

# Chairman's bulletin

May 2017

Dear member

I am pleased to update you after our latest board of directors' meeting.

I hope you find this bulletin informative. If you have any comments about the format or content please contact the private office.

## New integrated urgent care centres

The new integrated urgent care centres opened at the beginning of April at both of our hospital sites. In the first seven days of the service a total of 1,874 patients 'walked in' to the two centres, while 1,254 patients were treated by 111 booked appointments and a further 124 had home visits.

This service is all about making sure patients are seen at the right place at the right time.

For more information about the service go to [www.nth.nhs.uk/news/changes-urgent-care/](http://www.nth.nhs.uk/news/changes-urgent-care/)

## Smoke free NHS

We have signed up to work with Public Health England to develop a smoke free NHS and for the treatment of tobacco dependency.

The national target is to reduce the amount of smokers to just 5% by 2025. This is a very challenging target but one we must do everything we can to achieve – we have already come so far but we must continue this progress.

## Perfect operating list - 60 days in

We recently held an event to mark the first 60 days of the trust's perfect operating list, 90 day improvement programme. The project involves five work streams which aim to improve the patient's journey and experience in addition to the objectives to become more efficient and provide value for money.

Already a number of improvements have been made from this project and I am excited to see how this will develop in the coming weeks and months.

## Scan4Safety

Chief executive Alan Foster recently spoke about the Scan4Safety programme at the Global GS1 Healthcare Conference in Berlin. GS1 are the company who provide the global barcode system which Scan4Safety will use.

The trust's Scan4Safety also recently held its first conference for clinical staff from across the region to tell them about the programme and the progress made so far.

These events were both fantastic opportunities to raise the profile of the trust and should help to secure new partnerships and funding for the future of the project.

## Quality

In her report to the board, director of nursing, patient safety and quality Julie Lane provided an update on how we are continuing to improve quality for patients.

### *Mortality*

The latest HSMR (Hospital Standardised Mortality Ratio), which measures the amount of people who actually die compared to the number who might be expected to die in our hospitals, was reported at 106.65, which remains in the 'as expected' range. We have seen a dramatic improvement in our ratio over this last year.

The latest SHMI (Summary Hospital Level Mortality Indicator) has increased slightly to 111.95, which keeps the trust in the 'as expected' range.

We all recognise that the care provided has previously not been reflected in the figures but now it is. There remains further work to do, but the trend is heading in the right direction.

## Preventing the spread of infection

In March, the trust reported four attributed cases of clostridium difficile infection. This brings the total up to 39 reported for this year, exceeding the very challenging trajectory for the year of 13 cases. This is very disappointing and with this year's (2017/18) trajectory again being 13 cases, we need to do everything we can to improve and to keep these cases to an absolute minimum.

We reported no trust attributed cases of MRSA bacteraemia in March.

If you are in the hospitals or in other clinical areas across the trust, you can help by:

- making sure you wash or clean your hands appropriately
- following our bare below the elbows dress code

## Transformation and organisation development programme

Director of human resources Ann Burrell updated the board on the trust's progress of the transformation and organisation development programme.

Work is continuing on projects including streamlining temporary staffing, a seven day service (optimising services), transforming outpatients and the FINEST (Faculty of Interprofessional Education

and Staff Training) programme.

We almost take for granted the work our staff do to help change our patients' lives – we must recognise and be proud of what we are all doing to improve care.

## Money

In her update to the board, director of finance Caroline Trevena reported at the end of March we are likely to achieve our financial control total but that this was subject to external audit of our financial accounts.

However, the trust's cost improvement programme of £7.9m for 2016/17 will not be achieved recurrently and the balance will need to be achieved in 2017/18.

We have done much to achieve the efficiencies required of us over the years, however the longer we are required to make these levels of savings the more challenging they become to achieve.

## Capital programme

Director of estates and facilities, Peter Mitchell, updated the board about the trust's overall work in the last year on the capital programme.

Nearly £11million has been spent on capital projects in the last year, which is almost all of the full year allocation the trust had (97%).

All of the building schemes have been completed on time and we have had positive feedback. The latest work to be finished was the building of a new 160 space car park on the site of the former Hardwick Health Centre site, opposite the main visitor car park at the University Hospital of North Tees. The car park will help us to generate more income to be invested into patient care and to help support future clinical expansion.

## Performance

Chief operating officer and deputy chief executive Julie Gillon updated the board on the trust's performance.

Our performance against the emergency care standard was achieved in the month of March, reporting at 96.62% against the target of 95%. Despite this, we still fell below the target for the fourth quarter of the year – achieving 93.68%. To put this into context, our performance has remained above the national average.

As we've said on many occasions, the four hour target does not only belong to accident and emergency. The whole trust and health system needs to be working effectively for this target to be achieved.

### *Cancer services*

In the fourth quarter of the year, the trust achieved compliance against all but one of the cancer standards at a time when trusts across the country are experiencing pressures in delivering the cancer standards.

## Shining Stars

The trust's Shining Stars Awards will be held on Friday 9 June at Hardwick Hall.

This will be an evening of reward and recognition which I am looking forward to.

## Culture

The culture of our organisation is important as it influences the quality of care we deliver and the overall success of the trust.

Our Culture and Leadership Programme includes three phases aimed at helping us to develop a high quality care culture. Leadership has a big influence on culture and the programme aims to deliver a collective leadership strategy, where all staff are empowered to lead positive change.

Staff are being invited to attend one of the staff focus groups and to look out for the leadership behaviours survey.

## New consultants

The following consultant appointments have been made:

Consultant in anaesthetics - Dr Ramkumar Dhanancheyan

Consultant colorectal surgeon - Mr Kevin Etherson

## The board papers

The board papers from the last board meeting are posted on our website when the minutes of the previous meeting are approved. If you would like to read the board papers please go to <http://www.nth.nhs.uk/about/board-meetings/>

Board meetings are held in public and you are welcome to attend. To confirm your attendance please contact the private office on 01642 624060.