

Team Brief

December 2008



Julian Hartley Chief Executive's Report

NW Academy

Congratulations to Deputy Chief Executive, Aidan Kehoe, and Director of HR and Organisational Development, Nick Grimshaw, who were successful in the North West Leadership Academy's first annual Placing Ladders Leadership Awards. Aidan was named overall winner of the 'Outstanding Executive Director' category for his effective leadership in engaging and involving clinicians and staff in the Trust's challenging financial turnaround programme, and for successfully managing the organisation's Foundation Trust application whilst maintaining and improving performance.

Nick was runner-up in the Leading Health and Wellbeing category for the fantastic work Nick and his team have done to embed 'The Blackpool Way' across the organisation which has led to clear improvements in the health and wellbeing of staff. Aidan and Nick were also successful in being awarded a bursary to further develop the 'Blackpool Way' programme. The bursary will enable us to develop a toolkit for use by all managers throughout the North West, giving practical guidance on developing "deep employee engagement". They were presented with their awards at an event at the Imperial War Museum in Manchester earlier this month.

NHS Operational Framework 2009/10

The Department of Health has published the NHS Operating Framework 2009/10 which sets out the priorities and specific policy, business and financial arrangements expected of the NHS for the year ahead.

The document includes:

- The health and service priorities for 2009/10
- A system designed to deliver quality
- The financial regime
- The business processes

The five key priority areas in the framework document are:

- Healthcare Associated Infections
- Access to Care and the 18-Week Target
- Reducing Health Inequalities
- Improving Patient Experience
- Readiness for a State of Emergency such as Pandemic Influenza

Further information is available on the Department of Health website and the NHS Confederation has produced a briefing which can be downloaded from the NHS Confederation website.

Director of Facilities appointment

I am writing to advise you that Robert Bell has been appointed as the Trust's new Director of Estates and Facilities. Robert is currently a Technical Director of OCADO and has an impressive track record at senior level in a range of commercial organisations. Robert started his career in the NHS and is a qualified mechanical engineer by training. I have no doubt he will bring a fresh and dynamic perspective to bear on our estates, facilities and indeed the whole capital development of our organisation.

Robert will start with us in the New Year, subject to the usual pre-employment checks, at a date yet to be agreed.

Christmas message

So much has been achieved over the past year I would like to take this opportunity to thank everyone for their hard work and commitment to patient care. In the last 12 months we have maintained and improved upon our 18 week target, won a number of awards, done a huge amount of work to successfully combat hospital infections and made a start on some exciting developments which will continue into next year, such as the Women and Children's Unit. This is a really exciting time for us as we continue to thrive as a Foundation Trust and we have much to look forward to.

Finally, I would like to wish you all a very Merry Christmas and Healthy New Year and I look forward to working with you all in 2009.



Aidan Kehoe Deputy Chief Executive's Report

Lytham Primary Care Centre

Following a public consultation in 2007, Lytham Hospital was closed whilst the site was re-developed to provide a new Primary Care Centre. Building work is now reaching a conclusion and the opening of the new unit is planned for April 2009. The new building provides accommodation for two GP practices, a diagnostic wing, a café and pharmacy. Provision also includes outpatient facilities, X-Ray suite, physiotherapy suite, OT suite, Clinical Skills Lab, numerous consulting rooms and a health port for mobile services such as Magnetic Resonance Imaging.

The building uses state of the art technology and has many environmentally friendly features including solar panels, rainwater harvesting etc. The unique design also includes features to preserve the heritage of the old Lytham Hospital and this has been done in conjunction with local patient groups.

Discussions are taking place with commissioners and patient representatives regarding relocating services back to the Lytham area and further details will be provided in future team briefs.

Equitable Access bid

On Monday the Trust and Bloomfield Medical practice presented their joint bid under the equitable access programme for 2 schemes:-

- A support service for Nursing Homes
- GP practice also covering the out of hours element of the urgent care centre due to open in Summer 2009.

The Trust hopes to find out the outcome of the bid by the end of December 2008.

A&E attendances

We have seen an 11% increase in the number of attendances to A&E over the past couple of weeks, compared with the same period last year. This has placed a considerable amount of pressure on the hospital and we are working hard with PCT colleagues to do all we can to manage patient demand. I would like to thank everyone for all their hard work and effort over this very busy period.

ADOP arrangements

I would like to advise you that Neil Upson has been successful in obtaining a Divisional Director position at East Lancashire NHS Trust and will be taking up his new position in early February 2009. It has also been agreed that Philip Graham, currently acting as ADOP for Clinical Support Services, will take on the project lead role for the new EPR development with effect from January 1st 2009. With these changes in mind, we have had to review the ADOP positions.

We have already appointed Mark Chapman as ADOP for Cardiac, with a commencement date of January 19th 2009. Following discussions with Divisional and Executive colleagues it has been agreed that Marie Bowler will take up the permanent appointment of ADOP for Medicine with immediate effect. The post of ADOP for Clinical Support Services will, therefore, be advertised nationally early in the New Year.

In the interim period whilst we are recruiting to the vacant ADOP position it has been agreed that Marie Bowler will act as ADOP for both Medicine and Clinical Support Services, with Chris Danson taking on additional duties to support Marie.

Julia Langwade

Acting Director of Nursing and Quality's Report

New Governance Structure

I am pleased to announce that we have appointed to the 3 new posts in Clinical Governance:

Head of Patient Safety – Carolle Anderson
 Head of Clinical Quality – Angela McKeane
 Head of Patient Experience – Cheryl Swan

These new roles will enable the Trust to move forward with the important quality agenda.

Infection Update

Between April and November 2008 we have had 8 MRSA Bacteraemia. With regard to the recent MRSA Bacteraemia, which was pre 48 hours, Blackpool PCT will be conducting a full review of the case.

Clostridium Difficile figures remain below the agreed Whole Health Economy trajectory, however it is essential to highlight to all staff that particular areas of focus are required, ie the management of antibiotics and high standards of hygiene and cleanliness. A number of initiatives to reduce levels of Clostridium Difficile are being investigated. Visits have been organised to neighbouring Trusts to see the feasibility and impact of some of these initiatives.



Barry McEwan Acting Director of Facilities' Report

PFI Contract

The Hotel Services Department is delighted to announce that, as from Monday January 12th 2009, it will take responsibility for providing catering, domestic, portering and waste management at Rossall Rehabilitation Unit, Wesham Rehabilitation Unit and Bispham Nurse Led Therapy Unit.

The Hotel Services Management team was successful in securing the Tender for these services and is currently working on the mobilisation plan to ensure that all the staff and services have a smooth transition.

Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust would like to take this opportunity to warmly welcome all the current Sodexo staff and look forward to working with them from the 12th which is the contract start date.

Nigel Smith – Celebrity Chef

Following the recent success of Nigel Smith's lunch to patients and staff, Nigel has agreed to work with us over the coming months to enhance the catering service. The intention is to introduce some new dishes for both patient and staff menus, and to improve the range of salad dishes available on the salad bar. Nigel will work closely with the chefs at Victoria Hospital and we are looking forward to sampling the new dishes.



Nick Grimshaw Director of Human Resources' Report

Investors in People

I am delighted to be able to advise colleagues that the trust was successfully re-accredited for a further 12 months as an Investor in People organisation following an assessment held during the week of November 24th.

The lead assessor was highly complimentary about the progress made by the trust in the last twelve months. He noted improvements against all four key strands of the Blackpool Way and was especially complimentary about the improvements made to the appraisal process, the delivery of training linked to identified priorities, such as infection prevention

and the work undertaken with staff in bands 1-4 around "skills for life" and the joint investment framework.

Areas for improvement included the need to better induct those staff taking on management roles within the trust and communications at grass roots level. These areas will receive attention once we receive the full written report from our IIP Assessors. Thank you to all colleagues who took part in the assessment.

Staff Survey 2008

The annual staff survey closed on December 11th 2008. A big thank you to all colleagues who took the time to respond. We have been advised by the 'Picker Institute', the organisation who conducted our survey for us, that we have a response rate in excess of 61% which is one of the highest for an Acute Hospital Trust in the country.

Our survey results will be available in February and will be shared with all staff. We will also at that stage issue the £25 gift vouchers to the fifty members of staff, randomly selected by 'Picker' from amongst the total respondents to the survey.

New HPEC Café Rendezvous

The Trust's newest café - *Rendezvous* – on the BVH site, in the HPEC building, will be formally opened on Friday, December 19th at 12 noon by the Chairman, Beverly Lester and the Celebrity Chef, Nigel Smith.

The former dining room has been extensively upgraded to provide a first-rate relaxing environment for staff to have snacks, lunches or informal meetings.

Rendezvous will be open to staff and visitors from Monday to Friday each week, between 9.30 am and 3.00 pm and opens for business on 5th January 2009.

Oracle Learning Management (OLM)

The HR and OD directorate is starting a project to implement OLM. This will provide an electronic solution to ensure that the Trust is able to manage, record and report accurately on all staff training. OLM will also deliver improved processes for booking onto courses and provide up-to-date records of staff appraisals. Joanne Burnell and Amanda Eagle will shortly be contacting all departments to seek your help in delivering this important project.



Dr Paul Kelsey Medical Director's Report

Mortality

The Trust's Quality Strategy has identified Hospital Standardised Mortality Rates as a key indicator. I am pleased to report that the HSMR as reported by CHKS who analyse and report our data shows that between April and October 2008 our HSMR was 78.

This corresponds to a figure of over 100 for last year. Some of this work is due to excellent work by our Clinical Coding department but in addition there does seem to be a significant fall in our unadjusted mortality rate which we hope to use as a measure of genuine improvement in healthcare performance.

Leading Improvement in Patient Safety (LIPS) III Programme

The Trust's participation in the LIPS III Programme is proceeding and we are expecting to roll out the use of the global trigger tool to monitor events which cause patient harm in January 2009. Angela McKeane who has been appointed as Head of Clinical Quality and Carolle Anderson who has been appointed as Head of Patient Safety will be playing a lead role in this programme along with Dr Raj Nichani who is the clinical lead for the project. A wide range of clinical and operational managers will be joining with the Trust's Board on January 28th 2009 for a set piece event to launch this programme. We aim to put patient safety right at the heart of our clinical work.



Tim Welch

Director of Finance's Report

Financial Update

The Trust performed strongly in November and is now £2.3m ahead of its forecast financial plan for the year to date. The Trust is on track to deliver its planned £4.4m surplus for the year.

Achieving this surplus is essential if resources are to be available to service our development plans.

January Team Brief

The next Team Brief will be published on Wednesday January 28th 2008.

Team Brief

Feedback Form ... December 2008

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This feedback form aims to give staff the opportunity to ask any questions about the issues mentioned in this month's Team Brief. All questions raised from this feedback form will be answered in the next edition.

The form can also be used if staff have any items which they would like including in next month's edition.

Name:

Ward/Department:

Hospital site:

Question:

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Please return completed forms to:
Communications Department
Trust Headquarters
Blackpool Victoria Hospital