

TO: 2gether NHS Foundation Trust Board

FROM: Shaun Clee, Chief Executive

DATE: 30th March 2009

SUBJECT: Chief Executives Report

1. PURPOSE

To bring to the attention of the Board significant items of business in progress.

Items of business requiring decision or reporting performance against service agreements are the subject of specific papers on the Board's agenda. The Chief Executive's Report provides the opportunity for significant issues to be brought to the attention of the Board outside this framework.

2. SUMMARY OF KEY POINTS

- Mark Britnell announces reform to complaints handling processes
- NHS Leadership Awards announced
- The Commission on the Future of Nursing and Midwifery will consider how nurses can further improve safety, champion high-quality patient care and give nurses and midwives more freedom to manage, commission and run their own services.
- Lord Laming published report on progress on safeguarding and child protection
- Monitor, the Care Quality Commission, the Department of Health and NHS East of England published a joint consultation on the introduction of a Quality Report into the 2008/09 Annual Reports and Accounts

3. RECOMMENDATIONS

- The Board is asked to note the contents of this report

4. WHICH TRUST KEY STRATEGIC OBJECTIVES DOES THIS PAPER PROGRESS OR CHALLENGE?

Supporting clinical care	P	Skilled workforce	P
Getting the basics right	P	Using better information	
Social inclusion	P	Financial efficiency	
Seeking involvement	P	Legislation	

5. WHICH TRUST VALUES DOES THIS PAPER PROGRESS OR CHALLENGE?

Seeing from a service user perspective			
Excelling and improving	P	Inclusive open and honest	P
Responsive		Can do	
Valuing and respectful	P	Efficient	

6. REVIEWED BY:

Relevant Directors	Date
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Forums / Community groups who's views have been sort	
None	Date

7. CONTEXT

7.1 National Context

7.1.1 Making experiences count - Reforms to the complaints-handling process

The complaints system has been reformed to create a consistent approach to complaints handling across health and adult social care. A letter from Mark Britnell and David Behan provides details of the new arrangements for improving the handling of complaints. The regulations introducing the complaint reforms will come into effect from 1 April 2009.

The new arrangements have three main components: a locally developed response system that focuses on the needs of the complainant, a single-tiered local resolution stage and a new single system for independent review by the Parliamentary and Health Service Ombudsman for healthcare.

The Chief Executive has asked the Director of Corporate Services to ensure that our own comprehensive review of complaints procedures are cognisant of the letter from Mark Britnell.

7.1.2 NHS Leadership Awards - Nominations invited

The NHS Leadership Awards will help deliver the leadership commitments in High Quality Care for All by recognising and fostering outstanding leaders from every level of the service and all backgrounds.

Nominations are peer-to-peer and are open to everyone working for, or on behalf of, the NHS in England. There are seven categories including NHS Leader of the Year and NHS Quality Champion of the Year. Short-listed nominations will be showcased to share best practice over the summer. Nominations are open until 15 May and the awards ceremony will be held in London in Autumn 2009.

7.1.3 Future of nursing and midwifery Commission of experts

A new commission of experts which will advise the Government on the future role of nurses and midwives has been announced by Gordon Brown and Alan Johnson.

The Commission on the Future of Nursing and Midwifery will consider how nurses can further improve safety, champion high-quality patient care and give nurses and midwives more freedom to manage, commission and run their own services.

Alan Johnson says: 'Nurses now have more powers to make real, tangible improvements on wards, in GP centres and in the community. They have taken on far greater responsibility in clinical care, developing their skills as leaders and managers.'

7.1.4 Academic Health Science Centres named NHS patients to benefit

The successful Academic Health Science Centres (AHSCs) have been announced, following peer review by an international panel of experts. The centres, partnerships between world-class Universities and leading NHS organisations, have been recognised as having the potential to compete globally with established centres such as those in the United States, Canada, Singapore, Sweden and the Netherlands.

The award of AHSC status will enable the centres to speed up the process of applying research breakthroughs to NHS patient care - improving treatments and promoting them in the NHS and across the world.

7.1.5 Commissioning pathfinders sought

As part of a wider programme of work around services for children and young people with speech, language and communication needs, applications are sought for commissioning pathfinders to test ways of improving how these services are commissioned and the outcomes for the children and young people using them.

7.1.6 The protection of children - a progress report

Lord Laming's report of progress in safeguarding and child protection was published today. It was commissioned by the Department for Children, Schools and Families (DCSF) in November 2008. Lord Laming was asked to evaluate progress, to identify barriers that may prevent good practice and to make recommendations for improvement.

7.1.7 Quality Reports for 2008/09

On 26 February, Monitor, the Care Quality Commission, the Department of Health and NHS East of England published a joint consultation on the introduction of a Quality Report into the 2008/09 Annual Reports and Accounts. For NHS foundation trusts the proposals include the requirement to produce a Quality Report through a change to the *NHS Foundation Trust Financial Reporting Manual* (FT FReM 2008/09). The proposal would see all NHS foundation trusts, and NHS providers in East of England, produce a quality report covering:

- a statement on the quality of care offered by the organisation;
- a description of each organisation's priorities for quality improvement, actions planned and the rationale for the prioritisation;
- a response to quality issues raised by regulators or public representatives in the year; and
- a quantitative description of the quality of care - including indicators selected by the trust covering patient safety, clinical effectiveness and patient experience (as well as national healthcare priorities and compliance with core standards as declared to the Healthcare Commission).

The aim is to increase regular reporting, and thereby accountability to the public, for the quality of services and to engage boards in their role to lead the quality agenda. These requirements will allow early progress to be made ahead of the introduction of the reporting of Statutory Quality Accounts for 2009/10. The lessons learnt from producing Quality Reports this year will help inform the Department of Health in drawing up the detailed regulations for Quality Accounts.

The consultation closes at 5pm on Thursday 26 March 2009.

7.2 Local Context

7.2.1 Leadership Development

The Service and Clinical Directors have almost completed their development agendas, which have been part of the organisation's focus on strengthening leadership to support and enable the organisation's continuous quality improvement and growth.

7.2.2 CAMS Service Director Interviews scheduled

Interviews are taking place during the first week of April to fill the current vacancy for the CAMHS Service Director post. The selection process will include a young person's discussion group as part of the interview procedure.

7.2.3 National Director of Autism Society Visits Trust

Learning Disability Services invited Richard Mills, Director of Research for the National Autistic Society, to visit Hollybrook on 4th March to suggest ways the Trust can improve its service for patients with Autistic Spectrum Disorders. He commented on some very positive work the Trust is already undertaking.

7.2.4 2gether NHS FT contributes to South West review of Dementia Care

Dr Martin Ansell, Clinical Director for Older People's Services, and Tim Coupland, Head Nurse for Older People, have been selected by the Strategic Health Authority to be part of the Regional Review Team on dementia care.

7.2.5 2gether NHS FT wins prison inreach award

Kath Hodges and her Team from the Prison Inreach Mental Health Service have won a partnership award in the first annual Gloucester Local Justice Awards, held at Hatherley Manor on 18th March. The Team stands out for its innovation, partnership working, and support to people with mental health issues. Congratulations to the Team for this well deserved recognition.

7.2.6 2gether NHS FT exceeds National targets

The Trust is exceeding the national targets on Crisis Home Treatment and Early Intervention. The Chief Executive, on behalf of the Board, would like to thank them and

the rest of our hard working Trust employees for a year of continued commitment and improvement.

7.2.7 Improving Access To Psychological Therapies

After a great deal of hard work Phase 1 of this development goes live on April 1st as part of a phased approach to a full rollout of the service between now and October 2009. Marketing and referral information will follow shortly.

7.2.8 New Trust wide CPA audits system introduced

With the introduction of the new Care Programme Approach (CPA), which came into effect on 1st October 2008, a new CPA audit system has been introduced to monitor progress and compliance against key standards and swiftly identify areas for improvement. The new system provides timely Trust, SSU and team level information via the Trust Intranet. The first audit phase has now been completed and it is encouraging to see that more than half of the teams scored over 90%. The overall Trust score was 83% which is significantly higher than would have been expected following the introduction of a new system.

7.2.9 Trust marks closure of St Mary's

Within 2007 the St Mary's unit based in Hucclecote and part of the Learning Disabilities SSU was assessed by the Valuing People Team as meeting the criteria of a Campus. In line with Government policy it was decided that the service users should no longer be homed within an NHS facility and required a social care setting. Joint working between the 2^{gether} NHS Foundation Trust, Valuing People Team and the local Primary Care Trust has taken place over the last year. This has resulted in the service being closed on 31st March 2009.

This closure is a year ahead of the Government's target of all campuses being closed by March 2010. Great efforts have been made to make sure that this process is person centred and is led by the needs of the service users. Packages of care have been developed in line with best practice and it is hoped that this transition will be of success and further allow for more social inclusion. The new provision consists of three bungalows which are close to locality of choice that each client requested.

On behalf of the Trust Board the Chief Executive would thank all the staff who have worked both within the St Mary's and facilitated the move from St Mary's and wish all of the services users the very best in their new homes

8. Recommendations

8.1 Members of the Board are asked to receive the report and note its content.