The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

SUBMITTED BY:	REPORT FOR:		IMPACT:		
Patricia Wright CEO	Decision		High	Med	Low
CONSULTATION:	Information	✓			✓
N/A	REPORT TYPE:		RELATED WORK:		
	Strategic	✓			
	Operational	✓			
	Governance	✓			
BAF ref:	N/A				
Monitor Compliance Framework:	N/A				
CQC Essential Standard Reference:					
NHSLA Standard Reference:					
Media / Communications:	N/A				

Meeting Date: 29 August 2012
Report Title: CEO Update

Purpose:

To update the Board on pertinent internal and external events and issues.

Financial Implications / Efficiency Savings / Quality Improvement:

None as a direct result of this report.

Risk Assessment (cross-reference with Risk Register where appropriate):

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

Recommendations: The Board is invited to note the update.

Author: Patricia Wright **Date: August 2012**

CEO Update

1. INTERNAL

1.1 Regulatory Update

Key regulatory / governance activities for August to date have been:

- The CQC visit on Privacy, Dignity and Nutrition, which took place on Tuesday 14th August. The CQC's first draft report will be issued after the August Bank Holiday.
- Receipt of the draft Deloitte report on their review of the Trust's Financial Governance, on Wednesday 15th August

The Board will be kept fully informed regarding the Trust's responses to the draft reports and the agreed final reports.

1.2 The Trust's application to be a designated Burns Facility

The Trust has been advised that the Clinical Advisory Group has judged that the Trust's application to be a designated Burns Facility has met the minimum criteria. The Norfolk & Norwich and QEH King's Lynn applications were considered jointly and the Clinical Advisory Group propose that the site visit is arranged at the Norfolk & Norwich site with colleagues from both Trusts in attendance. The site visit will take place on 4th September 2012 between 12pm and 5pm. The Board will be kept informed of developments.

1.3 Meetings with key strategic partners since the last CEO update have included:

- Norfolk System Leadership Group
- Academic Health Science Network
- Chair of the Norfolk Diabetes Trust
- CEO of Norfolk Independent Care
- Papworth Hospital –re Cardiology Services

1.3 **Senior Appointments**

I think there have been a couple of consultant appointments that we haven't reported over the last few months

ENT, A&E, MAU – please can you get names and when they start

2. EXTERNAL

2.1 Monitor

Monitor's emphasis throughout the summer of 2012 is on preparation for, and consultation on, its new regulatory role:

2.1.1 Choice and Competition Framework

The NHS Commissioning Board and Monitor are working together to create a joint Choice and Competition Framework for commissioners, informed by commissioners. It will aim to help them decide how and when to use competition to best effect to improve outcomes for patients.

The Framework aims to support the requirement of commissioners as set out in the Health and Social Care Act 2012 to ensure good practice and to promote and protect patient choice. Competition is one of the many tools that commissioners may decide to use to improve services for patients.

The Framework will evolve as the project proceeds but the current emerging vision is for the Framework to:

- be a suite of interdependent and interconnecting products, including tools and case studies;
- draw this range of products together in one accessible place; and
- be provided through a user-friendly, interactive platform to support its use and its evolving nature, keeping commissioners up-to-date on the latest developments.

2.1.2 The New NHS Provider Licence – consultation document published 31 July 2012

The licence will be Monitor's key tool for regulating providers of NHS services. I t will set out various conditions providers must meet including those relating to: pricing; preventing anti-competitive behaviour which is against the interests of patients; enabling integrated care; supporting commissioners to maintain service continuity; and the governance of foundation trusts.

Monitor is consulting on proposals for the new provider licence. The consultation document sets out the thinking behind the latest proposals and explains changes made following feedback from stakeholders. The deadline for responses is Tuesday 23 October 2012. The Trust will be responding to the consultation.

2.1.3 Consultation on Guidance for Commissioners, published 16 August 2012

Monitor's future role includes powers to protect patient services and enable them to continue should a provider become financially unviable. Through the licence, Monitor will continuously assess the financial health of providers and take appropriate action if there are warning signs of a provider getting into difficulty. However, commissioners will have the main responsibility for ensuring the continuity of services in their local area. This includes identifying the types of services which may need to be protected if a provider should have financial problems.

Monitor's draft guidance sets out an end-to-end process that will guide commissioners from initiating the process of designating services as Commissioner Requested Services under Monitor's provider licence, through to finalising their decision about which services to protect in the rare event of provider failure. Commissioners are required under the Act to pay regard to Monitor's guidance. The deadline for responses is 5pm Thursday 8 November 2012.

2.2 Foundation Trust Network

2.2.1 Governor Development Programme

The NHS is creating a new foundation trust governor training and development programme that will be devised and run by the Foundation Trust Network, having been awarded the contract for the national programme by the NHS Leadership Academy.

The programme will prepare governors for their increasingly responsible role. The core training will cover governors' responsibilities in governance, accountability and finance

through face to face and online methods. Governors will develop the practical and behavioural skills to question, challenge and hold their board to account. Specialist modules will also be available including business skills, such as governors' statutory role in mergers and acquisitions; strategy and planning; and non-executive appointments and remuneration.

The general public will also have access to more information about the role of governors to help encourage more people to put themselves forward for election as governors.

The programme will complement the work done by individual foundation trusts (FTs). The FTN will develop a network of trainers recruited from within FTs or similar organisations around the country to help deliver the material regionally.

2.3 DoH

2.3.1 National Cancer Patient Experience Survey

Results of this national survey were published in August 2012. The report, based on the results of the second national cancer patient experience survey, provides insights into the level of care received by nearly 72,000 inpatient and day case cancer patients. The patients were treated between 1 September and 30 November 2011 at 160 Trusts.

The cancer patient experience survey 2011/12 national report compares performance with the previous 2010 survey, and on most questions scores have improved, with the most significant increases in positive scores seen on information and communication issues. There are 9 new questions in this year's survey, including an overarching question asking patients to rate their overall care. This came out with 88 per cent of patients rating their care 'excellent' or 'very good'. The QE's cancer patients rating of care as 'excellent'/'very good' across all cancers was also 88%

The Trust's report is now publicly available on the Quality Health website - www.quality-health.co.uk

3. MEDIA COVERAGE

The following report provides an overview of the Trust's media coverage from 10 July – 20 August 2012.

Press

Press coverage for the Trust has been reviewed for average column centimetres per article, number of articles, total column centimetres, tone – positive, neutral or negative and Advertising Value Equivalent (AVE). A ratio of 1 to 2.5 has been used to calculate AVE.

Between 10 June 2012 & 20 August 2012 there were a total of 21 articles about the Trust, which appeared in the local and regional press. Of these, 8 articles carried a picture. The average size of each article was 38 column centimetres. Of the 21 articles, 6 were negative, 3 were neutral and the remaining 12 were positive. The total number of column centimetres of coverage during this period was 805 with an AVE of £20,545.

Radio/TV

KLFM/BBC Radio Norfolk/Anglia TV/BBC Look East

- Baby death - BBC Radio Norfolk, KLFM, Anglia TV and BBC Look East – (all negative)

BBC Radio Norfolk

- Transplant Week - BBC Radio Norfolk interviews – (Positive)

KLFM

- Car parking - KLFM interview with B Cummings (Positive)
- Macmillan extension - KLFM interview with B Cummings broadcast (Positive)
- Kevin Graves charity bike ride - KLFM interview, broadcast- (Positive)
- Filipino nurses - KLFM interview, broadcast - (Positive)
- Lee Calderbank swims The Wash - KLFM interview broadcast - (Positive)
- Transplant Week - KLFM interviews broadcast - (Positive)