



Annual Summary 2017/18



Welcome

Welcome to the Annual Summary of our 2017/18 year. This should provide a guide to our highlights from the year. If you want more detail you can view our full Annual Report and Accounts on our website here www.sfh-tr.nhs.uk/about-us.

It has been another important year, we are both sure that services today are safer than they were 12 months ago, and will continue to improve over the coming year.

We provide hospital care for 420,000 people across Mansfield, Ashfield, Newark, Sherwood and parts of Derbyshire and Lincolnshire. Our 4,500 staff work from our three hospital sites - King's Mill, Newark and Mansfield Community, and we also run some services from Ashfield Community Health Village.

Over the last 18 months we have both joined the team (John as Chair in February 2017 and Richard as Chief Executive in July 2017).

We are proud to be part of a modern, friendly and innovative organisation that is supporting the health and care needs of an increasingly older population. We are working more than ever with other organisations to provide joined up and compassionate services as part of an Integrated Care System (ICS) for Nottinghamshire.

In an integrated care system, NHS organisations, in partnership with local councils and others, take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve.

The way in which #TeamSFH has responded to the challenges and opportunities of the last year is down to our staff and volunteers. It has been a privilege to see and hear from staff about their ideas and aspirations. Any organisation stands or falls on the quality of its staff, and we are impressed by the compassion, dedication and determination of our workforce.

Combining this with strong leadership and a culture of engagement, learning and listening is what will help us achieve our ambition of becoming an outstanding place to work and to receive care.

We want every patient to receive the level of care that we would want our own families to receive and we want every member of staff to feel supported and encouraged to do a good job. Thank you to the staff and volunteers who individually and collectively played a key role in providing safe patient care over the last 12 months.

We would also like to thank our dedicated team of Governors, headed by Lead Governor Sue Holmes, who represent the communities and people that we serve. We have made a very conscious effort this year as a Trust to spend more time engaging with, and listening to, the people who use our services and the partners we work with, and we will continue to build on this.

Finally, we would like to take this opportunity to pay tribute to Non-Executive Director and vice chair of the Board, Ray Dawson, who sadly passed away shortly before the time of writing. Ray was a Board member for five years and made a significant contribution to the Trust. He will be sadly missed.

We hope you find this summary informative and easy to understand. If you have any ideas or suggestions on how to improve it please let us know by emailing sfh-tr.communications@nhs.net.

Kind regards
Richard Mitchell, CEO
John MacDonald, Chair

Strategy Overview

Patient

Our Vision

Dedicated people delivering outstanding healthcare for our patients and communities

Our Values



Communicating and working together



Aspiring and improving



Respectful and caring



Efficient and safe

Our Priorities



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** local health and care services

Our strategy triangle shows how our values and priorities work together to make sure that our patients get the best care they can every day.

In 2018/19 we will be refreshing our strategy to make sure it keeps up with the challenges we will face in the next three to five years. We will be holding events and asking for your opinions during this time and hope you will get involved.

Our Year

April 2017-March 2018

April 2017 Neurology treatments at Newark Hospital were expanded thanks to the generous donations of the Friends of Newark Hospital.

Donations enabled the department to purchase a double neurology couch, which allows therapists to offer a greater range of treatments including for gym situations and physiotherapy exercises.

May 2017



We were unveiled as a finalist in this year's Healthcare People Management (HPMA) Excellence Awards and recognised as one of the top 40 hospitals in England at the CHKS Top Hospitals Awards.

As well as this we were shortlisted for two prestigious Health Service Journal (HSJ) Value in Healthcare awards for improvements in work treating patients who have broken their hips following falls, and won the Emergency care category.

June 2017

We increased the number of day case procedures we offer at Newark Hospital.

New procedures introduced at the unit include referrals from the Urgent Care Centre.

These have been added to existing treatments such as blood transfusions and gastroenterology, osteoporosis and rheumatology infusions.



July 2017



Richard Mitchell joined as our new, substantive Chief Executive from University Hospitals of Leicester NHS Trust where he was the Deputy Chief Executive and Chief Operating Officer.

We took a difficult decision to announce a plan to withdraw from providing neuro rehabilitation services on the Chatsworth Ward, the CCG continues to lead on a new model to commission neuro rehab services from Chatsworth Ward.

August 2017

We were rated as one of the best Trusts in the country for cleanliness according to the latest PLACE (Patient-led Assessments of the Care Environment) assessment.

The Trust's overall cleanliness rating is **99.74%** - above the national average of 98.4%. Newark Hospital scored **100%** for cleanliness.

The figures, published by NHS Digital, also rated the Trust above the national average for its food, the condition of its buildings and how the environment allows patients to be treated with dignity.



September 2017

More than 450 people were added to the organ donor register thanks to our campaign, which launched in national Organ Donation Week. Organisers were delighted to sign up 164 more people than they did the previous year.

In the same month, chemotherapy patients at King's Mill Hospital could now announce the end of their treatment in an extra special way thanks to the End of Treatment Rainbow Bell that was installed at the hospital's Welcome Treatment Centre.

The bell is a symbol of hope and strength that can only be rung by chemotherapy patients once they have finished their treatment.

October 2017 Our ultrasound team was celebrating after being named Yorkshire and Trent Region Team of the Year, thanks to its focus on training and providing outstanding care to patients. The accolade, which is awarded by The Society of Radiographers, recognises the hard work and dedication of radiography teams across the country.

Also in October patients, staff and visitors took a look at Newark Hospital's newest services at its open day. Tours of the various departments included Theatres, Bramley Children's Unit, X-ray and CT Scanner, the Urgent Care Centre and Pre-op.

King's Mill Hospital lit up the night sky in blue and pink in memory of families that have suffered the loss of a baby and have been cared for at the hospital to mark Baby Loss Awareness Week. The week-long national initiative raises awareness of the loss of babies and provides an opportunity for bereaved parents, their families and friends to unite and commemorate their babies' lives.



November 2017

Our Staff Excellence Awards took place. Almost 400 nominations were received from staff, patients and visitors, for both teams and individuals, in categories that represent the Trust's four core values and special categories.

The winners were judged by members of the Board of Directors, Council of Governors, Staff Side representatives and representatives from the local media.



December 2017

We were named as one of the best Trusts in the country for recognising and treating patients who have had a stroke. We had the second highest score in the country out of 140 Trusts, after being given an A rating by the Sentinel Stroke National Audit Programme (SSNAP) for the way we treat patients suspected of having a stroke.



January 2018

New mums voted King's Mill Hospital as one of the **best hospitals in the country to give birth**, according to results from the Care Quality Commission's (CQC) national survey of maternity experience.

Some of the areas that the hospital scores highly in include:

- partners being involved as much as they want to be.
- the mother being able to move around and choose a comfortable position during the birth.
- new mums being given skin-to-skin contact.
- the family feel that they are treated with respect and dignity by staff.

We attended several public events supporting our commissioners in their plans to introduce an Urgent Treatment Centre at Newark Hospital in place of the Urgent Care Centre.

February 2018

We were named as top Research and Development recruiter in the country for the United Kingdom Frozen Shoulder Trial. The trial helps patients with frozen shoulder, a painful and debilitating condition causing stiffness and disability in the affected shoulder and arm. It affects around 1 in 12 men and 1 in 10 women of working age, causing interference with their work, domestic and leisure activities.

March 2018

Our National Staff Survey results were published which showed an impressive **78%** of our staff said they would recommend Sherwood as a place for friends and family to receive treatment and **70%** said they would recommend Sherwood as a place to work. In the following quarterly staff survey our scores improved again to **90%** and **77%** respectively.

Trust highlights



Total emergency attendances

150,761

2016/17
149,030



Number of outpatient appointments

440,500

2016/17
433,000



Number of babies delivered

3,400

2016/17
3,400



29 Governors

- 16 Public
- 5 Staff
- 6 Appointed
- 1 Co-opted
- 1 Volunteer



Number of public members

17,281

2016/17
17,896



Recycling

336 Tonnes

2016/17
323 Tonnes



Number of ambulance attendances

34,033

33,654 - 2016/17

Access



Referral to treatment < 18 weeks

91.4%

92% Target

2016/17
92.63%



Cancer 62 day referral to treatment

84.1%

2016/17
83.6%
85% Target



Six week delivery of diagnostics

96.59%

99% Target

2016/17
99.43%



Four hour emergency care

92.33%

Target
95%

2016/17
94.48%

Quality



Infection Prevention
and Control
C Diff
39 cases

2016/17
28 cases



Infection Prevention
and Control
MRSA
Two cases

2016/17
Zero cases



Care Quality Commission

2017/18 Inspection:
Good Overall for 2018/19

2016/17
Requires Improvement



Summary Hospital-level
Mortality Indicator

101.62

2016/17
95.15

Workforce



Staff Engagement

3.87

2016/17
3.86



Total Number of Staff

4,221

2016/17
4,283



Staff Sickness and
Absence Rate

3.75

2016/17
3.98

Finance



Total Operating Income

£304.7m

2016/17
£295.6m



Total Operating Expenses

£313.4m

2016/17
£325.6m



Prescription Drug, Clinical
and Supply Costs

£47.7m

2016/17
£48.1m



Total Staff Costs

£195.5m

2016/17
£196.1m

This document is a highlights summary of our 2017/18 financial year.
You can download the Trust's official full Annual Report and Accounts 2017/18
on our website at www.sfh-tr.nhs.uk/about-us/annual-report-and-accounts/

An easy read version of this document is also available, and if you would like to request
it in a different language or format, please contact the Communications Team at
Sherwood Forest Hospitals on sfh-tr.communications@nhs.net or 01623 672294.

