winter plan, and valuable contributions to our cancelled operation letter to patients.