Agenda item 6

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC

SUBMITTED BY:	REPORT FOR:		IMPACT:		
Caroline Shaw, CEO	Decision		High	Med	Low
CONSULTATION:	Information	✓		✓	
	REPORT TYPE:		RELATED WORK:		
	Strategic	✓			
	Operational	✓			
	Governance	✓			

Meeting Date: 29 January 2019
Report Title: CEO's Update

Purpose: To update the Board on key internal and external matters.					
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 the update.					

CEO'S UPDATE – January 2019

1. **Keynote: Improving care, improving outcomes, improving lives**

At the time of writing this I have only been in the organisation for a period of days and so I will keep this relatively short with a view to focussing on my continued fact finding and relationship building.

I have issued my first blog by way of introducing myself and will continue to communicate via this channel every 2 weeks. I've chosen to title my blog Better Together, as I believe that TeamQEH is just that, although I strongly believe in effective partnership working with our system partners and so the title transcends both of those beliefs.

I have shared with colleagues that my focus will be on 4 key areas, those being:

- Strengthening leadership and staff engagement
- Addressing urgent care and patient flow challenges
- Resolving quality and governance issues
- Developing a plan for financial stability

In my short time at The Trust I have been warmly welcomed by colleagues and I am already impressed by the dedication I have seen from multiple teams as I have been out meeting people and familiarising myself with my new environment.

The teams I have met to date include theatres, endoscopy, day surgery, critical care, estates and facilities and I intend to continue this drive of meeting the workforce, it helps me to orientate myself and I believe it is important for colleagues to know me and for them to be able to approach me.

I have also attended the Quality & Performance Committee, the Trust Executive Committee, the Norfolk Health Overview and Scrutiny Committee and the Workforce Committee and look forward to being able to make transformative contributions to these as I further embed myself in the organisation.

Key pieces of work that I have instigated include the re-introduction of staff recognition awards and a full stakeholder review, the latter of which will be delivered via a collaborative process, enabling us to understand how the organisation is perceived externally and internally. The results of the review will inform our future strategy.

I will be delivering open staff briefings alongside our Chairman on 29 and 30 January and this will be followed by a media briefing on 11 February where I aim to talk them through my aim to improve care, improve outcomes and improve the lives of our patients and of course our staff.

2. Performance

I am aware that the past few months have been challenging for areas of performance and access targets. However, the Trust has performed consistently well whilst in highly pressurised circumstances.

In December the Trust A&E performance against the 4 hour wait target was 84%, this was above the national average of 80% and placed us 54th in the country (Type 1 A&E departments).

Other areas of improved performance include our work towards delivering cancer targets. Whilst the Trust has consistently performed well on the 2 week wait and 31 day cancer standard, the 62 day standard remains challenging. However, the Trust achieved this standard in October, narrowly missing it in November. Figures for December were not available at the time of writing this report. We also continue to deliver diagnostic testing for patients within the 6 week target for over 99% of our patients.

In other good news our Stroke services have been rated joint top in the East and 6th in the country at the end of December.

3. CQC inspection

We have received communication from the CQC informing us that they will visit to conduct an inspection on 5th and 6th March, which will be followed in April by a Well Led inspection. Preparation plans are being initiated alongside our Quality Matters Improvement team.

I look forward to working with you all as we continue to deliver improvements to TeamQEH. We are, and can make things, better together.