

## REPORT TO PUBLIC TRUST BOARD

Date of Meeting:	11th March 2021		
Title of Report:	CEO Board Report		
Presented by:	Peter Axon, Chief Executive Officer		
Author:	Peter Axon, Chief Executive Officer		
Executive Lead Name:	Peter Axon, Chief Executive Officer	Approved by Exec	<input type="checkbox"/>

Executive Summary:		Purpose of report	
This report updates the Board on activities undertaken since the last meeting and draws the Board's attention to any other issues of significance or interest.	Approval	<input type="checkbox"/>	
	Information	<input checked="" type="checkbox"/>	
	Discussion	<input type="checkbox"/>	
	Assurance	<input checked="" type="checkbox"/>	
Seen at:	SLT <input type="checkbox"/> Execs <input type="checkbox"/>	Document	
	Date:	Version No.	
Committee Approval / Review	<ul style="list-style-type: none"> <li>• Quality Committee <input type="checkbox"/></li> <li>• Finance &amp; Resource Committee <input type="checkbox"/></li> <li>• Audit Committee <input type="checkbox"/></li> <li>• People, Culture &amp; Development Committee <input type="checkbox"/></li> <li>• Charitable Funds Committee <input type="checkbox"/></li> </ul>		
Strategic Objectives (please indicate)	<ol style="list-style-type: none"> <li>1. We will attract, develop and retain the best people <input checked="" type="checkbox"/></li> <li>2. We will actively promote partnership and integrated models of working <input checked="" type="checkbox"/></li> <li>3. We will provide the highest quality, safe and effective services <input checked="" type="checkbox"/></li> <li>4. We will increase our efficiency and effectiveness through sustainable development <input checked="" type="checkbox"/></li> </ol>		
Risk / legal implications: Risk Register Reference	N/A		
Resource Implications:	N/A		
Funding Source:	N/A		
Diversity & Inclusion Implications: (Assessment of issues connected to the Equality Act 'protected characteristics' and other equality groups). See wider D&I Guidance	There is no direct impact on the protected characteristics as part of the completion of this report.		
Shadow ICS Alignment / Implications:	N/A		
Recommendations:	To receive for information		
Version	Name/group	Date issued	
1.0		3/3/2021	

### CEO Board Report

## Chief Executive's Report to the Trust Board 11<sup>th</sup> March 2021

### **PURPOSE OF THE REPORT**

This report updates the Board on activities undertaken since the last meeting and draws the Board's attention to any other issues of significance or interest.

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#### **1. REACH AWARDS 2021**

The REACH Staff Awards Ceremony 2021 takes place online today from 4pm, after many months of preparations, and it's another record-breaking year with the highest ever number of nominations (499), the highest ever number of nominees (358), the highest ever number of nominators (290), and the highest and widest ever number of shortlisters (39).

We're encouraging all staff and wider stakeholders to tune in live today on our website to watch the ceremony, which will run for around 90 minutes. The main delivery will be done by an end-to-end pre-recorded film streamed as a YouTube Live event, Facebook Live event and embedded on a dedicated page on our public website.

Our staff and the public can interact live via Tweets and Facebook comments. We will invite everyone to use the hashtag #CombinedREACH2021. The public website page will carry a live social media wall which will take live feeds from Twitter and Facebook. Tweets will also appear as normal on Twitter and threaded Facebook conversions will also appear on our Facebook Page.

Party Parks have been distributed to those members of staff who have requested them, for an extra 'feel good factor' for the event with REACH branded A5 flags, twisty whistles, party poppers and a REACH branded A5 wipe-clean board for messages which they can post as photos on social media.

There will also be one or two surprises at today's event!

We hope as many colleagues as possible can join us today, and the film will be available to view online and in our communications for those who would like to watch again or can't make the ceremony.

#### **2. ENGAGEMENT ON TRUST STRATEGY THROUGH 'ACTIVE LISTENING'**

We have recently held three in a series of four Executive Board Trust Strategy online roadshows for staff and the turnout to date has been fantastic, with a high level of engagement and some great discussions and ideas coming out of the sessions.

Kenny Laing and Dr Buki Adeyemo delivered the first roadshow on 'Quality', with Shajeda Ahmed leading the 'People' session. Chris Bird presented the 'Partnerships/Sustainability' roadshow and will lead the 'Digital' forthcoming session later this month.

This is one of the most extensive engagement exercises the Trust has ever undertaken. The process is being led at an Executive Level by Chris Bird and at an operational level by Joe McCrea, who are coordinating and managing our continued engagement.

Following on from the roadshows, we have asked staff who would like to actively influence and implement the delivery process of the strategy to join the specific pillar co-delivery group/s, and our Communications Team is leading the 'active listening' aspects of the Trust Strategy to ensure any questions and ideas raised from the roadshows are logged, tracked and processed with the relevant feedback given to colleagues.

The Communications Team are also embarking on one of our most ambitious projects of external stakeholder engagement, by proactively liaising with nearly 100 influencing contacts to ask them to engage with us on our Trust Strategy vision and delivery.

### **3. SYSTEM UPDATE**

Peter to update

### **4. TEAM SUCCESSES AND NEW DEVELOPMENTS**

The PICU team from our Acute and Urgent Care Directorate recently underwent a review by the Quality Network for Psychiatric Intensive Care Units, led by the Royal College of Psychiatrists. The full day included reviewing a service overview sharing achievements and challenges over the past year, meeting the frontline team, reviewing how the team meet patients on admission, meeting of patient family and friends, and a review of the service offer. All areas scored an excellent, so well done to all involved.

Led by the Royal College of Psychiatrists, Ward 2 recently received their first Quality Network Accreditation, having demonstrated excellent achievements against a set of standards to promote high quality care and patient experience. On top of that, the team received their first virtual CQC Assurance visit, leading to recognition of the positive practices and great work this team delivers. A phenomenal achievement, well done all.

The Community Hospital Alcohol Team (CHAT) is a new team within the Substance Misuse Service. The team is working in close partnership with HALT Team from UHNM and also alongside Stoke CDAS and other external agencies. This new service for Stoke-on-Trent is funded by the CCG. CHAT is managed by Tracey Stevenson, and the wider team consists of a mixture of both experienced nurses and HCSWs. Its aim is to support UHNM with continuing alcohol detoxifications, supporting Hepatology outpatient clinics, supporting frequent attenders that attend emergency portals at UHNM, supporting individuals that require surgery who have a need for a reduction in alcohol intake, and up to 12 weeks of psycho-social intervention.

### **5. MARKING SIGNIFICANT 'WEEKS' AND 'MONTH'**

The Trust has participated in a variety of high profile national and international awareness days and events throughout during the past month.

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LGBT+ History Month ran throughout February, and we had a fantastic Pride flag on display in Harplands Hospital as well as a great information board – well done to all involved in organising this.

National Apprenticeship Week was a celebratory week for us. With over 50 staff currently enrolled on apprenticeship programmes, 2020/21 has seen a fantastic uptake in new apprenticeship starts, and 35 people have already started on new apprenticeship programmes this year. What's more, our first Nursing Degree Apprenticeship cohort has started with us, in partnership with the University of Derby.

Congratulations to everyone who has successfully completed their apprenticeship in the last 12 months; these apprenticeship programmes have helped staff to develop in their roles, helped to fill skills gaps within the Trust, fulfilled regulatory requirements with statutory bodies such as Ofsted and developed completely new roles too which will have an impact on patient care and the way we deliver our services.

Other campaigns we have participated in include National Careers Week, Eating Disorders Awareness Week, No Discrimination Day and World Hearing Day.

## **6. #Take21in21 for our wellbeing**

It's a really tough time for us all at the moment and never has it been more important to support wellbeing, look after, inspire and support each other.

Led by Shajeda Ahmed and the OD team, Combined Healthcare has started a wellbeing campaign, currently on our social media Facebook and Twitter accounts at the moment, with a hashtag of #Take21in21. The campaign focuses on physical wellbeing, mental wellbeing and nutritional wellbeing.

It's about taking short bursts of activity – precious moments to recharge physical and emotional batteries and make a positive difference to our/your wellbeing. There is plenty of evidence that short bursts of activity can be beneficial.

We are showcasing examples of our people, focusing on their wellbeing in whatever form – from hobbies, to fitness, to mindfulness, to food for the soul, to walking the dog.

## **7. National Community Mental Health Survey**

As part of the NHS Patient Survey Programme, we are surveying service users to find out what they think of the care we provide. Service users will be asked about various aspects of their care, including the quality of treatment and therapies, how their care is planned and organised, and how their treatment changed during the coronavirus pandemic.

The survey needs to be run regularly using the same method and asking the same (or similar) questions so that we can see any changes in service users' experiences over time. This enables us to make improvements in a specific area if responses show a poor experience. It also helps us to evaluate the success of quality improvement initiatives implemented since the last survey. It is vital to gather feedback from service users and take their views and priorities into account to improve the quality of care.

The questionnaire will survey a sample of 1250 service users aged 18 or over, who used our eligible services between September and November 2020 (learning disability, inpatient and substance misuse services are excluded from the sample).

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An external contractor approved by the CQC, Quality Health, is administering the survey, meaning that responses will be anonymous to us.

We received the results of the 2020 survey in November last year, which helped to identify areas where there was most room for improvement, such as supporting service users with their physical health needs and involving families / carers where appropriate. A Trustwide action plan has been developed to address these findings, which is led by the Associate Directors.

The survey results are likely to be published nationally on the CQC website in November 2021. However, because Quality Health are administering the survey for us, they will provide us with preliminary results shortly after the close of the survey in June. This will enable us to identify any immediate actions which need to be implemented while we wait for the final report to be published.