Briefing on Oxford University Hospitals

7 August 2014 – Issue 25

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 Care Quality Commission action plan following inspection
The Trust was very pleased with the recent Care Quality Commission (CQC) inspection rating of ‘good’ overall for the Trust. Oxford University Hospitals NHS Trust was also rated good in each of the five domains on which it was measured:

- Safe
- Effective
- Caring
- Responsive to people’s needs
- Well-led

In their reports, the CQC observed and highlighted many examples of excellent and innovative practice. As with any detailed inspection, there were also areas in which we needed to improve. Of 115 ratings given to describe services (in each hospital and each of the five domains), only 11 were judged to require improvement whilst 104 were judged as good. There were six issues where the Trust was told to take action. The Trust had already acknowledged and identified most of the issues for improvement and actions are already underway.

We submitted an action plan to the CQC in June to explain how we intend to take account of their report to improve those areas where they feel we could do better. We are waiting to hear their views on our action plan. Once it is approved by the CQC we will publish our action plan.

2 Work experience programme – getting young people into the NHS
OUH has become the first health trust in the Thames Valley area to run the Prince’s Trust Get into the NHS programme, aimed at supporting disadvantaged young people into jobs and apprenticeships within the NHS. The scheme is designed for 16 to 25 year-olds and the four-week programme provides young people with a combination of training and work experience.

The course at the John Radcliffe Hospital was funded by Health Education Thames Valley and gave ten young people the opportunity to experience what it is like to work in the NHS, as well as educating them in first aid, customer service, employability skills and equality and diversity.

After successfully completing the course, which provided an insight into working in areas such as procurement, portering and voluntary services, we anticipate that 60 percent of the young people involved will become employed by the Oxford University Hospitals NHS Trust.

To find out more about the Get into the NHS programme, please telephone 0800 842 842, or visit: www.princes-trust.org.uk/need_help/courses/get_into.aspx

3 UK Cochrane Centre to continue at Oxford University Hospitals
The OUH has hosted the UK Cochrane Centre (UKCC), part of the internationally-renowned Cochrane Collaboration, since 2010. The Trust is delighted to have been awarded a £4m contract
to continue to provide the UK Cochrane Centre from April 2015 to March 2020. It won the new contract following a competitive tendering exercise.

The UK Cochrane Centre, based in Summertown, Oxford, was established in 1992 and is part of the Cochrane Collaboration, an independent, world-renowned and trusted source of healthcare evidence. Both the Collaboration and the Centre help to produce and disseminate systematic reviews to improve healthcare locally, nationally and worldwide. For more detail please see our website: www.ouh.nhs.uk/news/article.aspx?id=233

4 Our performance
Infection control
The Trust has been given a target of having no avoidable cases of MRSA this year and no more than 67 cases of C Difficile. The Trust had 14 cases of C Difficile to the end of June this year. The Trust has had one unavoidable case of MRSA in June but continues to have no avoidable MRSA cases.

Delayed transfers of care
Delayed transfers of care remain a major cause of concern for the Trust. At the end of May the number of delays was at 8.2% of occupied beds in our hospitals against a national threshold of 3.5%. The monthly average for May was 128 delays across the system for Oxfordshire residents.

Finance
The Trust’s financial position was £15,000 better than plan against its break even duty after the first two months of the year. However, the pay trends from 2013/14 have continued into the new financial year with the cost of bank and agency staff greater than that for the same two months of the previous year. This reflects the ongoing challenges that the Trust faces in recruitment and retention of staff. The Trust is mindful of the desirability both from a quality of care perspective, but also from a financial perspective, of recruiting and retaining permanent staff as opposed to employing agency and bank staff. We are working hard to improve in both these areas.

Operational performance
Access targets
June saw the highest number of ED attendances of any month in 2014. South Central Ambulance Service reported the highest number since December. The four hour waiting standard for 95% of patients to be treated or referred in the Emergency Departments was not achieved in May (91%) or June (92%). The Trust has agreed with the Trust Development Authority (TDA) to meet the standard by August 2014. Most of the breaches of the four hour standard related to multiple trauma calls post-midnight. The Trust has put in place a number of measures to improve its performance in this area, recruiting additional clinical support, improving our discharge process and looking at the way we identify, assess and care for patients in the Emergency Department. We have also particularly looked at how we care for patients with dementia with a view to improving their experience.
Towards the end of 2013/14, the Trust focused on making sure patients who had already waited more than 18 weeks for treatment received treatment. This has meant that we have considerably reduced our overall waiting list and, in particular, patients who have waited the longest. We have now met two of our standards in this area ahead of the schedule we agreed with the Trust Development Authority but there is still more work to do in order to improve the experience for all of our patients.

5 Safe staffing levels
As part of a new national system of reporting on staffing levels at a ward level, the OUH now reports figures that are published on a monthly basis on NHS Choices.

OUH has a robust system in place to assess staffing levels on all its wards twice daily. This system was recently praised by the CQC in its inspection of our hospitals. This enables the Trust to adjust staffing levels as needed to reflect patient numbers, and also how sick they are, and therefore whether they require additional nursing care.

The figures show nurse staffing numbers broken down into registered nurses and clinical support workers, who provide care under the supervision of registered nurses. The data supplied reflects a core planned level of staffing on each ward but does not reflect the daily changes in the number of patients on any ward which often changes on a day to day basis.

6 Publication of Quality Account
OUH has published its annual Quality Account, a summary of the Trust’s priorities for the quality of our services in the forthcoming year and how we fared against the priorities we set ourselves for the previous financial year. These priorities are set by our commissioners, our clinicians and our patients (through the feedback they give us throughout the year and at public meetings specifically focusing on quality of care, such as the meeting we held in April on our outpatients services). For more information, please see the 2014 Quality Account here:

7 Hospital Heroes
The Oxford Mail and Oxford University Hospitals NHS Trust have joined forces to give patients and families the chance to nominate their ‘Hospital Heroes’.

The awards – one individual and one team – celebrate our dedicated hospital staff who care for hundreds of thousands of people each year, and are a great way for people to say thank you to those who have changed their lives. It could be the nurse who brightened your days during a stay on the ward, the midwife who helped you through a difficult birth or the trauma team that saved your life after a car accident.

To nominate your hospital hero all you need to do is submit your full name and contact details, the name of the Oxford University Hospitals’ staff member or team you want to nominate, and why. Please also include the date of treatment if possible.
Email: hospitalheroes@ouh.nhs.uk
Visit: www.oxfordmail.co.uk/news/hospitalheroes/nominations

The Hospital Heroes awards will be presented in December 2014.

8 Foundation Trust progress report
Following our recent successful inspection by the Care Quality Commission (CQC) we are now moving forward with our application to become a Foundation Trust.

There are four main areas where we have to perform satisfactorily in order to be authorised.

- **Quality:** we have been assessed by the CQC and rated ‘good’ following the inspection in February. This is a great endorsement of the quality of our care and services to patients.
- **Financial stability:** we have successfully brought the finances of the OUH under control over the last five years. We made large savings, paid off our inherited deficit and managed to make a small surplus each year as required. The Trust Development Authority (TDA) has assessed us and is satisfied with our financial plans and our current and recent financial performance. Although the situation facing all NHS Trusts is challenging, they believe that we are reasonably placed to deal with the financial uncertainties ahead.
- **Governance:** we have thoroughly reviewed the way we run ourselves over the last few years. The TDA is satisfied with our arrangements for governance and leadership.
- **Operational Performance:** we have done well in meeting most of the standards we are expected to meet over the last year. There are areas where we are not meeting the national waiting time standard. For instance, due to the increasing demand on our health services we have been unable to treat all elective patients within the 18 week waiting time, and some patients in our Emergency Departments wait longer than four hours to be assessed, treated and either admitted or discharged. Some waiting times for diagnosis and treatment for patients suspected of having cancer are also longer than they should be so we are working hard to improve referral times and the availability of our diagnostic tests to improve this.

We must continue to perform well across all these areas and ensure that our patients are receiving timely treatment in line with national targets where we are not yet fully meeting them. We are making steady progress in improving our overall performance thanks to the hard work of staff across all our hospitals.

If this continues, then the Trust Development Authority is likely to formally approve our application to become a Foundation Trust in September and then pass us on to Monitor, the body that regulates and authorises Foundation Trusts, for the next stage of the process. This will allow us to hold elections for the new Council of Governors in the autumn.
We would then hope to have an elected Council of Governors by early next year and to be authorised as a Foundation Trust before the end of the financial year. If you might be interested in standing for the Council of Governors, then we have arranged sessions for people to find out more. Please see dates at the end of this briefing.

To find out more about the Trust’s application to become a Foundation Trust, and what it means to be a member, visit the website at www.ouh.nhs.uk/ft

9 Dates for your diary – including the AGM

*Oxford University Hospitals NHS Trust Annual General Meeting*
**Thursday 2 October 2014, 5.30pm - 7.45pm**
**Assembly Room, Oxford Town Hall, St Aldates, Oxford**

This year we will be highlighting our psychological medicine support services for patients and how we look after confused patients. Our two speakers will be Professor Michael Sharpe, Trust Lead in Psychological Medicine, and Dr Sarah Pendlebury, Trust Lead for Dementia Care.

Refreshments will be available from 5.30pm and there will be an opportunity to view displays on the themes of our speakers, as well as talking to people who provide these services, before the meeting starts at 6.00pm.

*Charitable Funds Events*
**Sunday 21 September – THE Abseil 2014, Women’s Centre, John Radcliffe Hospital**
Show your support for the Trust with this popular 100 foot abseil challenge.
For more information please visit www.ouh.nhs.uk/charity/events/default.aspx

**Sunday 5 October 2014 – It's Not Just a Walk in the Park**
Five mile sponsored walk supporting your hospital charity, starting at the John Radcliffe Hospital and taking in three of the four Oxford University Hospitals sites, and the Warneford Hospitals. You will also be able to view an exhibition of some of the work of the different wards and departments, and meet some of the teams. You can specify exactly which Fund, Ward or Department you would like to support.
For more information please visit www.ouh.nhs.uk/charity/events/default.aspx

*Oxford Biomedical Research Centre – Bringing research to life through public talks*
All talks are at the Lecture Theatre, Level 1, Nuffield Orthopaedic Centre and start at 6.30pm. Light refreshments are served from 6.00pm. Please let us know if you are planning to attend, as places are limited. Please register with Caroline Rouse at ouhmembers@ouh.nhs.uk or on 01865 743491.
Primary Care and Intervention
Professor Richard Hobbs, Head of Nuffield Department of Primary Care Health Sciences
Thursday 11 September 2014
Professor Richard Hobbs will talk about the latest developments in research into primary care and intervention.

Public and Staff information sessions on becoming a Foundation Trust governor
We have organised the following sessions for public and staff Foundation Trust members who may be interested in standing for election as governors. Please sign up for the date that you wish to attend as soon as possible to avoid disappointment.

Each session will offer an explanation of the duties of a governor, the electoral process, advice about how to put together a candidate biography, a chance to hear from governors from other trusts, and a chance to put your questions to one of our Directors. We look forward to seeing you.

Saturday 4 October, 2.00pm - 4.00pm
Lecture Theatre 1, John Radcliffe Hospital, Oxford

Monday 6 October, 6.00pm - 8.00pm
Lecture Theatre, Nuffield Orthopaedic Centre, Oxford

Wednesday 8 October, 6.00pm - 8.00pm
Richard Doll Lecture Theatre, Richard Doll Building, Old Road Campus, Churchill Hospital site, Oxford

Monday 13 October, 6.00pm - 8.00pm
Restaurant, Horton General Hospital, Banbury

Wednesday 15 October, 6.00pm - 8.00pm
Lecture Theatre 1, John Radcliffe Hospital

To register, please contact Caroline Rouse at ouhmembers@ouh.nhs.uk or on 01865 743491.

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