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

## REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

| SUBMITTED BY: | REPORT FOR: | | IMPACT: | | |
|---|---|---|---|---|---|
| Patricia Wright<br>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: | N/A | | | | |
| NHSLA Standard Reference: | N/A | | | | |
| Media / Communications: | N/A | | | | |

**Meeting Date:** 25th February 2013
**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:**

| Strategic / External | Operational/ Organisational | Financial | Clinical | Legal/ Regulatory | Reputational / Patient Experience |
|---|---|---|---|---|---|
| √ | | | | √ | √ |

**Recommendations:** The Board is invited to note the update

# CEO'S UPDATE - FEBRUARY 2013

## 1. INTERNAL

### 1.1 The Francis Enquiry Report

The report of the Francis Enquiry was published on 6th February 2013. The hospital is, in common with most healthcare organisations, carefully assimilating the report and its recommendations. A rigorous approach is planned for a comprehensive programme of work relating to the Francis Report, involving the QE's Board of Directors, Governors and all clinical and non-clinical teams working at the Trust.

The first report to the Board of Directors concerning the Francis Enquiry Report is included in this February 2013 agenda and there is clearly considerable correlation between the themes raised in the Francis Report and the development of the Trust's Values, which also features on the February Board agenda.

### 1.2 HRH The Queen's opening of the QE MRI Suite

On 5th February, we were delighted to welcome HRH The Queen and many colleagues and visitors to the opening of our new MRI suite. The Queen visited the scanning suite before unveiling a plaque and signing a photograph which will be displayed in the MRI unit.

I am delighted to report that the opening went very well and I should like to thank Gwyneth Wilson and her team for their hard work in making the event such a success.

### 1.3 The CEO's diary

My diary has had a more 'internal' focus this month. 'Winter' creates additional pressures for the healthcare system and I have been keen to keep in touch with our operational teams and managers.

**CEO meetings with key strategic partners since the last update have included:**

- Norfolk and Norwich University Hospital
- West Norfolk Executive Forum
- WN Clinical Commissioning Group

### 1.4 New A&E System

On Wednesday 13th February, the Emergency Department implemented an extensive upgrade to its IT system to improve the provision of the Electronic Patient Record.

Detailed planning was undertaken to help ensure the 'go-live' was as smooth and successful for all affected departments and patients, as possible. I know that this additional challenge will have increased the pressure on a very busy department and I should like to say well done and thank you to all involved.

### 1.5 'Operation Hospital Food'

The BBC TV series 'Operation Hospital Food', hosted by chef James Martin and featuring several NHS hospitals including The Queen Elizabeth Hospital, King's Lynn, is to be broadcast at the end of February.

The show will run every week day morning at 9.15 from Monday 25 February to Friday 1 March. It includes Norfolk celebrity chef Galton Blackiston working closely with the award-winning QEH catering team to develop vegetarian dishes for patients and staff.

### 1.6 Senior Appointments

A Consultant Anaesthetist was appointed on 4th February. I will share the name of our new colleague next month, as the appointment is currently subject to some formalities.

Other appointments include:

- Doug Hosking, Senior Service Manager - Medical
- Emma Coulson, Patient Flow Manager

We welcome our new colleagues to the Trust.

## 2. EXTERNAL

### 2.1 Monitor

Monitor has published its Provider Licence, following a period of consultation.

The licence, which will be issued to foundation trusts and will be effective from 1 April 2013, is the tool Monitor will use to regulate foundation trusts and other NHS-funded providers under the Health and Social Care Act 2012.

The licence sets out the obligations providers will have to meet in order to assist Monitor to fulfil its principal duty to protect and promote the interests of patients. The licence conditions will help Monitor set prices for NHS care; enable integrated care; prevent anti-competitive behaviour which is against the interests of patients; and help commissioners ensure patients have access to NHS services when providers run into severe difficulties. The licence conditions will also allow Monitor to continue to regulate the way foundation trusts are governed.

Monitor is currently also consulting on the Risk Assessment Framework (RAF) (consultation closes on 4th April 2013.

## 3. MEDIA OVERVIEW

The following report provides an overview of the Trust's media coverage from 17 January to 14 February 2013.

**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 17 January and 14 February 2013, there were a total of 26 articles about the Trust, which appeared in the local and regional press. Of these, 15 articles carried a picture. The average size of each article was 57 column centimetres. Of the 26 articles, 1 was negative, 8 were neutral and the remaining 17 were positive. The total number of column centimetres of coverage during this period was 1413 with an AVE of £38,119.58

**TV and Radio**

Extensive coverage across KLFM, Radio Norfolk, ITV Anglia and BBC Look East of The Queen's visit on 5 February.

- KLFM Blood Transfusion policy coverage on 12 February.