Briefing on Oxford University Hospitals

9 June 2014 – Issue 24

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 Report
The Trust welcomes the recent CQC’s inspection rating of ‘good’ overall for the Trust. OUH 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

The CQC observed and highlighted in their reports many examples of excellent and innovative practice.

We could not have achieved this level of external recognition without the commitment of our hardworking and caring staff who are committed to delivering excellent and compassionate care.

With any detailed inspection, there are going to be areas in which we need to improve. Of 115 ratings given to describe services (in each hospital and each of the five domains), 104 were judged as good and 11 as requiring improvement. There were six issues on which the Trust was told to take action. The Trust had already acknowledged and identified most of the issues for improvement and we are not complacent. Actions are already underway to tackle some of these issues. For more information see the Trust’s announcement on the Inspection Report [here](http://www.cqc.org.uk/directory/rth).

There are many positive aspects highlighted in the individual hospital reports, reflecting the enormous commitment and high quality care delivered by all staff. Most importantly, the inspectors observed caring and compassionate staff throughout the four hospitals. The feedback to the CQC inspection team from patients, their families, and carers and other stakeholders was overwhelmingly positive. The full reports can be found at [http://www.cqc.org.uk/directory/rth](http://www.cqc.org.uk/directory/rth).

Not all of the solutions to the issues identified in the report rest with the Trust alone and we will continue to work with our partners across the health and social care system to produce an action plan for the CQC by 12 June.

2 Integration of services with Oxford Health
OUH is in discussion with Oxford Health NHS Foundation Trust to explore ways in which relevant services run by the two trusts can be better integrated. The aim of the two Trusts is to improve the quality of care for patients by avoiding unnecessary duplication of services and also to avoid waiting as patients move from one service to another. These discussions are also looking at the need to strengthen integration with GP and social care services. The aim is that this will also reduce delayed transfers of care.

3 Specialist Services
From the beginning of April 2014 the OUH has been designated as the cancer centre for Milton Keynes Hospital NHS Foundation Trust. This has come about through our work to maintain and
develop our specialist services through the strengthening of our clinical networks. Joint appointments are being made and plans developed to build a satellite radiotherapy unit on the Milton Keynes site that will be run by the OUH.

4 Our performance

Infection control

The Trust met its target of no avoidable cases of MRSA last year and no more than 70 cases of *C Difficile*. The Trust had 64 cases of *C Difficile*. The Trust will continue to have a target of no avoidable cases of MRSA this year and our *C Difficile* target will reduce to an upper limit of 67 this year.

Delayed Transfers of Care

Delayed transfers of care remain a major cause of concern for the Trust. At the end of March the number of delays was at 9.63% of occupied beds in our hospitals against a national threshold of 3.5%. This represents a decrease of 1.17% since October but is also above the 8.6% that we are aiming for this year. The week ending 30 March 2014 the average system-wide delays were 140.4 and 100.5 within the Trust for Oxfordshire residents.

The Trust has had escalation beds open all year and has now permanently opened an additional 65 beds to meet the high levels of emergency activity and the delays in transferring patients to the most appropriate location for their on-going care needs. The Trust’s Supported Discharge Team providing care for patients at home for the first two weeks after their discharge and is now fully operational managing a caseload of up to 80 patients.

Good progress has been made in implementing the system wide discharge pathway and the teams across OUH, OH and OCC are working in partnership to improve the flow of patients across the various services provided by the partner organisations.

Finance

The Trust achieved its key financial duties for the year, not exceeding its external financing limit, not exceeding its capital resource limit, achieving its target surplus for the year and therefore breaking even. At the end of the year, the Trust’s financial position was £24,000 better than plan in terms of its break even duty for the end of the year.

The health economy continues to face some tough challenges financially this year as the number of patients seen in our hospitals continues to rise. The Trust is working hard to manage internal costs, to deliver our Cost Improvement Programme (CIP) and to manage activity in line with our plans and our contracts with our commissioners.

Operational performance

Access targets

The Trust focused on making sure patients who had already waited more than 18 weeks for treatment received treatment which meant that we planned to fail to meet our 18 weeks referral
to treatment standard. 79.92% of admitted patients were treated within this time frame against a target of 90% and 93.45% against a target of 95% for non-admitted patients.

The Trust met its four hour waiting standard for 95% of patients to be treated or referred in the Emergency Departments in the first and second quarters of the year but failed for quarter 3 with a figure of 94.05% and quarter 4 with a figure of 93.23%. During the winter months, the Trust has continued to see very high levels of delayed transfers of care which have directly affected our ability to meet this target as most patients who are breaching the four hour standard are waiting to be admitted. Attendances and delayed transfers of care both remain high and the Trust is not yet meeting this target, although we are working hard to do so.

5 Children’s services clinical network update
A new website has been launched showcasing the pioneering collaboration between the specialist children’s specialist services at the John Radcliffe Hospital and Southampton General Hospital. Clinicians and managers from the Oxford and Southampton hospitals work together to provide an integrated service for children with complex requirements in cardiac, neurosciences, critical care, rehabilitation and oncology treatments. The website is aimed at clinicians and health professionals as well as the families of children who are referred for specialist treatment provided by the network.

The clinical teams work across both hospital sites to ensure that children from a large geographical area receive the benefits of shared medical and surgical expertise. Many young patients are referred from more than 20 district general hospitals across a region stretching from Northamptonshire in the north and as far south as Cornwall and the Chanel Islands.

www.oschn.nhs.uk

6 Oxford Academic Health Science Network and the Oxford Academic Health Science Centre
The Oxford Academic Health Science Network (AHSN) held its first Partnership Board meeting on 27 March 2014 with representatives from the NHS Trusts, CCGs, Universities, Local Enterprise Partnerships and business organisations that comprise the partnership, including the OUH. The Board approved the governance arrangements for the Network, the 2014/15 Business Plan and funding contributions from NHS and academic partners. The Partnership Board will meet three times a year. The AHSN will hold its first Partnership Council on 18 June at the Magdalen Centre, Oxford Science Park. For more information see http://www.oxfordahsn.org/

The Oxford Academic Health Science Centre (AHSC) had its first post-designation Board meeting chaired by Professor Sir John Bell on 23 April 2014. The Board is reviewing the work of the six themes and developing plans for specific areas of activity. The Board will also be holding a strategy discussion day with a focus on the developing/changing workforce and how the AHSC can influence and shape the future workforce.

7 Peer reviews – learning from each other
The Trust conducted a series of peer reviews, where staff and patients inspected other services within the Trust to highlight areas of good practice, areas for improvement and any issues that required Trust-wide intervention.
Individual feedback has been given to all 103 clinical areas that the review teams visited and the five divisional reports are being shared with staff alongside our Care Quality Commission reports. The peer review process has been widely welcomed within the Trust and staff were asked at an internal conference chaired by the Chief Executive for their views on how to shape a future programme.

Staff who were involved with the process reported that they had found it very interesting and rewarding and lots of people had found examples of excellent practice to take back to their own areas of service.

8 Public engagement event on Outpatients
On the 23 April the Trust held a public engagement event attended by staff, members of the public and Foundation Trust members. The event was organised to ensure public engagement in the formation of the Trust’s Quality Account and quality priorities, and the event was particularly focused on the patient experience of Outpatients at the Trust.

There was a very helpful discussion about practical ways in which patients’ experience of Outpatients could be improved. One of the Trust’s quality priorities for this year is to improve the patient experience of outpatients in our hospitals. A great deal of work is already being undertaken from a big programme of rescheduling of outpatient clinics.

9 Public health messaging at Oxford United
On Saturday 26 April, the OUH Public Health team joined forces with the Foundation Trust membership team and Go Active Oxfordshire to take a healthy living message to football fans. The OUH attended Oxford United’s last home game of the season against Accrington Stanley and gave out more than 1,000 pieces of free fruit (donated by our hospital food providers Carillion and Aramark and the Waitrose store in Headington). As well as talking to fans about health eating and exercise, the OUH recruited a number of football fans to become Foundation Trust members. If you are not already a Foundation Trust member, you can join here.

10 Foundation Trust Progress Report
Oxford University Hospitals has made good progress towards being able to operate as a Foundation Trust, with all milestones having been met so far. The Trust is working well with the new NHS Trust Development Authority (TDA) who will be assessing the application.

The TDA and OUH will hold a joint Board to Board meeting in June to discuss the OUH’s application and the results of the CQC inspection.

If the TDA’s Board approves the application to go forward, OUH will be able to establish its Council of Governors to operate in shadow form in the autumn. The earliest we would expect elections to take place is now likely to be September.
We will continue to keep members informed as soon as we know more and we will write to all members when we have an election date.

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

11 Dates for your diary
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 by contacting her on ouhmembers@ouh.nhs.uk or on 01865 743491.

Towards Personalised Cancer Care – Professor Mark Middleton, Trust wide cancer lead and Dr Anna Schuh
Wednesday 11 June 2014
Personalised medicine utilises advances in DNA sequencing technology to classify a tumours according to genetic make-up instead of where they are in the body – allowing cancer treatment to be tailored to the individual patient.
People may have the ‘same’ cancer, such as lung or breast cancer, but can have different genetic forms of the disease so responses to treatment can vary. Likewise, cancers growing in different parts of the body may share the same genetic blueprint and so respond to similar treatments.
Leading clinician researchers Professor Mark Middleton and Dr Anna Schuh discuss advances in personalised medicine being pioneered at Oxford University Hospitals.

New approaches to Marfan Syndrome
Thursday 17 July 2014
BRC Researcher Dr Alex Pitcher describes the current research hoping to improve diagnosis and pinpoint more effective treatments for Marfan Syndrome and related disorders.

What are the indicators of the condition? Can research explain how issues with connective tissue can damage the eyes, the skeleton and the blood vessels?

Charitable Funds Event
Saturday 14 June 2014, 10.00am - 4.00pm - Broughton Grange Open Gardens
Broughton Grange is opening its beautiful private gardens to raise funds for the Oxford Cancer Care Fund. There will be coffee, tea, cakes, card and craft stalls run by supporters of the following areas:

- Cancer Care Fund
- BRA Group - breast reconstruction
- Horton Brodey Brunch - breast cancer support group based at the Horton
- Horton Critical Care Unit
Entry is £6 on the door.
Saturday 14 June 1pm - 3pm - Silver Star Family Fun Day
A fun day for all the family with a BBQ, cakes, raffle, children's games, music and magic, as well as Radio Cherwell, our hospital radio station. Takes place on the field opposite the Women's Centre, John Radcliffe Hospital. Free admission.

Sunday 15 June, Sunday 21 September – The Abseils 2014
You can sign up for one of our abseils to support one of 16 wards and departments across the Trust by taking on this 100 foot abseil challenge.
   For more information please see the Abseils page on our Charity website

Friday 20 June 2014 Children's Hospital Golf Day at Studley Wood Golf Club
Teams are invited to take part in this Golf Day at Studley Wood Golf Club, near Oxford. Last year ten teams of four golfers raised an amazing £10,000 for the Children's Hospital. Help them do it again this year.
   For more information please call Penny on 01865 743445

Sunday 13 July - Play2Give Children’s Football Tournament, Oxford City Football Ground
A fun children's football tournament in support of the Children's Hospital, organised by the fundraising group Play2Give. Teams of under 9s and 10s welcome. Visit: www.play2give.org.uk

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 contact us.
   Call Cynthia: 01865 743444
   Email charity@ouh.nhs.uk
   Download an entry form (pdf, 1 MB)

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