Briefing on Oxford University Hospitals

8 April – Issue 29

This briefing is a regular update for our partner organisations and key stakeholders within the wider community that we serve. It contains the latest news from the Oxford University Hospitals NHS Trust (OUH).

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1 Foundation Trust progress
The body that regulates and approves Foundation Trusts, Monitor, has assessed the Trust’s quality governance, business plan, financial plan and performance on access and outcomes standards. Monitor has fed back to us over improvements they would like to see in our quality governance arrangements and these are being made, including a refreshed Quality Strategy. A ‘base case’ financial plan has been agreed and a Monitor assessment is to be completed after we have confirmed that we have met our waiting time performance plans for Quarter 3. We must also confirm the Trust is on track to meet Monitor’s required performance standards. The key areas of focus are:

- the emergency department - patients to be seen, treated and discharged within four hours
- cancer waits – patients to wait no longer than 62 days from referral to treatment
- the admitted and non-admitted targets for patients to start treatment within 18 weeks standards

Election of the Council of Governors
We are delighted to introduce our very first Council of Governors. Governors will attend induction and training over the next few months. The Trust will provide cover if needed for staff governors so that they can fulfil their duties. Further information on progress or how to become a Foundation Trust member can be found on our website at www.ouh.nhs.uk/ft

2 Changes to the front entrance of the John Radcliffe Hospital
Work started on 2 February on the construction of a new Welcome Centre at the John Radcliffe Hospital. The new entrance will provide a more attractive environment for patients, visitors and staff. The work is being paid for by retailers who will then occupy some of the new space: Costa Coffee, M&S and WH Smith. During the works there will be no vehicular access to the existing main entrance from 2 February until completion of the work in autumn 2015. However, pedestrians are still able to come into the hospital through the main entrance throughout the construction. More information can be found here: Welcome Centre

3 Performance and winter pressures
In common with acute trusts across the country we have been experiencing high numbers of emergency attendances and admittances to our hospitals over the last couple of months. Although we prepared for this, this has still had an impact on our overall performance against targets. Despite the very high levels of activity and delays in the system staff have been working extremely hard to ensure that the quality of patients’ clinical care remained high and that services were maintained with minimum disruption. The figures below relate to the Trust’s performance highlights up to month 10 as reported to the Trust Board in March 2015.

Operational performance
Delayed transfers of care
Delayed Transfers of Care remain a major cause of concern for the Trust as our local healthcare system remains one of the worst in the country for delays in patients who are considered ready to move onto the next stage of their care being unable to do so. In January our delayed transfers of care (as a percentage of occupied beds) was 11.91%. The system is aiming to achieve 3.5%. We continue to work hard with colleagues in social services and in Oxford Health to speed up discharges.

Access targets

Four Hour Standard
In common with many other acute Trusts across the country, the OUH did not achieve the four hour standard of over 95% of patients seen, treated, admitted or discharged within four hours in January when our figures were 83.45% of patients were seen within the national standard. We are working hard with our partners to improve the flow of patients through the system so that we are able to admit patients quicker into our hospitals by improving the speed of discharging patients into appropriate care elsewhere. The Trust has also made a number of improvements to help improve waiting times including opening 86 more permanent beds, enhanced seven day working across various clinical services and increased senior clinical decision makers throughout the week. We continue to work hard on improving flow in order to achieve this important standard.

Cancer Waits
Seven of the eight national cancer waiting time standards were achieved in December and Quarter 3 (October to December). However, the standard for cancer patients to start treatment within 62 days of referral was not achieved. The Trust does not want any patient to be waiting longer than necessary and has an action plan which includes quicker diagnosis to offer earlier treatment. It also looks at the timelines of referrals from other hospitals (part of the problem in meeting this standard is some late referrals from other hospitals) and also encouraging better communication to ensure patients are aware of the reason for an urgent referral and therefore the requirement to take up appointments offered.

Stroke patients
Unfortunately in January, only 73.44% of our stroke patients spent more than 90% of their time on the stroke unit. This figure means we did not meet the national standard of 80% of patients spending more than 90% of their time on the stroke unit.

Diagnostic Tests
Patients waiting for a diagnostic test should wait no more than six weeks from referral. January data revealed that we were again well within our target of no more than 1% of patients waiting longer than 6 weeks.

18 week wait standards
We have met the nationally set standards for non-admitted patients (outpatients) and for patients on an incomplete pathway (those who have yet to start treatment) to begin treatment within 18 weeks of referral. January’s figures for non-admitted patients were 95.03% (against a national
standard of 95%) and for those who are yet to start treatment we achieved 92.66% (against a national standard of 90%).

More information about performance is available in the bi-monthly Board meeting papers – use the link to view: Trust board integrated performance report March 2015

Infection control
There have been three avoidable cases of MRSA throughout the Trust this year meaning that we have failed our target (of no avoidable cases for the year). We have had 50 cases of Clostridium difficile meaning that it is likely that we will be within our target of 67 avoidable cases.

Finance
The Trust is grateful to all our staff who have worked hard to deliver the £33.4 million of savings in the first 10 months of the year. This is 90% of the year-to-date plan and largely because of this the Trust is hopeful of meeting its financial responsibilities at the end of the financial year 2014/15. However, the Trust spent £31.9m on pay bank and agency staff costs in the first 10 months. This compares to a figure of £26.2m for the first ten months of 2013/14 and therefore is 21.5% higher than a year ago. Staff are working hard to both recruit permanent new staff and retain the excellent staff we have. Agency spend remains an area of financial risk as we go into 2015/16. It is likely that the financial position in general will be very challenging in 2015/16. The impact of real terms decreases in income and increased costs will together introduce further financial pressure for the OUH. More information can be found in the latest Board report using the link below: Trust board report on financial performance March 2015

4 New switchboard for OUH
There is now one centralised switchboard at the John Radcliffe handling all internal and external calls across the Trust. Our switchboard staff now have the most up to date call handling software. Inevitably there have been some teething problems as we all get used to our new system. We have set up some special arrangements for GPs to make sure that they have priority access and ask you to bear with us as we bed the system in.

5 National NHS staff survey
The staff survey was undertaken over two months last year, from October to early December. The response rate for 2014 was 31% which was 14% down on the previous year. The Trust will focus on improving the areas in which we are doing worst, which is mainly around training and appraisals.

✓ Key positive results for the OUH where we compare most favourably with other trusts are that respondents feel motivated at work; they felt satisfied with the quality of work and patient care they are able to deliver; they feel they are able to contribute towards improvements at work and they experience job satisfaction. The numbers of staff experiencing physical violence from other staff in the last 12 months were also low compared to other trusts.
However, the Trust compared poorly to other trusts with staff reporting insufficient job-relevant training, learning or development in the last 12 months; fewer staff reporting errors, near misses or incidents within the last month (this is considered a negative as staff are encouraged to report incidents at all levels so that we can learn from them); staff believing the Trust provides equal opportunities for career progression or promotion; staff having received health and safety training or appraisals in the last 12 months. Further information on the staff survey can be seen by clicking on the link below: 2014 National NHS Staff Survey – TB2015.36

6 Innovative ‘one-stop shop’ for young patients with spina bifida
Young patients with spina bifida and other spinal problems are benefiting from a new multidisciplinary ‘one-stop shop at the Oxford Children’s Hospital which allows them to have all of their hospital appointments on a single day. Believed to be the only one of its kind in the UK, the monthly clinic at the Children’s Hospital gives patients access to a range of services on the same day. For more on this see: One-stop shop for young patients with spina bifida

7 Staff member honoured in military honours
We are delighted and proud to report that RAF Squadron Leader Charlotte Thompson-Edgar, who works in the Emergency Department at the John Radcliffe Hospital, has been awarded the Associate of the Royal Red Cross in the 2015 honours list in relation to her pioneering work in medical treatment and training in an operational theatre. You can read more about Charlotte here: RAF nurse honoured

8 OUH first in the world to use new international newborn baby standards
From 25 March the OUH became the first in the world to assess newborn babies using international standards which were developed by the University of Oxford with the aim of ensuring that every newborn baby across the world is evaluated in the same way. At present, there are more than 100 different charts in use around the world to assess a baby’s size at birth, i.e. to determine whether a baby is too large or small at birth, both of which are associated with health issues in later life. As so many charts are in use, doctors and midwives often reach different conclusions about a baby’s size at birth depending on where the baby was born and which chart was used. You can read more here: OUH first in world to use international newborn baby standards

9 Oxford Heart Centre gets grant to research new treatment
A new technique, which has the potential to improve outcomes for patients with heart failure, is being researched by a team in Oxford. The team, at the Oxford Heart Centre in the John Radcliffe Hospital, has been given a grant of nearly £94,000 by national charity Heart Research UK to look into new ways of re-synchronising the heart with a pacemaker technique that could be more effective than that currently used. Oxford team researches new treatment for heart failure
10 Churchill Hospital leads world in trial of TB vaccination
The first ever trials of an aerosol vaccination for tuberculosis in Oxford have shown promising results and volunteers are now being sought for further studies. University of Oxford researchers working at the Churchill Hospital found superior immune responses in the lungs from the trial of a vaccine given via an aerosol, which creates a mist that is inhaled through a nebuliser, a simple technology already in common use to treat asthma. To find out more read the story here: World first TB vaccination trials enter next stage

11 New appointments
Dr Clare Dollery joined the Trust on 1 March as Deputy Medical Director. Dr Dollery, a Consultant Cardiologist, will lead on audit and governance. The Trust has also appointed two new Clinical Directors. Dr Yaver Bashir has been appointed Clinical Director for Cardiology and Cardiac Surgery and Dr Richard Turner as the Clinical Director for Ambulatory Medicine.

12 Feedback on our services
Have you or a friend or relative recently stayed in hospital? Your feedback helps our staff to know what they did well or what could be improved. Please could you help us by completing a short survey? It takes less than two minutes and you can do this online at http://patientperspective.org/OUH

13 Dates for your diary
Concerts
Violin, trombone and bassoon concert by performers from the Oxford Music Festival
Thursday 9 April 1.00pm
At: Caffe nuovo, by Churchill Hospital main entrance, Surgery and Diagnostics
There will be a recital by talented young performers from the Oxford Music Festival in the Churchill Hospital atrium.
- Clara Graham - Bassoon
- Orchid Harvey - Violin
- James Graham - Trombone
The programme includes pieces by Prokofiev, Vivaldi and Mancini. Full programme details here

Open days
Stoma Care Patient Open Day
Saturday 25 April 2015 10.00am - 1.30pm
John Radcliffe Hospital, Level 3, Academic Centre
- View a range of products
- Meet the nursing team
- Meet patient groups
- Raffle and refreshments
For more details please call 01865 221839 or see Stoma Care Patient Open Day poster
Liver Research Open Forum  
Wednesday 29 April 2015 7.00pm - 8.00pm (Refreshments from 6.30pm)

Training Suite, Level 2, West Wing, John Radcliffe Hospital
Would you like to hear about the latest developments in liver research?
- Updates and information on current clinical trials
- Opportunities to ask questions about upcoming studies and how to get involved
- The chance to voice your ideas for future studies

Everyone is welcome, no need to book.
For further information please contact Toby Cade 01865 222024 or email: toby.cade@ouh.nhs.uk

Gynaecology Patient Feedback Forum  
Thursday 30 April 2015 12.30pm - 2.30pm

Venue TBC
Have you...
- attended the urgent Gynaecology Clinic?
- been seen on the Gynaecology Ward as an emergency?
- been seen with a problem in early pregnancy?

We want to hear your thoughts...
If you would like to take part, please email or call lesley.butler@ouh.nhs.uk / 01865 851188

Dementia Information Café at the John Radcliffe Hospital  
Once a month on the last Tuesday 2.00pm - 3.30pm

Onthree (restaurant), Level 3, John Radcliffe Hospital
Are you visiting a friend or relative with dementia in hospital, or caring for someone with the condition? Why not join us for tea, biscuits and an informal chat about the support available?
Help and advice will be on hand from the Alzheimer's Society, Carers Oxfordshire, Oxfordshire Age UK and Guideposts Oxfordshire. For more information about the Dementia Information Café please contact gaynor.parsons@ouh.nhs.uk

Charitable events
Abseil for your hospital charity  
Sunday 14 June or Sunday 20 September 2015
For more information please call Cynthia: 01865 743444, email charity@ouh.nhs.uk or go to www.ouh.nhs.uk/charity

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