Agenda Item: 8

The Queen Elizabeth Hospital NHS
King's Lynn
NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

RESPONSIBLE DIRECTOR:	REPORT FOR:		IMPACT ON BUSINESS:		
	Decision		High	Med	Low
David Dean Chairman	Discussion	✓			✓
	Information				
LEAD MANAGER:	**REPORT TYPE:**		**BAF REFERENCES & RAG:**		
	Strategic		NA		
	Operational	✓			
	Governance		**RELATED WORK: (PREVIOUS PAPERS TO COMMITTEE)**		
PEER ASSIST:	**PEER REVIEW:**				

CQC Essential Standard Ref:	NA
NHSLA Standard Ref:	NA
Media / Communications:	NA

Meeting Date: **27 May 2014**
Report Title: **Chairman's Report**

PURPOSE:

To update the Board in respect of key current Trust issues.

SUMMARY:

See attached

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 note the Chairman's report.

As was made public at the time of my appointment, I have been acting as Chairman of the QEH on an interim basis. With the launch of the CPT process the Trust is entering a new phase in seeking to identify the path long term sustainability. At the same time it has been considered that the time is now appropriate to appoint a substantive Chair for the QEH as the journey to the implementation to a definitive sustainable solution could be lengthy.

This issue was discussed at the Governor's Council meeting on 1 April and subsequently the search for a substantive appointment has since been underway. It is expected that interviews will take place imminently and consequently I expect to leave my role sometime in June.

As outlined elsewhere significant progress continues to be made in addressing the quality issues faced by the trust. This was recognised at the meeting we had with Monitor on 15 April but ultimately the clearest evidence we will be able to demonstrate will be the results of the CQC re-inspection which starts in July and it remains the top priority of the Trust to address the issues raised in their previous inspections.

We are confident that the CQC will find significant improvements in the standard of care at the QEH although undoubtedly there will be areas where additional work will be required which the Chief Executive has drawn attention to.

Since the last Board meeting the first phase of our public listening events has drawn to a close. A recurring theme from patients has been a perception rightly or wrongly that GP's have been reluctant to refer patients to the QEH because it has been placed in Special Measures. Whether or not this is actually correct we do have more work in convincing stakeholders that the quality of care is improving at the Trust.

One area of demonstrable improvement is that the Trust is consistently meeting minimum Nursing Staffing levels and to build on this in March the Trust approved a major investment in permanent Nurse staffing posts as detailed elsewhere on the Board Agenda.

Soon after our most recent Monitor meeting on 17 April we were delighted to host a visit to the Trust from two of our local MPs Elizabeth Truss, and Henry Bellingham. It was a good opportunity to have a frank discussion of issues still facing the Trust and to also provide them with a chance to walk the wards and to see areas of improvement and also areas where we still have work to do to improve standards.

On 25 April I was also pleased to attend the partnership event organised by our CCG colleagues at West Anglia college which included a speech by Norman Lamb on the challenges facing the sector as a whole and the benefits of integration.

Partnership working will be integral to the Trust's future and on 23 April I had a very productive meeting with the Chair of Norfolk Community Health and Care. I am sure there will be ways to work closely together in future.

We have also had further meetings with our local HealthWatch and they are currently undertaking a survey of patients attending our A&E department which will help us build a better picture of what patients really think about the service in one of our most crucial departments.

We were all delighted that a team of 9 QEH apprentices reached the national finals of a competition to find the Apprentice Team of the year. It is important that QEH demonstrates it is an attractive place to work so I was also very happy this month to visit King Edward School to explore ways in which we can support each other to provide fulfilling careers for their students. As the largest employer in King's Lynn we have to invest in the future.

On 31 March I attended the East of England Chairs network meeting at which it was fascinating to hear about the challenges faced by other acute trusts, some of which such as A&E performance are common to several Trusts.

One challenge which appears to be common to all Trusts is that of finance. Our cost improvement programme for 2014/2015 is under way. The target of 6.4% is demanding and greater support to achieving this has been through the appointment of a new experienced Head of our programme management office.

On 13 May in what I believe was a first for this Trust, we had a meeting to give the Governors the opportunity to comment on the draft accounts. This was at the Governors' request and the meeting proved to be very useful.

Additionally, as preparation for the CPT process we have been tasked with having a clearer understanding of the revenues and cost of each service line. Without this information the process of making the Trust more efficient will be considerably more difficult.

In closing I would like to say what an honour it has been to act even for a relatively short time as Chairman of this Trust. It has been a very rewarding experience to work with the Chief Executive and his team and I would like to wish him and my successor every success in the future.