

Report to:	Trust Board	Agenda item:	1.6
Date of Meeting:	23 May 2019		

Report Title:	Chief Executive's Report			
Status:	Information	Discussion	Assurance	Approval
	Yes			
Prepared by:				
Executive Sponsor (presenting):	Cara Charles-Barks, Chief Executive			
Appendices (list if applicable):	None			

Recommendation:
None

Executive Summary:
<p>This report provides an update for the Trust Board on some of the key issues and developments within this reporting period and covers:</p> <ul style="list-style-type: none"> • Performance – update on current performance • Finance – update on our financial recovery plan • Workforce – update on workforce situation • National Armed Forces Day • Celebrating our staff • Listening to staff - communication changes

Performance

The Trust has now reached the end of the financial year and can report 92.2% for the 4 hour standard and delivering referral to treatment, diagnostics and all cancer standards. This reflects the hard work of all our staff.

In order to support improvements around patient flow and minimise inpatient delays, the NHSI Emergency Care Intensive Support Team (ECIST) ran a series of workshops with multi-disciplinary teams in May.

We are committed to high standards of cleanliness and good infection prevention and control policies and procedures are essential to the safety of our patients. We had no further reported cases of MRSA bacteraemia, with three cases in total in 2018/19, compared to zero cases in 2017/18. We reported two cases of C Difficile during March,

which means that we will have met our end of year target for this key infection control indicator.

The Trust ended the financial year delivering its control deficit

The Trust has met its 2018/19 NHS Improvement control total deficit (subject to audit). This means that we have been awarded the full £2.6m financial element of the Provider Sustainability Funding (PSF) available to us plus a further £2.7m PSF 'bonus'. These cash allocations have directly reduced our cash borrowing requirements, helping in our journey towards financial sustainability.

2018/19 saw a total CIP delivery of £10.2m. This is significantly greater than that delivered in recent years and I'm extremely proud of our staff and how they reacted to the financial challenge we faced in order to achieve this. Although this was £2m short of the £12.2m target, this should be viewed as a success, helping underpin the Trust's recent rating of 'Good' for Use of Resources.

We will face a similar level of financial challenge in 2019/20, with £9.3m of savings identified to date against a £10m target.

Workforce

At the end of March many of our key performance indicators were improving and we are working hard to continue this into the start of a new financial year.

Recruitment remains a challenge. The Trust continues to use overseas opportunities to recruit qualified nurses and we are in the process of trialling assessment centre approaches for nursing assistants. The number of vacancies for registered nurses is gradually reducing - recent recruits have recently achieved six OSCE passes, which will release six more qualified nurses to the wards.

National Armed Forces Day

From 28 to 30 June is Armed Forces Weekend, a celebration to pay tribute to service personnel, veterans, cadets and their families – the people who make up the Armed Forces community. This year, Salisbury has been chosen to host the main event and the hospital will be playing its part in the celebrations. Obviously, an event of this size will bring extra visitors to our city.

In keeping with our value of being responsive, we are planning in advance for potential operational impacts. A working group has been set-up to prepare the hospital for the weekend and potential operational impacts, including increased pressures in A&E.

Celebrating our staff

It was a great pleasure to take part in this year's 'Service Improvement Awards' on Tuesday 16th April. The awards were an opportunity for teams to show how they have identified potential issues with the care that we provide and come up with solutions. We received a record number of nominations this year, which is testament to the many fantastic initiatives being undertaken by our staff across the hospital. Congratulations to the End of Life Care Team, Emergency Department and Cataracts service, for being this year's award winners.

Planning is well underway for our Striving for Excellence Awards on 13 June which give us an opportunity to recognise the enormous contribution our staff make to the hospital, our

patients and our local community. Nominations are now open and entries close on 31 May. These awards would not have been possible without support from the Salisbury Hospital League of Friends, and we are grateful for their sponsorship and their loyalty and commitment to us over so many years.



During May we also celebrated International Nurses Day and International Midwives Day. I was delighted to see our nurses and midwives actively participating in both celebrations, showcasing the amazing work we do and celebrating our multi-cultural staff.

Listening to staff - communication changes

Having listened to views from staff across the hospital and following NHSmail migration, from 1 May 2019 some of our internal communications processes changed. Among the improvements was the launch of our new weekly newsletter 'Pulse', which provides staff with the latest news and updates in one place. This first edition of the newsletter was viewed by over 4,000 members of staff. Through the new newsletter the Communications Team is now able to track readership trends, which will help inform and improve how we engage with staff in the future.

Cara Charles-Barks
Chief Executive
Performance

STOP PRESS

Your essential guide to what's going on in health and care across B&NES, Swindon and Wiltshire

April 2019



BSW kick-starts public engagement on future of health and care



Members of the public, health and care workers, charities and other stakeholders are being asked to share their views about how health and care services across BSW could be delivered in the future.

The new programme of public engagement will look to find out what people think about a range of health and care services.

It will also ask people to share their views on how services could be improved for older people and how GP practices can work more closely together with other services such as hospitals, pharmacies, mental health and social care, to improve care for patients.

The engagement process follows the publication of the NHS's Long Term Plan which sets out key priorities and ambitions for health and care over the next ten years.

The plan aims to make sure the NHS is fit for the future by giving everyone the best start in life, delivering world-class care for major health problems such as cancer and mental health and helping people to age well.

To help gather as much information as possible, BSW has teamed up with health support charity Healthwatch - which aims to ensure the public have their say on health services. Together BSW and Healthwatch is gathering views through a campaign called *What Would You Do?*

The valuable feedback collected through the consultation process will be used to develop a five year plan for how health and care services across BSW will be shaped over the coming years. We aim to publish and share this plan this autumn.

There's more information about how you can share your views on the BSW website at www.bswstp.nhs.uk

Inside this issue of **STOP PRESS**:

- *Prevention better than cure across BSW*
- *Tackling the diabetes crisis*
- *Event looks at workforce needs for future of older people's health and wellbeing*

Prevention better than cure across BSW

The NHS's vision to make prevention a key priority over the coming years was one of the main messages highlighted in the Long Term Plan at the beginning of the year.

Prevention and proactive care is a key programme and BSW is well placed to play a much greater role in helping local people to be healthy and live well.

The prevention work programme across BSW, which is headed-up by Wiltshire Council's Director of Public Health Tracy Daszkiewicz, gathers together a number of important areas including making all NHS sites across BSW smoke free, a diabetes prevention programme and increasing the number of people receiving flu vaccinations.

The BSW Sponsoring Board recently agreed



that a preventative approach to health and care would be embedded in the work of all organisations within BSW.

“Encouraging, supporting and enabling people to be more proactive about their health and wellbeing and connected to their community at all stages of their lives is a critical factor in the success and sustainability of health and care services and in reducing the inequalities in health outcomes across BSW,” Tracy said.

Tackling the diabetes crisis

People across BSW most at risk of developing type two diabetes are being encouraged to accept an invitation to a free course that could help prevent the condition.

Designed to help people eat well and become more active, the *Healthier You* programme supports individuals over a nine-month period to reverse early symptoms of diabetes.

Around 59,000 adults in BSW are at risk of developing the condition – and all of them are eligible to attend the programme. Around 7,000 people from the area have already taken up the invitation, but many are missing out on the opportunity to take part in the course.

Dr Ayoola Oyinloye, Consultant in Public Health Medicine, said the course represented a step forwards in terms of helping to prevent diabetes across the region.

“Type two diabetes is largely preventable, and this programme gives people most at risk the power to take back control of their own health and make the changes that could add years to their life and life to their years,” he said

Janet Tooze, 68, took part in the programme after finding out she was at risk of developing the condition.

“The course gave me a gradual education of what was right and what was wrong, and how to make the correct choices. But it was done in such a way that made me really want to do it. Now I've lost more than a stone and people keep telling me how great I'm looking.”

Although patients cannot self-refer to the programme, more information can be found by talking to a GP or visiting www.nhs.uk/conditions/type-2-diabetes

BSW Clinicians continue developing integrated health and care strategy

Leading clinicians from across BSW came together for a workshop meeting recently to help drive forward and further develop a system-wide integrated health and care strategy for the region.

Representatives from primary and secondary care, CCGs, hospital trusts, mental health services, social care and the voluntary sector attended the event and shared their views and suggestions for inclusion in the developing strategy.

They also heard from Professor Al Mulley, Professor of Medicine at Dartmouth Medical School in the US and an expert in transforming the delivery of health services through innovations that produce better value for patients. Professor Mulley spoke about the importance of involving patients in decision making about their own care and how this approach could be further embedded around the BSW area.

Dr Ian Orpen and Dr Christine Blanshard -

Health provider Medvivo retains outstanding CQC inspection rating

Health and care services provider Medvivo has been rated as outstanding by health regulator the Care Quality Commission (CQC).

Medvivo provides integrated health and care services across B&NES, Swindon and Wiltshire including GP out of hours services, a single point of access, crisis response services and a wide range of technology enabled care solutions. Its last CQC inspection in February 2017 was also rated as outstanding.

CQC's report singled out a number of areas

co-chairs of BSW's Clinical Board - also spoke at the event, outlining BSW's clinical model and encouraging clinicians to take ownership of the way health and care services will be organised and delivered in the coming years.

The BSW integrated health and care strategy will form the basis of other developing plans across BSW, including the area's five year plan.



including a clear vision and person-centred approach, well-coordinated patient care and a "unique commitment" to public and patient engagement

"This rating is recognition of the hard work and dedication demonstrated by Medvivo personnel in their provision of care services to the residents of BaNES, Swindon and Wiltshire," said Medvivo Managing Director Liz Rugg. "To receive this second consecutive rating is a fantastic achievement and testament to everyone's commitment here to patient care."

Event looks at workforce needs for future of older people's health and wellbeing

BSW's ongoing work programme to improve health and care for older people took another step forwards this month following a successful workshop looking at the important role staff will play in the transformation of care.

Attended by over 50 clinicians from different specialist areas, human resource staff, social care and commissioning leads and representatives from voluntary sector groups, the workshop provided a great opportunity to look at workforce and employment strategies for those working with older people can be improved and developed to better suit the needs of our ageing population.

The event follows three similarly well-attended workshops held over the past six months which have established the need for change in the way older people are cared for in BSW, the priority areas for change and how closer integration of services will help drive improvements.

Key findings from the event will be used to help develop how health and care workers and resources for older people are deployed across BSW.

These include making it a priority to develop the skills of staff so they are better suited to working to help our ageing population, making better use of technology and making sure future health and care services



are designed with input from patients and their families.

BSW's Programme Manager Jill Couvreur said the workshop had provided invaluable input and ideas to shape the ongoing development of BSW's older people's transformation work stream.

"The problems posed to the health and care system in BSW by our rapidly ageing population are not going to go away. We're working hard to address these issues and our latest workshop produced some tangible steps we can take in areas such as workforce planning and development to better meet these challenges head-on."

For more information about the older people's work stream and how you can get involved, please contact Jill Couvreur at jill.couvreur@nhs.net

Tell us what you think!

We always value feedback from the people who matter: you! Get in touch with us today and let us know how you feel about health and care across B&NES, Swindon and Wiltshire

Call: 07500 121720

Email: bswstp.communication@nhs.net

Web: www.bswstp.nhs.uk

Follow us on twitter: [@BSW_STP](https://twitter.com/BSW_STP)