

Council of Governors - Cover Sheet

Subject:	Chair's report		Date: 14 th November 2023		
Prepared By:	Rich Brown, Head of Communications				
Approved By:	Claire Ward, Chair				
Presented By:	Claire Ward, Chair				
Purpose					
An update regarding some of the most noteworthy events and items from August, September, October and November 2023 from the Chair's perspective.				Approval	
				Assurance	Y
				Update	
				Consider	
Strategic Objectives					
Provide outstanding care in the best place at the right time	Improve health and well-being within our communities	Empower and support our people to be the best they can be	To continuously learn and improve	Sustainable use of resources and estate	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					
Not applicable					
Acronyms					
AGM = Annual General Meeting AMM = Annual Members Meeting CQC = Care Quality Commission ICS = Integrated Care System KMH = King's Mill Hospital NHS = National Health Service UEC = Urgent and Emergency Care					
Executive Summary					
An update regarding some of the most noteworthy events and items from August, September, October and November 2023 from the Chair's perspective.					

Personal update

Placing on-record with the Council of Governors, confirmation of my selection as the Labour candidate to become the first East Midlands Mayor. This has been previously announced in public board.

It is my intention to run for election to become the first East Midlands Mayor at the elections that are due to take place in May 2024.

Throughout my election campaign, I remain confident that I will successfully balance this role with my continued commitment to support our Executive Team, our Council of Governors and other Trust colleagues to continue to make the very best patient care happen across our hospitals.

I will continue to keep members of the Trust Board and our Council of Governors updated with developments on this as my campaign progresses.

Membership and governor updates

Lead Governor Sue Holmes departs after serving her maximum tenure

As Sue Holmes's time as Lead Governor at Sherwood Forest Hospitals comes to an end, I wanted to share a message of thanks and appreciation for her brilliant service over nine years representing the views of our local communities.

Sue first joined the Trust's Council of Governors as Public Governor in 2014.

Since then, she has served the Trust's thousands of Trust members, patients and colleagues with pride and distinction, making an immeasurable difference in ensuring their voices are heard in the running of their local hospitals.

Her work and leadership has been essential to Sherwood Forest Hospitals navigating the huge difficulties it once faced to becoming the organisation we now know and are so proud of today.

We are grateful to Sue for the part she has played in making great patient care happen here at Sherwood, both during her time as a Public Governor and having also served for more than seven years as the Trust's Lead Governor.



Sue leaves her post with the very best wishes of our Board of Directors and Council of Governors – and I am delighted to report she will be continuing to help with the running of her local hospitals, after agreeing to sign-up as one of the Trust's volunteers!

Changes to the Trust's Council of Governors

As a result of Sue Holmes leaving the Trust, there are a number of changes to the Trust's Council of Governors to place on record.

Following approval by the Council of Governors, Liz Barrett – a serving public governor in our Rest of East Midlands constituency – has been appointed to succeed Sue Holmes as the Trust's Lead Governor. Liz will take-up this post on Wednesday 1st November 2023.

Liz is a proud resident of Ashfield and is committed to raising aspirations within the local community, along with creating opportunities and improving quality of life. Liz is Principal of the local ATTFE College and has been a great supporter for getting more young people involved in our Trust and in feeding back on our services. We are very much looking forward to Liz picking-up Sue Holmes's great work.

Dean Wilson, who was appointed as a 'governor elect' following our most recent election in July, will now take his place on the Trust's Council of Governors. His appointment maintains our full complement of 10 governors in our Rest of East Midlands constituency.

Unfortunately, October did see one of our public governors in our Newark public constituency, Karen Nadin, resign her position. That post will remain vacant on our Council of Governors until our next election at a date to be confirmed.

Trust hosts joined Annual General Meeting (AGM), Annual Members' Meeting (AMM) and *Step into the NHS* showcase event

On Tuesday 26 September, we were delighted to welcome dozens of partners, Trust members, governors and local community members to the Trust's Annual General Meeting (AGM) and Annual Members' Meeting (AMM).

The meeting shared an in-depth look at the Trust's performance during the 2022/23 financial year, including highlights and the Trust's Annual Accounts for the year. Our External Auditor's Annual Report was also presented at the meeting.

The meeting was followed by the latest in our series of *Step into the NHS* careers showcase events, which was another sold-out event that welcomed hundreds of jobseekers to King's Mill Hospital to learn more about the wealth of careers opportunities on offer across our hospitals.

While demands on Trust services remain high, we know we have so much to be proud of as a Trust. Both events were fantastic opportunities to reflect on those challenges, celebrate our achievements and welcome more people into our NHS.

I was also particularly pleased that our Trust People and Communication teams reached-out to former employees of Wilko's to proactively invite them to the event, recognising the sad news that the company went into administration over recent weeks.

We know how significant Wilko's was as an employer across the Mid- and North Nottinghamshire areas.

We also know there will be former employees of the company whose skills and experiences could help to play an invaluable role in helping to make great patient care happen here at Sherwood.

That is precisely why we were proud to offer former Wilko's employees attending our *Step into the NHS* event a guaranteed a one-to-one conversation with members of our Trust recruitment team to explore some of the 350-plus careers opportunities available across our NHS.

Recognising the difference made by our Trust Charity and Trust volunteers

Recent months have been a typically busy period for our Trust's Community Involvement team, both in how they encouraged financial donations to be made via our Trust Charity and through the thousands of hours that continue to be committed to support the Trust by our volunteers across our hospitals.

Between August and October, 370 Trust volunteers generously gave over 12,300 hours of their time to help make great patient care happen across the 34 services they have supported during recent months.

Other notable developments from our brilliant Community Involvement team and our volunteers during the month include:

- During October, a new volunteer role has been piloted at Newark Hospital supporting staff and patients in the cardiac rehabilitation gym. Volunteers have also been deployed at King's Mill and Newark Hospitals to assist with PLACE and meal audits.
- The SFH Charity recently purchased two therapy chairs for patient use in Clinic 10, which will make a huge difference to our Therapy Services team.
- King's Mill Hospital volunteers have funded a new radio for the Endoscopy female waiting area.
- Four 'baby bouncers' have been purchased for use on our Ward 25 Paediatric Ward, utilising generous donations to charitable funds.
- We have been delighted to welcome five new volunteers to our Trust over the past month. These volunteers have attended their induction and are now receiving localised training in their various roles.
- September saw the relaunch of our volunteer training and engagement programme with 77 volunteers attending our hospitals to undertake training in fire safety, information governance, health and hygiene and civility. The engagement sessions were a great opportunity to update the volunteers on trust news and receive feedback.

- The SFH Charity dementia fund has purchased activity equipment for dementia patients receiving treatment on our Woodland Ward, including dolls, a parachute, colour light up balls and exercise pedals.
- The Trust's Charity has funded bespoke badges that recognise volunteers who have completed training and support for the Trust's Mealtime Assist Initiative, with the new role being piloted on Wards 12 and 51. Volunteers have been trained by the speech, language and nutritional team to make mealtimes a positive experience for our patients. The role involves supporting patients nutritional needs, encouraging them to eat and hydrate and helping with hand hygiene.
- Volunteers have been deployed to support the Covid vaccination centre with their autumn campaign.
- Stroke Ward colleagues were also delighted to receive a range of activity equipment, including scrapbooks, fidget toys, CDs and dolls, utilising kind donations to charitable funds. These activities will support stroke patients during their recovery.
- 12 dolls for dementia services funded by Harron Homes. King's Mill Hospital was chosen in recognition of excellent care recently received by one of their team.
- West Burton Power Station (EDF Energy) recently ceased operations. A member of their staff nominated the diabetes team at Newark Hospital to receive £2,000 from remaining Sports & Social Club funds.
- Rainbow lanyards have been funded by the KMH volunteer fundraisers for the maternity bereavement service. This idea came from a family who suggested these lanyards be given to families who have suffered a loss and could be worn at subsequent appointments, helping to discreetly indicate the loss to maternity colleagues.
- The King's Mill volunteers have also funded acorn badges to recognise and celebrate preceptorship nurses.

We remain so grateful to everyone who has given their time, money and support in other ways to support the Trust and our hard-working colleagues over recent months.

Patient experience of the Trust's Urgent and Emergency Services named in country's 'top 10'

Sherwood Forest Hospitals' Urgent and Emergency Care services were named among the country's 'top 10' for patient experience in the results of a recently published Care Quality Commission (CQC) survey over recent months.

The Urgent and Emergency Care survey looked at the experiences of people who attended Type 1 or Type 3 urgent & emergency care (UEC) services across the country, with 122 trusts taking part in the survey.

The results revealed Sherwood Forest Hospitals to be in the top 8% of hospitals that were surveyed, benchmarking 10th out of the 122 Trusts that took part.

The Trust was rated 'better or somewhat better' than the majority of Trusts in the following areas by patients who had their say in the survey:

- Patients' overall view was a good experience (80% agreed)
- Patients felt they were given the respect and dignity they deserved and their privacy was respected (93% agreed)
- Total length of visit did not last too long (62% agreed)
- Patients felt they were given a clear explanation in a way they could understand (85% agreed)
- They were involved in decisions about their care and treatment (80% agreed)
- Families, friends and carers were given time to talk (81% agreed)
- Providing information on waiting times. (59% agreed)

Seeking feedback from patients is an essential part of improving our services and we are grateful to everyone for the feedback and support they provided by taking part in this survey.

These results are also testament to the skill and dedication of our colleagues working in our Urgent and Emergency Care team for the commitment they have shown in providing great care to patients when they need it most.

Other notable engagements:

- Local partnership meetings have been ongoing with all of our local district councils, recognising the importance that Sherwood Forest Hospitals plays as a local anchor organisation in helping to work together with other organisations locally to improve health and wellbeing and attract national funding to support that important agenda.
- We have also met with other Chairs across Nottinghamshire's NHS over recent months.
- I attended the Health and Care Awards in Nottingham and Nottinghamshire ICS in October.
- I visited Newmedica ophthalmology Clinic in Barlborough to see how some of our patients receive treatment through our relationship with external partners.
- Discussions with Mansfield Mayor and Chief Executive on our progress working together
- I supported the Trust's PRIDE celebrations at King's Mill Hospital in July
- I continue represent Sherwood Forest Hospitals at the Nottingham and Nottinghamshire NHS's Provider Collaborative group meetings.