Agenda Item: 06

The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

SUBMITTED BY:	REPORT FOR:		IMPACT:		
Prof. Steve Barnett, Trust Chairman	Decision		High	Med	Low
CONSULTATION:	Information	✓		✓	
	REPORT TYPE:		RELATED WORK:		
	Strategic	✓			
	Operational	✓			
	Governance	✓			

Meeting Date: 7 April 2020
Report Title: Chairman's Report

Purpose:

To keep the Board informed in respect of key external / internal events and activities.

Financial Implications / Efficiency Savings / Quality Improvement:

None as a direct result of this report.

Risk Assessment:

Strategic / External	Operational/ Organisational	Financial	Clinical	Legal/ Regulatory	Reputational / Patient Experience
✓	✓	✓	✓	✓	✓

Recommendations:

The Board is invited to consider and comment on the Chairman's Report.

Chairman's Report – April 2020

1 Responding to COVID-19

It has been a difficult month for everyone but particularly so for the NHS, nationally as well as here at QEH. The whole community is coming to terms with the impact COVID-19 is having – and will continue to have – on all of our lives. I extend my condolences to those families who have lost loved ones and pay tribute to our staff who continue to focus on delivering the best possible care to patients and their loved ones and keeping everyone safe.

It is true to say the NHS has never been needed more and, judging by the response from the people of King's Lynn and our local community, the efforts of Team QEH have never been appreciated more.

I have been bowled over by the warmth and generosity the local community has shown as teams across the Trust have worked at pace and have gone above and beyond in incredibly difficult circumstances to provide the best care for our patients and their families. I know that spirits have been lifted by the kind words and actions of the public. It really is good to know they are here for us and right behind us in these difficult times.

As our COVID-19 response escalated, we have been inundated with offers of help and support, including:

- Free food and groceries for our staff, including fruit and vegetables to help staff unable to reach the shops during opening hours – or while there is food on the shelves – due to shift patterns.
- Hotels, pubs, holiday homeowners and private homeowners offering us rooms for NHS staff needing accommodation.
- Childminders volunteering to care for the children of health workers.
- And rather than waste food, cafes and restaurants have rushed to get food to us after they closed at such short notice as a result of the tighter restrictions on all our daily lives.

These are just a few examples and I know staff – from frontline doctors, nurses, and allied healthcare professionals to our support and administration teams – appreciate this kindness.

We also need to remember we are part of a wider system and the need to work in partnership and together across Norfolk and Waveney and the East of England will be greater than ever over the coming months. I will be working to keep Governors, Non-Executive Directors, our NHS and social care partners and

our wider stakeholders informed as best we can to ensure we continue to deliver the best care during these difficult times.

We have revised our current governance arrangements in light of COVID-19, while adhering to national guidance about social distancing and recognising the operational pressures we are presently experiencing. Further details can be found in Appendix 1.

2 An outward-looking perspective

2a System Working

It is clear that all health and care organisations now have a single over-riding priority – which is responding to the COVID-19 pandemic; and we are proactively engaging with partners to robustly plan for the anticipated impact.

In the light of this, work on the Hospital Services Strategy across Norfolk and Waveney has understandably slowed and the associated work programme restructured to reflect the immediate priority. The guiding principle we are now following is not to attempt to progress any work that might take up clinical time, or that might distract from the system's response to COVID-19.

The focus now is on using this period to build the foundations of the programme, so that when the system is able to return to business as usual, we are well-positioned to take this work forward at pace.

The key areas being developed over the coming weeks are:

- Planning and scoping the strategy and convergence and alignment workstreams
- Developing the detailed methodology for the review and redesign phases of the specialty workstream, including designing the supporting data packs
- Planning for the merger of the Acute Services Integration Programme Board and Hospital Services Strategy Board, so that when they are re-launched they are a single entity.

2b Clinical Commissioning Group (CCG) Merger

The five NHS Clinical Commissioning Groups in Norfolk and Waveney officially merged on April 1 2020, and the launch of a new single CCG continues to be rolled-out. Activity will continue from offices in King's Lynn, Norwich and Beccles so they can stay close to local issues, maintain important relationships with partners and staff can work in local bases. QEH continues to be an active partner and voice at the Local Delivery Group, which is the local arm of the Sustainability and Transformation Partnership in West Norfolk.

3 The Chairman's Diary

Internal:

Visits to:

- North Cambridgeshire Hospital in Wisbech with CEO Caroline Shaw – to thank colleagues for their hard work and listen to their feedback
- I had the pleasure of saying 'thank you' to Teresa Tonroe, Gynaecology Specialist Nurse for her 45-years' of service to the QEH. Teresa has touched the lived of many hundreds of women and their families over the last four decades and more, for which we are grateful
- Castleacre Ward to learn more about the Baby Friendly Initiative we are supporting

Meetings:

- Attended the Oversight and Assurance Group, with our external stakeholders, to discuss our continued progress against the Trust's Integrated Quality Improvement Programme, this month focusing on improvements we have made in Maternity Services and Complaints
- Met all Divisional General Managers
- Carried out Non-Executive Director appraisals and set objectives for 2020-2021
- Governors' Business Committee
- Chaired the Obstetric and Gynaecology consultant interview panel, making three appointments
- Chaired the Education Committee

External:

Visits to:

- Care Quality Commission HQ with CEO Caroline Shaw for meeting with Chief Inspector of Hospitals Professor Ted Baker

Meetings included:

- STP Health & Care Partnership Oversight Group
- Board-to-Board with our Clinical Commissioning Groups
- Sue Holden, National Director of Intensive Support