

Team Brief: July 2012

Subject	Content	Action	Feedback communications@shropcom.nhs.uk
Service Delivery/ Operations Directorate			
Service Delivery/ Operations News	<p style="text-align: center;">Update on Directorate Restructure</p> <p style="text-align: center;">Renamed <u>Operations Directorate</u></p> <ul style="list-style-type: none"> • As you will probably be aware the Service Delivery Directorate (which has now been renamed Operations Directorate) has recently gone through a period of staff consultation in relation to a proposed new structure for the directorate. • Following this consultation period, interviews for positions in the new structure have begun, and whilst these continue until all of the new positions have been filled, we are able to update you on four of the initial appointments • Jo Banks has been appointed as Deputy Director of Operations. Jo will report to Ted Wilson who is now the Director of Operations • Reporting directly to Jo Banks are the three Divisional Managers: <ul style="list-style-type: none"> ○ Sara Vale – Divisional Manager Children & Families Services ○ Karen Taylor – Divisional Manager Community Services ○ Andy Matthews – Divisional Manager Community Hospitals and Outpatient Services <p>More details of the final directorate Operations Directorate structure will be included in upcoming editions of Inform, once all appointments have been made and confirmed.</p>	<p>For more information or an update please contact either:</p> <p>Ted Wilson, Director of Operations on 01743 277500 or</p> <p>Jo Banks, Deputy Director of Operations on 01743 277678</p>	
Service Delivery News	<p style="text-align: center;">New website update for the Service Delivery Directorate</p> <ul style="list-style-type: none"> • Thanks to all staff in the Service Delivery/ Operations Directorate who have helped to provide content and upload content for the new Trust website • This hard work is on-going, and <u>content editors and owners are reminded that all content areas must be completed immediately</u> so that content can be uploaded onto the new site ready for the launch of the new site 	<p>Identified content owners or editors can receive support from:</p> <p>Richard Sproston (technical and</p>	

	<ul style="list-style-type: none"> The communications team is able to provide dedicated website support on 24/ 25 July to content owners and editors who need help in writing and uploading content After this time, Service Delivery/ Operations staff will then be handed on-going responsibility for their relevant pages 	<p>development support) on 01743 871972</p> <p>Mathew James/ Alison Grange (content writing/ development) on 01743 277662</p> <p>Kitty Rowley, content editor training on 01743 276670.</p>	
<p>Update on Ludlow Health Facility</p>	<p style="text-align: center;">Special SSKIN Pathway</p> <ul style="list-style-type: none"> As all staff will be aware the Trust is committed to eliminating all avoidable grade 2, 3 and 4 pressure ulcers, by December 2012 Pressure ulcers cause pain and distress, and can mean longer stays in hospital and treating them costs the NHS more than £3.8 million every day All staff are urged to look at the special two minute animation, which might surprise you and provide practical help for you and your colleagues in eliminating pressure ulcers. Go to www.stopthepressure.com To make it easier for you to prevent and treat pressure ulcers please use the new Pressure Ulcer Path at www.stopthepressure.com/path, this is based on the SSKIN model <div data-bbox="806 1161 1165 1377" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">Remember SSKIN</p> <p>Surface Skin inspection KeeP moving (repositioning) Incontinence and moisture Nutrition and hydration</p> </div>	<p>More information about the work the Trust is doing to eliminate grade 2, 3 and 4 pressure sores will be communicated through special update emails and through <i>Inform</i>.</p> <p>For more information contact</p> <p>Maggie Bayley, Director of Nursing, AHPs, Quality and Workforce Maggie.bayley@shropco.nhs.uk</p> <p>Or</p>	

		<p>Martine Tune Deputy Director of Nursing and Quality Martine.tune@shropcom.nhs.uk</p>	
Developments in the Trust			
Trust Achieves Accreditation	<p style="text-align: center;">Trust Achieves an Excellent 49 out of 50</p> <ul style="list-style-type: none"> • Shropshire Community Health NHS Trust is a member of the NHS Litigation Authority pooling schemes • These schemes provide cover for clinical, employer and public liability and costs associated with property. It is the NHS equivalent of insurance • As a requirement the Trust has to be assessed against 50 risk management standards, including specific clinical risks • There are three levels relating to the introduction of policies, putting them into practice and performing against them • The Trust was assessed on the 10th July and achieved passes on 49 of the 50 standards at level 1 – all of the assessed policies are now on the Trust website • This is very good result, achievement is a requirement for Foundation Trust and provides valuable evidence for compliance against the CQC standards • Well done to everyone involved, including all clinical staff who developed the policies 		<p>Contact Peter Foord, Risk Manager on 01743 277662 for more information.</p>
Update on work towards Foundation Trust Status	<p style="text-align: center;">Update on Work Towards Foundation Trust Status</p> <ul style="list-style-type: none"> • The Trust is still working hard on its bid to become an NHS Foundation Trust • We are also making plans for a public and staff consultation about our proposed FT status. It is anticipated that the public consultation period will begin in August and run through to October – although this has to be confirmed by the SHA in the coming weeks • Specific staff events will be held during the consultation period to get your feedback on our initial plans 		<p>Watch out for more update on the progress towards FT status, particularly, staff are encouraged to look out for how they can take part in the up-coming consultation</p>

	<ul style="list-style-type: none"> Part of the process in becoming an NHS Foundation Trust includes assessments by external agencies. Some of these external assessments will be taking place in the coming months, so please be aware that you may be asked to help provided information or support to this process. 	<p>process...more details of which will be in future <i>Informs</i> and team briefs.</p>	
<p>Staff Zone on the New Trust Website</p>	<p style="text-align: center;">Staff Zone for the New Trust Website</p> <ul style="list-style-type: none"> The Trust is looking to develop the new public website, part of this will be a revised and revamped Staff Zone – dedicated to Trust staff The website project team has previously run sessions with staff from different types of staff groups from around the Trust in order to refine what people want to see want to access on the Staff Zone. This work is on-going As part of the revised Staff Zone, a more comprehensive Policies page is under development, which will allow for easier searching of all Trust policies A longer term aim is to develop a Trust-wide intranet site, which is based on Microsoft Sharepoint, which some teams are already using in the Trust. Plans for this are currently being explored with colleagues in Informatics. More details of this will be made available in the future. 	<p>If you are invited to take part in any of the Staff Zone development sessions, please do come along and take the opportunity to feedback your comments and views</p>	
<h2 style="background-color: #e0f7fa; padding: 5px;">News from the Trust Board</h2>			
<p>How We Are Doing – Quality and Safety measure</p>	<p style="text-align: center;">Quality and Safety Performance Headlines</p> <p>The Trust is reporting green on four key measures related to Patient Experience/Safety and Effectiveness during April/ May 2012. The measures are:</p> <ul style="list-style-type: none"> Complaints (with the trend of improvement) Falls relating in serious injury or death Single sex accommodation sleeping breaches Avoidable grade 3 pressure ulcers in service <p>The Trust is reporting red on three key measures related to Patient Experience/Safety and Effectiveness during April/ May 2012. These are:</p>	<p>Quality of services and patient safety remains the Trust's top priority. All staff are reminded that they should be following clinical guidelines and reporting incidents and near-misses as soon as possible on Datix.</p>	

	<ul style="list-style-type: none"> • Avoidable grade 2 pressure ulcers in service (the trend is one of getting worse) • Avoidable grade 4 pressure sores in service (the trend is one of improvement) • Fit and well to care, reduce sickness absence in nursing workforce to no more than 3% (the trend is one of improvement) 		
<p>How We Are Doing – financial performance</p>	<p style="text-align: center;">Financial Performance Headlines</p> <p>Cost Improvement Programme for the Trust</p> <ul style="list-style-type: none"> • All NHS Trusts have to make cost improvements every year, and we have to do that in-line with all other Trusts • Our Trust has a target this year to save £3.48m through its cost improvement programme (CIP) that includes both pay and non-pay costs. • So far this year the Trust has already made some financial savings through pay savings via the implementation of the MARS scheme and through some other cost control measures that have been implemented • The Trust has saved £79K towards the £3.48m, and is on target to meet this target at the end of the financial year • Next steps: Non – Pay savings - budget holders across the Trust are encouraged to meet with their financial accountants to identify their cost improvement plans on non-pay costs • Budget holders are also expected to make sure that virements are raised in relation to their non-pay cost improvement plans • Karen Taylor is the Operations Directorate lead for non-pay savings. <p>Surplus of Income Over Expenditure</p> <ul style="list-style-type: none"> • The Trust has to deliver a surplus at the end of each financial year – in order to meet is NHS statutory requirements and to show good financial management. • In May 2012 (month 2 of the new financial year) the Trust was on-track to achieving its agreed control total, with a current surplus of £91K. 	<p>Staff are reminded that we are all working towards reduced funding in the NHS and are encouraged to reduce costs wherever they can.</p> <p>Updates on CIPs now and in the future will be communicated through Team Brief.</p>	
<p>How We Are Doing –</p>	<p style="text-align: center;">Service Performance Headlines</p>	<p>Staff are encouraged specifically to make</p>	

<p>service and data performance</p>	<ul style="list-style-type: none"> • The Trust Board is given an update each month, on how well we are meeting our key targets in delivering patient services. • The Trust continues to report as green in meeting all but one of its waiting time targets for patients. Only two of the targets have negative trends (i.e. getting worse instead of improving), while the rest are either improving, with one remaining static. • Four of the five data quality measures are reported as red, with only the 'use of the NHS number' reporting as green. 	<p>sure that they are asking patients for and providing all of the relevant coding information.</p> <p>Failing to do this can lead to the Trust not getting vital income in which is needed to run services. It also means we lack information on how best we can develop services and reach certain target groups.</p>	
<h2>Other useful information / Policy Updates</h2>			
<p>Information from The Shrewsbury and Telford Hospital NHS Trust</p>	<p style="text-align: center;">Information Governance Update</p> <ul style="list-style-type: none"> • The Trust's IT staff are ensuring staff have easy access to the Information Governance (IG) handbook by adding a link to all desktops. • This link will take staff directly to the IG Handbook where staff can find the Trust's key points on IG, links to relevant policies and email addresses of colleagues who can help and advise them on specific IG matters 		

New or Updated Trust policies.	<p>New Policies During June 2012 The following policies have been approved and made available during June 2012.</p> <table border="1" data-bbox="394 423 1270 850"><thead><tr><th data-bbox="394 423 863 574">Record name</th><th data-bbox="863 423 1081 574">Policy NEW or REVIEWED</th><th data-bbox="1081 423 1270 574">On public facing website</th></tr></thead><tbody><tr><td data-bbox="394 574 863 651">Community Hospital Cleaning Policy</td><td data-bbox="863 574 1081 651">NEW</td><td data-bbox="1081 574 1270 651">No</td></tr><tr><td data-bbox="394 651 863 727">Issue of Postage Stamps to Remote Locations</td><td data-bbox="863 651 1081 727">REV</td><td data-bbox="1081 651 1270 727">No</td></tr><tr><td data-bbox="394 727 863 771">Petty Cash Administration</td><td data-bbox="863 727 1081 771">REV</td><td data-bbox="1081 727 1270 771">No</td></tr><tr><td data-bbox="394 771 863 850">Time Off Arrangements Policy</td><td data-bbox="863 771 1081 850">NEW</td><td data-bbox="1081 771 1270 850">No</td></tr></tbody></table>	Record name	Policy NEW or REVIEWED	On public facing website	Community Hospital Cleaning Policy	NEW	No	Issue of Postage Stamps to Remote Locations	REV	No	Petty Cash Administration	REV	No	Time Off Arrangements Policy	NEW	No	For staff information	
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