

Board of Directors Meeting in Public - Cover Sheet

Subject:	Chair's Report	6 February 2020		
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 month.		Approval		
		Assurance	X	
		Update		
		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
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 month from the Chair's perspective:</p> <ul style="list-style-type: none"> • Winter 2019/2020 • Local mums praise King's Mill Hospital for care during birth and labour • Sherwood Forest Hospitals celebrates apprentices during National Apprenticeship Week • SFH Stars of the Month • New Consultants • Visits to Trust Teams and External Meetings • Membership summary 				

Chair's Report – February 2020

Winter 2019/20

We fully acknowledge how busy both SFH colleagues, and wider system have been in recent months, and I would like to record my thanks to everyone who has been working hard to keep patients safe during winter. Your continued compassionate and safe care, and hard work is greatly appreciated. As a Board we continue to make sure that we are doing everything we can to make sure that patients are not coming to harm, and that as an organisation and individuals we are doing what we can to look after each other.

Local mums praise King's Mill Hospital for care during birth and labour

New mums have praised King's Mill Hospital for the care they received during the birth of their baby, according to a recent patient satisfaction survey.

New data from the Care Quality Commission's (CQC) national survey of maternity experience shows that Sherwood Forest Hospitals, which runs King's Mill Hospital, is performing well when it comes to women giving birth, maternity staff and care in hospital after birth.

Some of the areas that the hospital scores highly in include the promotion of skin to skin contact after birth, partners being able to be involved in the birth as much as they want to be, staff treating new mums with respect and dignity during the birth with clear communication and the cleanliness of the room and ward.

The survey also asked new mums how they felt about the antenatal and postnatal care they received. Women were particularly impressed with the way their decisions to feed their baby were respected by midwives and once they were home they felt that they had enough information to contact a midwife or health visitor and were asked by their midwife about their mental health.

The national survey asked 17,151 mums across the country who gave birth in February 2019 about their experiences. A total of 86 responses came from women who had given birth at King's Mill Hospital.

New mum Emma Evans, 29 from Sutton in Ashfield, gave birth to baby Rosie on Monday (27 January) at King's Mill Hospital. She praised the hospital and its staff, saying: "My whole birth experience was amazing. I think communication is so important and this was something that the midwives were really good at. I know that they're very busy but the care I have had at King's Mill Hospital has been completely person-centred and consistent and even just the small things, like being checked on, make a difference.

"For me, my journey didn't start when I came in to have Rosie, it started months before as I am diabetic so have regular ante-natal counselling and the Specialist Midwife that I see at those appointments even delivered Rosie, which made the whole experience even more special and emotional.

"Skin to skin was definitely something that was important to me and I did it with my previous baby. It was very much encouraged by staff, but I was asked if it was something I wanted to do and it was never just assumed.

“My partner, George, was also completely involved in the birth and was able to stay with me from the beginning when I was induced. It’s really important that partners are involved and staff communicated with George, explaining what was going to happen next and why. This was vital as I think it can be easy for partners to panic when they don’t know what’s happening but the way the staff addressed him and communicated put us both at ease.”

Acting Divisional Head of Nursing and Midwifery at Sherwood Forest Hospitals, Penny Cole, said: “We’re very proud that feedback from our new mums shows that we’re doing well as a Trust when it comes to maternity and having their baby with us. The care that we provide to women and their babies, and the experience they have while giving birth with us, is very important to us and these findings are testament to the hard work and dedication of our maternity team.

“It’s important to us now that we look at the findings in detail and celebrate what we are doing well, but also looking at where we haven’t scored quite as well as we would have hoped and put improvements in place to ensure that we’re giving new mums, their partners and babies the best experience possible.”

Sherwood Forest Hospitals celebrates apprentices during National Apprenticeship Week

Sherwood Forest Hospitals will be celebrating National Apprenticeship Week from 3 – 7 February by recognising members of staff who have completed an apprenticeship at the Trust.

Members of staff who have completed an apprenticeship, at the Trust or NHIS (Nottinghamshire Health Informatics Service) since the national apprenticeship levy was introduced in 2017, will be congratulated at a celebratory event during National Apprenticeship Week.

Members of staff being rewarded include five colleagues from NHIS, who provide ICT services across the NHS in the East Midlands, and 14 from the three Sherwood Forest Hospitals sites.

With an apprenticeship, apprentices gain experience, learn about the industry and the NHS, earn a wage and receive a recognised qualification at the end. There are currently 122 members of staff at Sherwood Forest Hospitals undertaking an apprenticeship, with 53 starting at the end of 2019. Some apprenticeships currently being utilised at the Trust and NHIS include; Level 3 IT Infrastructure Technician; Level 2 Business Administration; Level 2 Customer Service; Level 3 Creative and Digital Media; Level 4 Cyber Security Technologist; Level 5 Healthcare Assistant Practitioner; and Level 6 Healthcare Science Practitioner Degree.

There are more than 150 apprenticeships to choose from in the NHS including; Level 3 Healthcare Support Worker; Level 3 Team Leader/Supervisor; Level 5 Operation/Departmental Manager; and Level 6 Chartered Manager.

Sarah Clark, NHIS Project Implementation and Training Officer said: “I started with Nottinghamshire Health Informatics Service in 2014 as an apprentice administrator for the training team. I have been part of the team for five years now and have worked up through different job roles.

“I learned lots of valuable skills throughout my apprenticeship and gained lots of confidence. Deciding to do an apprenticeship was the best thing I ever did as it has brought me lots of great opportunities and support. Sherwood Forest Hospitals and NHIS have helped me build my career and I know they support me in everything I do.”

During the week, the Trust will hold Q&A and information sessions for staff and members of the public wishing to find out more about the apprenticeships available to them.

On Wednesday 5 February, there will be information stands in the King's Treatment Centre (main entrance) at King's Mill Hospital from 9.30am to 3.30pm. Members of the public will be able to speak to current apprentices and hear advice about finding the right apprenticeship.

There will also be members of the Sherwood Forest Hospitals' Learning and Development team available to answer any questions, from both staff and members of the public. They will also be able to provide information about local apprenticeships and how to apply.

January Stars of the Month

I would like to start recognising our monthly clinical and non-clinical Stars of the Month through my monthly report, including the nomination they have received from a colleague. Congratulations and thank you to our January star of the months:

Clinical Star of the Month for January

Ann Hill, Occupational Therapy Technical Instructor Trauma and Orthopaedics

"Ann has spent the past 35 years dedicated to SFH patients as an occupational therapy assistant. Every day that she is at work she goes above and beyond what is expected of her to provide a truly outstanding service. Not only that, she is so supportive of everyone here in Therapy Services, whatever their role. Ann works in the elective pre-op service: Trauma and Orthopaedic Occupational Therapy, and is particularly well thought of. She always has a smile and a friendly word and never turns us away. We consider Ann to be 'the mother' of the team!"

"During her 35 years' service, Ann has never been recognised for what she does. The team and I feel that she fully deserves an accolade to reflect her lovely personality and her selflessness."

Non-Clinical Star of the Month for January

"Since starting in my new position of PPC, Sarah has been nothing but incredible. As we work at different sites she has always strived to make sure that I am doing okay. When she asks you how you are she is genuinely asking how YOU are, not how your job is going - and she asks because she really cares. If it weren't for her I wouldn't be where I am today. Whenever I need her she is only an email or a phone call away and she always has an answer or an idea to overcome whatever problem I have. I feel like I can be honest with her when I'm struggling and she is always there with some supportive words. If that isn't something to praise and admire and celebrate within our Trust then I don't know what is!"

Visits to Trust Teams and External Meetings

I have attended a number of external meetings including:

- Joint partnership meeting with NUH
- ICS Board Development Day
- Meeting with Chairs of NUH and Nottinghamshire Healthcare NHS Foundation Trust
- East Midlands Chair Network

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

- Governor 121s
- Board workshop
- CoG forum
- Remuneration Committee

Membership summary

The Forum for Public Involvement group met on Monday 6 January, and Meet your Governor sessions took place across all three sites again in January.

Membership numbers

Number of public members: 15,502

Number of staff members: 6,185

Total: 21,687