

Council of Governors

Subject:	Chair's Report	18 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 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"> • Winter 2019/20 • Staff Excellence Awards 2019 • Exec Recruitment update • SFH awarded for top equality, diversity and inclusion work • SFH doctor joins national project team to make maternity services in England safer • New support group set up for stroke patients • Gamma Scanner appeal update • Local mums praise King's Mill Hospital for care during birth and labour • Sherwood Forest Hospitals celebrates apprentices during National Apprenticeship Week • January Stars of the Month • Visits to Trust Teams and External Meetings • Membership summary 				

Chair Report

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.

Staff Excellence Awards 2019

We had a fantastic evening on Friday 8 November at our Annual Staff Excellence Awards, which was a huge celebration of just some of the brilliant work from teams and individuals across the organisation from the last 12 months. Many congratulations to everyone who won an award on the night or was shortlisted, I hope you are very proud of what you have achieved. Thanks to the Communications Team for organising a successful event, and thanks to the sponsors for the evening, who have helped the Trust deliver this event as 'cost neutral' to the organisation.

Details of all of the winners are available on our website. I was particularly proud to again present the Chair's overall Award for Excellence, this year we awarded a Highly Commended to the Newark Theatres Team, as well as the richly deserved overall award to the Street Health team responsible for our ground-breaking work supporting our local homeless community.

Exec Recruitment update

December's Board was the last Board meeting with Andy Haynes as our Executive Medical Director who has moved to be the Executive lead for the Nottingham and Nottinghamshire ICS.

I want to put on record once again on behalf of both myself and the Board our thanks and admiration for the fantastic job that both Andy, and Suzanne Banks who retired as Chief Nurse in November) have done for SFH, and the significant role that they have both played in the progress we have made in recent years.

While we will miss Suzanne and Andy, I am very pleased with the calibre of individuals that we have been successful in recruiting to take these vital roles forward and the start that they have all made with Sherwood. As we have reported previously, Julie Hogg joined us as Chief Nurse from UCL, Dr David Selwyn is our new Medical Director, and Emma Challans joined us as our new Director of Culture and Improvement. All three joined us on Monday 9 December and have wasted no time in making positive contributions as we look to continue our journey.

SFH awarded for top equality, diversity and inclusion work

We are proud to announce that Sherwood Forest Hospitals won the national NHSI Best retention offer to support equality, diversity and inclusion award sponsored by the Burdett Trust. The National Retention Awards celebrate the fantastic retention work being done in trusts around the country.

The Trust was nominated for the work we have done with our overseas students by providing them with the support and guidance they need to settle into the Trust. Congratulations to all involved!

SFH doctor joins national project team to make maternity services in England safer

Susanna Al-Samarrai, an obstetrician from Sherwood Forest Hospitals has been appointed one of 16 health professionals in England to lead a programme of work to help reduce the number of babies who die or are born with brain injuries during or shortly after labour.

The group, all of whom are either midwives or obstetricians from separate NHS Trusts across England, are working with the Royal College of Midwives (RCM) and the Royal College of Obstetricians and Gynaecologists (RCOG) to look at how factors such as workplace culture and staff wellbeing can affect care.

Around 700,000 babies are born in the UK every year. The vast majority are born safely, but more than 1,000 will die or suffer a brain injury during or shortly after term labour. Many of these cases are preventable.

As part of the Royal Colleges' Each Baby Counts+Learn and Support programme, Susanna will co-design and test new approaches to improve the safety and quality of care by examining how healthcare professionals work together. They will work directly with women and staff at their own NHS Trust to test their ideas and will be supported to develop their leadership skills. They will use what they learn to help other Trusts in England improve their working practices.

Mandy Forrester, Programme Manager for the Each Baby Counts+Learn and Support initiative, said: "We are delighted that Susanna will be bringing her knowledge and experience to this project. Midwives and obstetricians always strive to provide excellent care, but we know circumstances can be difficult. Services are underfunded; staff might feel overstretched, stressed and exhausted; and workplace pressures can make it difficult to raise issues or ask questions. We know issues like this can impact on the level of care women and their babies receive.

"If the NHS is to achieve its ambition of reducing the number of babies who die or sustain brain injuries during or shortly after birth, we must look at workplace culture. We want the UK to become known for being the safest place in the world to give birth, and a better working environment will inevitably lead to better and safer care for women and their babies."

Susanna said: "I am excited to be a part of this major initiative. Staff wellbeing and workplace culture can often be overlooked when it comes to assessing standards of care, but they play a major role. I am looking forward to bringing my expertise to this project as well as learning from others in order to develop best practice for the NHS."

The first project Susanna and her 15 counterparts will look at is around how issues are currently raised and handled in the workplace. The group will use evidence, including when issues were escalated and managed well, to develop and test a range of ways to promote best practice.

Sherwood Forest Hospitals' Acting Divisional Head of Nursing and Midwifery, Penny Cole, added: "We are really pleased that Susie is playing such an important role in the national maternity safety agenda. We are very proud of our maternity service and the staff who work here and this project will support all of us in continuing to provide high quality care to women and their babies."

Each Baby Counts+Learn and Support is one of a number of initiatives that contributes to NHS England's national Maternity Transformation Programme to improve maternity care. It is currently funded until December 2021 by a grant from the Department of Health and Social Care.

For more information, visit: <https://www.rcog.org.uk/en/guidelines-research-services/audit-quality-improvement/ebc-learn-support/>

New support group set up for stroke patients

Stroke patients at King's Mill Hospital can now get extra support and help thanks to a support group that has been set up on the hospital's stroke ward.

The patient experience group has been set up by staff from the ward and previous stroke patients to help provide hope to both stroke survivors and their families.

The first ever group was held on Wednesday 16 October which was followed by the second group, held on Wednesday 20 November. Both groups have been very successful and so it has been decided to now run them on a regular basis. The group has been supported by two previous patients and stroke survivors, Alex Winfield and Adam Lambert.

Alex, 31, who had a stroke at the age of just 30, said: "I think the group is a really good idea, I wish there had been something like this when I first had my stroke. It's really good for patients to talk to other people that have experienced something similar and see that there is life after a stroke and it is possible to come through it. I would encourage anyone who has suffered a stroke to come along to the support group and have a chat, as it is really good to speak to people who have been in the same situation."

The group runs monthly for patients on Ward 53 and their families so that they can benefit from them whilst they are still patients on the ward.

Occupational Therapist, Sara Gent, who help set up the group said: "We have had some really good feedback from patients about the group. It can be really overwhelming for patients and their family, so I think it really helps for our current patients to listen and speak to others who have had a stroke, but who have progressed and have improved through therapy and support. I would also like to thank my colleagues and our volunteers for helping to set up the group and continuing to support the running of it."

Gamma Scanner appeal update

A special thanks also to everyone that has contributed to fundraising over the last 12 months. I understand that the Gamma Scanner appeal reached the £450,000 landmark in December thanks to a very generous £10,000 donation from the Amazon Breast Care Support Group, a fundraising and supportive charity for people with breast cancer.

Geoff Stafford, the group's secretary, said the scanner appeal is vital for supporting breast cancer patients in Mansfield and Ashfield. He said: "We fundraise in various ways, such as through raffles, race events, fashion shows and marathons, as well as donations from the public. We regularly buy equipment for King's Mill and decided we wanted to give £10,000 to the Gamma Scanner Appeal and give it a boost.

"We're excited that the appeal is so close to its target as we know that the new technology will also help in diagnosing breast cancer in patients."

The money raised through the campaign will be used to buy a new gamma scanner with CT scanning technology for the nuclear medicine department at King's Mill Hospital. It will enable more than 2,000 patients each year to have advanced scans and revolutionise how they are diagnosed and treated.

Rob Bradley, nuclear medicine specialist added: "We're incredibly grateful to the Amazon Breast Care Support Group for their generous donation to our appeal – thank you. We've had some fantastic donations from the public, local groups, staff and businesses throughout the appeal which have helped us get so close to our appeal target and making a difference."

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 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 during this period, including:

- ICS Board Meetings
- ICS Board development sessions
- Midlands & East Chairs networking event
- National ICS and STP independent Chairs meeting
- NHS Leadership meeting
- Joint partnership meeting with NUH

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

- Staff Excellence Awards
- Medical Director interviews
- Council of Governors
- Board of Directors time out
- Visits from political representatives to SFH
- Consultant Interviews
- Governor 121s
- 15 Steps visits
- Christmas memorial services
- Newark Hospital walk round
- Christmas carol service
- Board workshops
- CoG forum
- Remuneration Committee

Membership summary

Our Governors continued to hold 'Meet Your Governor' sessions each month across all three sites each month. 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.

Membership numbers (February 2020)

Number of public members: 15,453

Number of staff members: 6,220

Total: 21,673