

Council of Governors' Meeting: 3rd July 2014

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Chief Executive's Report

1. 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 achieved its planned Continuity of Services Risk Rating and a Green Governance Rating for the quarter ended 31st March 2014 and expects to maintain its planned position for 2014/15.
- 2.2 The Council of Governors' Finance, Planning & Performance Sub Group continues to review the Trust's performance, including key operational targets.

3. Strategic Plan update

- 3.1 The Trust's 5 year Strategic Plan is scheduled for submission to Monitor by 30th June 2014. The Plan outlines the Trust's long term strategy including a summary of the market analysis and context, strategic options and plans, and an overview of financial projections. Monitor recognises that the Plan is a confidential document and will necessarily contain commercially sensitive information. Therefore it will not publish the full versions of Foundation Trusts' Strategic Plans. Notwithstanding this, Monitor requires a summarised version of the Plan to be submitted alongside the full version, which can be published.

4. Healthier Northamptonshire

- 4.1 Over the last 10 months, all health and social care partner organisations in Northamptonshire have been working together to review how best to reshape services for the future, as part of the Healthier Northamptonshire Programme.
- 4.2 This work has been undertaken to respond positively to the challenges we face in relation to the quality of local services, the growing demand for services, and the finances to pay for services in the county. The programme's vision is to deliver better health, better care and better value for the people of Northamptonshire.

- 4.3 In February 2014, it was announced that Northamptonshire was one of 11 financially challenged health systems across the country that would receive targeted support funded by NHS England, Monitor and the NHS Trust Development Authority in order to develop strategic plans for the future that respond effectively to the challenges we face.
- 4.4 This support is now in place until the end of June 2014, when the Healthier Northamptonshire Programme initiatives will be reviewed, tested for deliverability and potentially added to or amended. During July and August further detail is being sought by the regulators who will ultimately need to sign off the county plan. This will mean that at the end of the process we will have an even stronger set of plans with which to engage our patients and the public.
- 4.5 I will advise Governors on the very latest position on Healthier Northamptonshire at the meeting.

5. Northamptonshire Improvement Board

- 5.1 Following the four 2013 Ofsted Inspections, Northamptonshire County Council established an Improvement Programme with specific responsibilities to act upon the recommendations within the Inspection reports. These recommendations address the systemic improvement needed internally within NCC and across partnership structures to safeguard our children. It is recognised that this means a 3 year programme of work to transform Children's Services in the county. There is a lot of real commitment to making the changes that are needed to help the county become outstanding in children's services and in safeguarding, right across all partners on the safeguarding board.
- 5.2 Three priority areas have been identified for focus, each are of equal importance and all of these require actions across the partnership structures. The priority areas are:
- Priority Area 1: Ensuring that Early Help and Early Intervention Pathways are in place and focused on targeted support reducing escalation into children's social care.
 - Priority Area 2: Enabling robust investigation, assessment and planning which provides the best possible outcomes for children and their families.
 - Priority Area 3: Embedding support for children and families subject to a Child Protection plan, Looked After by the Local Authority, Fostered or Adopted.
- 5.3 NHFT is a key partner in the work of the Improvement Board and, whilst recognising there remain significant challenges it has already been acknowledged by Ofsted and the Chair of the Board that some improvements have been made, but the focus needs to remain relentless.

6. Commissioning & Service Developments

6.1 *Referral Management Centre for Children and Young People*

6.1.1 As part of the ongoing transformation of children and young people's specialist health services, I am pleased to confirm that the Trust's Referral Management Centre (RMC) went live on 9th June 2014. The RMC provides a single point of access for professionals to make referrals into children and young people's specialist community health services.

6.1.2 The RMC facilitates all urgent and non-urgent referrals into the Trust to ensure that children and young people are seen by the right health professional(s), with the right skills the first time. Utilising one referral form for all of the Trust's children and young people's specialist community health services, an initial clinical screening is undertaken to identify which specialism(s) best meet the needs of the child or young person.

6.2 *Tendering opportunities*

6.2.1 I am pleased to report that the Trust is actively engaged in the tendering process for mental health and learning disability services in Bedfordshire and can provide more detail on which aspects of the tender we are involved in at the meeting. The Trust is also responding to Northamptonshire County Council's tender for community wellbeing services in the county.

7. Trust Events

7.1 *Annual Nursing & Allied Health Professions Conference*

7.1.1 This year's nursing and AHP conference was held on Friday 9 May 2014 at Kettering Conference Centre. I was delighted to welcome over 200 people attended the event, which focussed on the 6C's; Care, Compassion, Competence, Communication, Commitment and Courage.

7.1.2 Julie Shepherd, Interim Director of Nursing & Quality, took the opportunity to launch the "pledge wall" which offers all members of staff a chance to make a pledge on what they want to do to make a difference. Thank you to everyone who made a pledge – we now have over 120 and they are still coming in.

7.1.3 I am pleased to confirm that the Anne McWatt Award was awarded to Priscilla Brown, Carer Governor, for going the extra mile, for her input and information on

carer needs and for the training she has created to help other carers within the organisation. Well done Priscilla!

- 7.1.4 Dr Alex O'Neill-Kerr also introduced iWantGreatCare, a feedback system which allows people to review, comment, or compare doctors, teams, nurses etc. Dr O'Neill-Kerr advised that the aim is to eventually have this for all services across the trust, as it also incorporates Family and Friends tests.

7.2 *Simply Improving Services*

- 7.2.1 I am pleased to report that the Trust held its 9th Simply Improving Services conference on Tuesday 17th June at Kettering Conference Centre. It was good to see a number of Governors and Members at the event which provided an opportunity to showcase many excellent examples of high quality, compassionate and innovative services we provide to patients on a daily basis.

8. Council of Governors' & Board of Directors' Joint Event

- 8.1 Following discussion at the Council of Governors' Chairs Sub Group, it has been proposed that the focus of the Council of Governors' & Board of Directors' Joint Event in August 2014 is partnership working. The session will provide an opportunity for Governors and Directors to jointly discuss the Trust's approach towards partnership working including the opportunities and challenges. In order to get different perspectives on partnership working in practice, some of the organisations with whom NHFT is currently working in partnership will be invited to contribute to the discussions. I am looking forward to what should be an interesting and productive event.

9. Queen's Birthday Honours

- 9.1 Last, but certainly not least, I am delighted that Di Patrick has received an MBE for services to healthcare in the Queen's birthday honours list. Di has undertaken outstanding work in fundraising for Cransley Hospice in Kettering for the past 13 years. I am sure Governors will wish me to extend their congratulations to her.

10. Recommendation

- 10.1 The Council of Governors is asked to receive this report.

Angela Hillery
Chief Executive
25th June 2014