

## Council of Governors' Meeting: 10<sup>th</sup> November 2016

### Chief Executive's Report

#### 1. Welcome and Introduction

- 1.1 This paper provides an update to the Council of Governors on the current issues for the Trust. I will be happy to respond to questions Governors may have on these or any other issues.

#### 2. Performance & Governance

- 2.1 The Trust continues to deliver its required Financial Sustainability Risk Rating and Green Governance Rating.
- 2.2 The Council of Governors' Finance, Planning & Performance Sub Group continues to review the Trust's performance, including key operational targets.

#### 3. National Developments

##### 3.1 *New single oversight framework published*

NHS Improvement has published its new [single oversight framework](#), which sets out how the regulator oversees NHS foundation trusts and trusts to help determine the level of support they need. The five themes of the Single Oversight Framework which operates from 1 October 2016 are Quality of care (safe, effective, caring, responsive); Finance and use of resources; Operational performance; Strategic change and Leadership and improvement capability (well-led).

By focusing on these five themes the aim is to support providers to improve to attain and/or maintain a CQC 'good' or 'outstanding' rating. The Single Oversight Framework replaces Monitor's Risk Assessment Framework and TDA's Accountability Framework. NHS Improvement will continue to work with CQC to align approaches more fully as we move towards a single combined assessment of quality and use of resources.

Under the [Single Oversight Framework](#) (SOF), NHS Improvement has segmented providers based on the level of support each provider needs.

Each trust is segmented into one of the following four categories:

#### **SegmentDescription**

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|---|---|
| 1 | Providers with maximum autonomy: no potential support needs identified. Lowest level of oversight; segmentation decisions taken quarterly in the absence of any |
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## SegmentDescription

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significant deterioration in performance.

2 Providers offered targeted support: there are concerns in relation to one or more of the themes. We've identified targeted support that the provider can access to address these concerns, but which they are not obliged to take up. For some providers in segment 2, more evidence may need to be gathered to identify appropriate support.

3 Providers receiving mandated support for significant concerns: there is actual or suspected breach of licence, and a Regional Support Group has agreed to seek formal undertakings from the provider or the Provider Regulation Committee has agreed to impose regulatory requirements.

4 Providers in special measures: there is actual or suspected breach of licence with very serious and/or complex issues. The Provider Regulation Committee has agreed it meets the criteria to go into special measures.

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NHS Improvement has now carried out a shadow (or indicative) segmentation of the sector ahead of the first formal segmentation in November 2016. The Trust has been allocated to segment 2.

### 3.2 *NICE Guidance on mental healthcare for people with learning disabilities*

NICE has published in September 2016 guidance on mental healthcare for people with learning disabilities. The guideline covers preventing, assessing and managing mental health problems in people with learning disabilities in all settings. It aims to improve assessment and support for mental health conditions, and help people with learning disabilities and their families and carers to be involved in their care. See the full guidance on the [NICE website](#).

### 3.3 *Developing mental health services for veterans in England*

NHS England published in September 2016 [a report into the findings from an engagement on NHS veterans' mental health services](#). Views were received from over 1,270 veterans, their families, services charities, mental health clinicians and other individuals and organisations involved in the care of veterans with mental health difficulties. The findings are now being reviewed, along with the outcome of three pilots that NHS England recently funded to test enhanced models of mental health care for veterans. This will inform improvements to current NHS veterans' mental health services and shape future services that will be in place from April 2017.

### 3.4 *NHS Operational Planning and Contracting 2017 – 2019*

NHS England and NHS Improvement have published this year's operational and contracting planning guidance three months earlier than normal to help local organisations plan more strategically.

For the first time, the planning guidance covers two financial years, to provide greater stability and support transformation. This is underpinned by a two-year tariff and two-year NHS Standard Contract.

It provides local NHS organisations with an update on the national priorities for 2017/18 and 2018/19, as well as updating on longer term financial challenges for local systems.

In respect of funding increases, the NHS received £3.8bn more in 2016/17, a rise of 1.7%.

For 2017-18, 2018-19 and 2019-20, it is due to receive increases of 0.6%, 0.2% and 0.1% respectively.

### *Key Facts*

- The planning process has been built around Sustainable Transformation Plans so that the commitments and changes coming out of these plans translate fully into operational plans and contracts
- The timetable has been brought forward to enable earlier agreement locally about contracts
- Adjustments have been made to national levers such as tariff and CQUIN to support local systems in implementing service transformation
- In line with NHS England's expectation of greater collaboration between organisations locally, there will be a single NHS England and NHS Improvement oversight process providing a unified interface with local organisations to ensure effective alignment of CCG and provider plans.

The Trust's draft operational plan needs to be submitted to NHS Improvement by 24<sup>th</sup> November 2016 with the final plan being submitted by 23<sup>rd</sup> December 2016.

## 4. Local Developments

### 4.1 *CQC Inspection*

The Trust has received notification from the CQC advising us that our next routine inspection is scheduled to commence during week commencing 23rd January 2017. This will be a full inspection and the Trust has begun to receive data requests from the CQC inspection team as part of its preparatory work. The Trust has established a project team to manage the process. To support our internal improvements since the Trust's previous CQC inspection and to build upon our existing good practices, as I've previously reported, the Trust has established a project called 'Moving to Good and Beyond'. This initiative continues to progress well and achieving the project's objectives will help to ensure that the Trust is in a positive position when the CQC undertakes its follow up inspection of our services.

#### 4.2 *The Squirrels Ofsted rating*

I would like to congratulate our short break services at the Squirrels, Rushden for their "good" rating following their Ofsted inspection. Inspectors said: "in the last 18 months the feel is improved, much more of a home and changes and developments apparent. Good relationships with children; parent feedback very positive; home is working hard to meet needs of children, team focus has changed." This is clearly a positive outcome on which I'm sure the service will build further.

#### 4.3 *Forest Centre Acute Inpatient Mental Health Services (AIMS) accreditation*

I am also pleased to share that the Forest Centre, St Mary's Hospital has been awarded an Acute Inpatient Mental Health Services (AIMS) accreditation for its dedication to providing high quality patient care. The accreditation recognises the achievements of all staff at the Forest Centre as well as reassuring patients and service users of the high standards of the organisation.

The Forest Centre is now the third unit/ward in the Trust which has recently received the accreditation, following Brookview and Riverside wards at Berrywood Hospital receiving AIMS in February 2015. This is a great achievement, and we are looking to support and encourage other mental health inpatient wards to aim for accreditation status.

#### 4.4 *Sustainability and Transformation Plan (STP)*

The Northamptonshire STP has now been submitted to NHS England with the support of all key partners in the local system. Formal feedback on this plan is expected early in the new calendar year. Work is progressing on the STP implementation including a focus on urgent care and initiatives to manage patients appropriately in community settings. Governors will be kept informed of progress with respect to the STP further development and implementation.

#### 4.5 *NHS Providers CEO visit*

Chris Hopson, Chief Executive of NHS Providers the national body representing acute, community and mental health trusts across the country, visited NHFT on Tuesday 27

September. Whilst here, Chris had a tour of the Forest Centre, with Gordon King, Deputy Director of Mental Health and Specialty Services, and Kerry Flatman, Ward Matron of the Forest Centre, and spoke with members of the senior leadership team about some of the Trust's achievements and recent work.

A member of the Twitter community, Chris naturally tweeted his reflections on his visit. He praised Kerry and the team at the Forest Centre as well as NHFT more generally. You can read all of Chris' tweets on his Twitter feed. Chris was keen to hear about the Trust's recent work with 3Sixty primary care federation in developing new models of primary and community care, noting "@NHFTNHS Feels like one of the most advanced non vanguard systems to be really exploring new care models".

As an early adopter of iWantGreatCare, Trust leaders were proud to share with Chris how the Trust is using near real-time patient and carer feedback to improve services across the Trust. The Trust was pleased to welcome Chris and celebrate some of the great work underway across the Trust.

#### 4.6 *Winter planning*

System Partners including both Acute Trusts, Northamptonshire County Council (NCC) and the Clinical Commissioning Groups (CCGs) are working together to put in place schemes which will provide extra capacity over winter to reduce admissions, improve discharge processes and support the delivery of A&E targets. There was a system wide surge and escalation exercise in September 2016 to test plans against real life scenarios expected to emerge over winter and to identify further actions we may need to implement.

Providers are also working in partnership as part of the Urgent Care Provider Collaborative, looking at how we can work together to implement schemes for this winter to ensure our response is resilient and includes input from the voluntary sector and primary care as well as NHFT, NCC and both Acute Trusts.

#### 4.7 *Quality awards ceremony*

I am delighted to report that the Trust is hosting its second quality awards ceremony on Friday 11 November 2016 when we will find out our overall winners of our nine award categories.

Quality Awards are open three times a year for nominations from staff and patients. We received 127 nominations this year which is an increase of 23.3% from our first year. All our round winners receive a certificate and gold star pin by a surprise presentation of one of the executive team and these are captured by video. You can see all of our round winners from the year on our public website at:

[www.nhft.nhs.uk/qualityawards](http://www.nhft.nhs.uk/qualityawards)

You will also find on the website our shortlisted nominees for the three annual awards of: Special Recognition, Team of the Year and the Anne McWatt award for Innovation in Involvement.

All of our shortlisted annual nominees and round winners have been invited to the award ceremony when the 2016 winners will be announced. The evening event has been kindly fully sponsored by the Northamptonshire Charitable Fund and Trust suppliers: Hempsons, Pertemps Medical, DRC Locums and Raybell & Sons.

This is a fantastic way to recognise our staff who go above and beyond and thank them for all they do day in day out; and I look forward to celebrating with them.

## 5. Recommendation

5.1 The Council of Governors is asked to receive this report.

Angela Hillery  
Chief Executive  
3<sup>rd</sup> November 2016