

Council of Governors - Cover Sheet

Subject:	Chief Executive's report		Date:	14 th May 2024	
Prepared By:	Rich Brown, Head of Communication				
Approved By:	Paul Robinson, Chief Executive				
Presented By:	Paul Robinson, Chief Executive				
Purpose					
An update regarding some of the most noteworthy events and items from the past three months from the Chief Executive's perspective, covering the period March to May 2024.				Approval	
				Assurance	Y
				Update	Y
				Consider	Y
Strategic Objectives					
Provide outstanding care in the best place at the right time	Empower and support our people to be the best they can be	Improve health and wellbeing within our communities	Continuously learn and improve	Sustainable use of resources and estates	Work collaboratively with partners in the community
Y	Y	Y	Y	Y	Y
Principal Risk					
PR1	Significant deterioration in standards of safety and care				
PR2	Demand that overwhelms capacity				
PR3	Critical shortage of workforce capacity and capability				
PR4	Failure to achieve the Trust's financial strategy				
PR5	Inability to initiate and implement evidence-based Improvement and innovation				
PR6	Working more closely with local health and care partners does not fully deliver the required benefits				
PR7	Major disruptive incident				
PR8	Failure to deliver sustainable reductions in the Trust's impact on climate change				
Committees/groups where this item has been presented before					
None					
Acronyms					
Action short of strike (ASOS) British Medical Association (BMA) Integrated Care Board = ICB Urgent Treatment Centre (UTC)					
Executive Summary					
An update regarding some of the most noteworthy events and items from the past three months from the Chief Executive's perspective, covering the period March to May 2024.					

Operational updates

King's Mill Hospital Discharge Lounge opens to help make every bed count



One of the most exciting developments in the Trust from the past three months saw the opening of our new multimillion-pound Discharge Lounge at King's Mill Hospital, which opened its doors to its first patients on Monday 22nd April 2024.

The development has been part-funded thanks to investment from the Department of Health and Social Care to create a more positive and comfortable experience for patients once they have received the vital hospital care they need and are preparing to be discharged to wherever they call home.

The new lounge has been specially-designed to improve patient flow in our hospitals by providing increased capacity for 19 beds and around 22 chairs for patients who no longer require a hospital bed. The configuration of the lounge can be tailored, depending on the needs of patients in the lounge at the time.

By providing a comfortable space for patients to wait for the vital medication and transport they need, the Discharge Lounge will also help to ease pressures in our Emergency Department and our wards by ensuring that hospital beds can be freed-up as soon as possible for those that need them most.

We are delighted to be announcing this development here at Sherwood that will play a vital part in ensuring that our patients can access the care they need in the right place at the right time – a key part of [our new Trust Strategy](#).

We shared a sneak-peek inside the new Discharge Lounge at May's Public Board meeting where the development was the focus of our latest *Outstanding Service* video, which you can watch online here: <https://youtu.be/PMd7oUv5ukA?feature=shared>

Industrial action updates

In March, we were disappointed to learn that the lack of progress being made in the national talks to bring an end to the industrial action of the past year has resulted in the British Medical Association (BMA) extending its mandate to call further industrial action and action short of strike (ASOS) action over the coming months.

The British Medical Association re-balloted its junior doctor members to seek to extend their mandate for industrial action. The re-ballot continued to see high levels of support from members nationally, with a 61.86% national turnout reported. Of those, 97.97% confirmed they are prepared to take part in further industrial action.

While the Trust had not been formally notified of any further industrial action by the time of writing, the extension of that mandate means it is highly likely that we will see further industrial action over the coming months.

The lack of progress being made in these negotiations nationally remains a source of disappointment for the Trust, as we continue to manage the local impact that each period of industrial action inevitably brings for our Trust colleagues, our patients and the communities we serve.

We continue to hope for a resolution to this national dispute in the interests of everyone involved.

Across all periods of industrial action from the start of 2023 to date, the Trust has postponed a total of 9,085 appointments, procedures and operations in order to prioritise the delivery of safe urgent and emergency care throughout each period of industrial action.

The financial cost of the past year's industrial action now runs to over £8.5million at Sherwood alone. That figure accounts for the spend to cover lost shifts, lost income opportunities and missed efficiency-saving opportunities. To date, the Trust has received £4.7million of national funding to mitigate the impact of this.

Newark Urgent Treatment Centre (UTC) permanent opening hours confirmed

In March 2024, the Nottingham and Nottinghamshire Integrated Care Board (ICB) made its decision on the future opening hours of Newark Hospital's Urgent Treatment Centre (UTC) following feedback from residents, stakeholders and clinical input from healthcare experts.

The UTC, which is run by Sherwood Forest Hospitals NHS Foundation Trust, provides urgent care and non-life-threatening treatment for injuries or conditions, such as cuts, simple broken bones, wounds, minor burns and minor head, eye and back injuries.

Currently, the Urgent Treatment Centre operates between 9am and 10pm as a temporary measure, with the last patient being admitted at 9.30pm.

As a result of the ICB decision on the Centre's permanent opening hours, the UTC will open between 8am and 10.30pm each day, seven days-a-week. Under the new opening hours, the last patient will be admitted at 9.30pm each day.

The new permanent opening hours will offer an extended window for patients to access essential healthcare services, opening earlier and longer to support people who need to access the service around working patterns and school times.

The new opening hours will also provide more time for our colleagues working there to finish caring for patients at the end of the day.

Once the new opening hours are introduced, the service will be open for 14.5 hours per day. That not only exceeds the 12-hour minimum national standard for UTCs set by NHS England, but also the current temporary operating hours at the UTC.

As part of the decision-making process, the Trust supported the ICB in engaging with residents and stakeholders to ensure that the preferred option for the UTC opening hours aligned with the community's needs. The feedback from residents of Newark clearly indicated the high value they place on the service received at the UTC. While there was clearly a strong preference for a return to 24 hours opening, this was balanced against other factors within a rounded, evidence-based decision.

The evidence-based decision follows a review by the East Midlands Clinical Senate and their subsequent recommendation to make permanent the overnight closure of the Urgent Treatment Centre.

Following the decision, the Trust will now turn its attention to reviewing the staffing arrangements that will need to be made in order to implement the new opening hours, which are expected to come into effect from summer 2024.

Both the Trust and the ICB will also continue to assess the impact of the extended operating hours, monitoring usage and reviewing patient feedback to ensure we continue to provide a responsive service to local people.

Other Trust updates

Trust opens nominations for annual *Excellence Awards*

Sherwood Forest Hospitals is inviting patients and members of the public to show their appreciation and thank Trust colleagues for the care they and their loved ones have provided by making a nomination for this year's Trust *Excellence Awards*.

Our annual *Excellence Awards* celebrate individual colleagues, teams and volunteers who go above-and-beyond in their roles to make a positive impact on our services, patients, visitors and colleagues through the outstanding care they provide.

While the majority of awards are nominated by Trust colleagues, our 'People's Award' allows the local community who may have received care at one of the Trust's three sites the opportunity to nominate someone and show their appreciation.

The awards are an outstanding opportunity for patients and members of the local community to say 'thank you' to our hardworking Trust staff who have given them outstanding care over the year gone by.

Nominations are now open until midnight on Monday 13th May 2024 for the annual awards, which are entirely funded thanks to the generosity of our corporate and charity sponsors.

Members of the community can make their nominations via [the *Excellence Awards* page on our Trust website](#) at www.sfh-tr.nhs.uk/excellence. Paper nomination forms are also available by emailing sfh-tr.communications@nhs.net.

Outstanding Care,
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Follow the QR code
to vote for your
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People's
EXCELLENCE AWARDS
2024

Public nominations now open



Specialist Admiral Nurse appointed to support families with Dementia

Sherwood Forest Hospitals has recently appointed its first Admiral Nurse in collaboration with Dementia UK, the specialist dementia nurse charity.

Georgina Goulding joined the Trust's Dementia Specialist team to provide life-changing support for families affected by all forms of dementia across our three hospital sites.

Admiral Nurses are specialist dementia nurses that are continually supported and developed by Dementia UK. They are there for families with dementia when needed most; providing health advice, compassionate emotional and psychological support, and improving the quality of life for everyone involved.

Georgina will be working to improve awareness and knowledge among Trust colleagues for when they are caring for people who are living with dementia.



The Dementia Specialist Team already comprises a Specialist Dementia Nurse, Adele Bonsall, and Dementia Support Worker, Carol Hatton, who strive to provide excellent dementia care at Sherwood Forest Hospitals. The team aims to embed a culture of dementia care that puts the person and their loved ones at the forefront, as well as supporting and educating staff to enhance dementia care.

Dementia is an umbrella term for a range of progressive conditions that affect a person's ability to remember, think and speak. It can affect a person at any age but it's more common in people over the age of 65. One in two of us will be affected by dementia – either through caring for a loved one with the condition, developing it ourselves, or both. It is a huge and growing health crisis.

We are delighted to be working with Dementia UK to introduce this new role that will increase support for people living with dementia, their families and those caring for them. We are pleased to welcome Georgina to the team and look forward to the positive differences she will make.

#TeamSFH receives Interim Quality Mark for Preceptorship

On Monday 25th March 2024, Sherwood Forest Hospitals received the Interim Quality Mark for Preceptorship.

Over the last 12 months, we have been busy gathering evidence to demonstrate that our Preceptorship policy aligned with the 10 core criteria to enable us to become accredited.

In 2022, following the release of the National Preceptorship Framework, the Trust's Preceptorship Team reviewed the programme and considered all the recommendations, which include extension to Preceptorship from six months to one year. This has been a successful transition, with our newly-qualified Registered Nurses now completing The Edward Jenner Leadership in the second half of the programme.



The framework will help to continue to drive outstanding patient care here at Sherwood by providing a framework of good practice and providing a structured and supportive approach for our newly-qualified nursing colleagues to follow as they develop here at Sherwood.

Successful partnership with local education providers sees hundreds explore career opportunities within their local NHS

Hundreds more job seekers have explored a host of NHS careers at our first 'Step into the NHS' careers showcase event of 2024, with the event being organised by the Trust in partnership with West Nottinghamshire College and Nottingham Trent University (NTU).

The event presented a valuable opportunity to showcase the host of clinical and non-clinical roles available across the Trust's King's Mill, Mansfield Community, and Newark Hospital sites.

Visitors to the event, which took place at West Notts College's Derby Road Campus on Thursday 7th March 2024, had the opportunity to find out about a range of NHS departments including nursing, maternity, neonatal intensive care, and therapy services. For those considering a career in nursing, NTU also conducted tours of their Mansfield Nursing Facilities which are based on the College's Derby Road Campus.

Our partnerships with both West Notts College and Nottingham Trent University continues to deliver real benefits for local people, with our popular *Step into the NHS* events continuing to be a huge success. We remain grateful for the role that our partners play in *Improving Lives* for our local communities.



Pictured with me at the event are Nikki Slack and Andrew Cropley from Vision West Notts College and Rob Simcox, Director of People.

Partnership updates

Strengthening our relationship with Nottinghamshire County Council

As part of our ongoing commitment to strengthening our relationships with local partners, I was delighted to welcome colleagues from Nottinghamshire County Council to our King's Mill Hospital on Monday 26th February 2024.

Councillor Scott Carlton, Communities and Public Health portfolio holder, and Viv Robbins, the Council's Acting Director of Public Health, visited to explore how we can strengthen our work together.

During the visit, we were proud to showcase our amazing 'Phoenix Team' to tell the story of how our smoking cessation maternity service is helping to improve the lives of local families and improve the prospects of future generations – a key commitment of our new Trust Strategy.

The Trust team leading our work to create a permanent home for Nottinghamshire's first Community Diagnostic Centre (CDC) also showcased our plans for the site, as well as sharing how the service is already helping to improve the lives of local people.

We thank them for sharing our commitment to improving the lives of our local communities and we look forward to continuing that important work together over the months and years to come.