

| BOARD SUMMARY SHEET | |
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| Title | Chief Executive's Report |
| Submitted by | Paul Forden – Chief Executive |
| Date of meeting | 30 th June 2010 |
| Corporate Objectives Addressed | |
| SUMMARY OF CRITICAL POINTS | |
| PATIENT IMPACT | |
| STAFF IMPACT | |
| FINANCIAL IMPACT | |
| EQUALITY AND DIVERSITY IMPACT | |
| LEGAL IMPLICATIONS | |
| RISK ASSESSMENT | |
| RECOMMENDATION The Board is asked to note the report. | |

Summary

The Trust continues to be busy even though one would expect the seasonal reduction in emergency admissions to have commenced by now. This has meant that the A&E Department has been under more pressure than would be expected in May.

We have now received an update to the NHS Operating Framework. The Operating Framework sets out the annual targets that Trusts must aim for. The Department of Health have decided, following clinical advice, to reduce the threshold for the A&E target from 98% to 95% with immediate effect.

As I have said before, targets are only one way in which we should measure our performance. The paper on our Productive Ward Programme demonstrates other ways we can measure improvements within the Trust such as reductions in interruptions to nurses undertaking medicine rounds and the quality of information available during handover between shifts. The Productive Ward Programme has had a very beneficial impact on both the patient experience and safety and I look forward to seeing its completion in January 2011.

Other News

Staff on film win national award

A customer care training package produced in-house by NGH for its facilities staff has won a national award.

The hospital beat off a record number of entries to pick up the award, sponsored by Meridian Health, for training initiative of the year at the HefmA Awards (Health estate facilities management Association).

Director of facilities Charles Abolins said: "The teams in our directorate, including porters, catering, estates and cleaning staff, have a huge influence on a patient's perception of the hospital. This initiative demonstrates excellent team working, and utilises the creative and technical capabilities of NGH staff."

The two-hour training programme was developed in-house to produce something more appropriate to the hospital's needs than off-the-shelf products and it also saved money. The programme is centred on a DVD showing examples of good and bad customer care, acted out by staff themselves. The Medical Illustrations department filmed the scenarios using reception, restaurant and wards areas, and then edited the video slots into a presentation to be used by line managers in discussion with staff.

Commendation for patient data governance

NGH has earned a commendation for being the first organisation to successfully implement a project to strengthen governance controls over access to patient data.

NHS Connecting for Health and the Electronic Staff Records teams wrote to commend the hospital on becoming the first organisation to successfully deploy the User Identity Manager and the Electronic Staff Records interface.

They said: "The preparation and organisation that your Trust invested in the pre-pilot phase ensured as smooth a deployment as possible, given the complexities of this project. We would like to offer our thanks to your local project team for its commitment, its very thorough

preparation and in particular its flexible approach. Their ability to recognise and accept some of the uncertainties involved in being a pilot site was critical to this success.”

The project was a joint HR/ IT initiative and was facilitated by NHS Connecting for Health to allow strict control of access to patient care records, which is fundamental to the operation of the NHS Care Records Service.

ICAN Nursing & Midwifery Conference

The ICAN Nursing & Midwifery Conference held in May was a great success. Over 160 staff from across the organisation attended the event including members of the executive and non-executive teams.

Feedback from the event has been very positive, with staff commenting that they felt "motivated and uplifted" following the day.

Sue Hardy, director of nursing, midwifery and patient services, opened the event with an awe-inspiring video which had been filmed around the Trust with staff and patients participating in a recording of "Nurses are Doing it for Themselves".

There were two external speakers. Professor Elizabeth Fradd DBE gave an inspiring keynote speech on 'Front Line Care - Pushing Forward the Barriers' and Lynn Callard from the NHS Institute of Innovation and Improvement participated in a lively debate on 'Releasing Time To Care', and then gave an overview of 'The Productive Series'. There were presentations from each of the directorates sharing their innovative experiences which demonstrated the theme of the conference "Improving Care at NGH".

Throughout the day delegates had the opportunity to view a number of stands from different departments, as well as from external exhibitors. Entries to the poster competition were judged by Paul Forden and John Hickey, who both presented the prizes.

Heart Centre featured

The latest edition of Coronary Heart magazine, a publication for cardiology professionals, features a visit to the Northampton Heart Centre at NGH. It includes facts and figures about the centre, plus photos of staff members, cath lab, ward and recovery area in a three-page article and on the front cover.

Carers' Week

NGH carers assessment and support worker Jo Grun organised an awareness event in the cyber café to promote Carers' Week in June. Posters, leaflets, and information packs were available to highlight the service that is offered at NGH, and to explain the advice, information and support for carers that is available. (Carers assessment and support workers are part of a new partnership project, employed by Northamptonshire County Council, managed by Northamptonshire Carers, and based in NGH and with other voluntary organisations.)

On the same day, complementary therapies coordinator Prem Rajagopal provided free hand massages to carers in the oncology waiting area.

