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1. Key performance measures

Performance
Please see the latest summary of our performance against key standards and indicators here.

Healthcare associated infections
- MRSA and Cdifficile: latest figures

Focus on quality
OUH continues to place a big emphasis on improving the quality of our services, working to the specific priorities as set out in our Quality Account 2014-15 Quality Account. The Trust unfortunately had two “Never Events” in August 2015. Never events are nationally defined events which the NHS considers should never happen if procedures are followed properly. These are fully investigated so that lessons can be learned for the future to ensure that these do not happen again. The Trust has also asked an expert in this field, Professor Toft to report on what the Trust can do to prevent Never Events from occurring. This report will be presented to the Trust Board soon.

Finance
The Trust has reported that it was £0.8m behind its planned financial position to break even after the first four months at the end of July. The Trust spent £15.3 million on pay for bank and agency staff cost in the four months of the year and continues to try hard to recruit permanent staff rather than rely on agency and bank staff to fill vital roles. However, recruitment and retention of staff remains one of the Trust’s key challenges.
2. Clinical articles and referral protocols

Horton endoscopy
Work has now started on the refurbishing of the Endoscopy Unit at the Horton and patients who would have been seen in Banbury are now being invited to attend appointments at the John Radcliffe Hospital in Oxford for the next few months whilst the work continues. This follows a decision by the Trust Board to agree to a £2.6 million investment to bring the unit at the Horton up to the latest standards. This investment will secure the future of endoscopy services at the Horton and also prevent people travelling unnecessarily in the future. The improvements allow for the better provision of same-sex accommodation and improved decontamination.

During the build period, the Trust has expanded its facilities in Oxford in order to accommodate all the additional patients. A temporary mobile unit has been installed at the John Radcliffe and Oxford patients having more minor procedures will use this unit. All patients from the north of the county will be seen in the main Endoscopy Unit at the John Radcliffe. About a quarter of patients from the north of the county live equidistant between the John Radcliffe Hospital and the Horton, but for the remaining patients we recognise that this will mean an inconvenience. Therefore the Trust is offering some support where needed in terms of transport. Inpatients at the Horton will be able to continue to have endoscopies in theatre. The work is expected to take approximately 16 weeks.

Phasing out of fax machines at OUH
The Trust has started a project to phase out fax machines and provide a secure channel of communication for sending confidential information which will be traceable to the end user and easily accessible. The preferred solution is to make use of the NHS.net email address. The Trust is currently looking at how best to carry out this work. You will be hearing from us within the next few months with more detail. In the meantime, it will be useful to have a secure email address such as NHS.net address set up for your surgery, if you have not already got one.

This should not affect the referral processes, all referrals made to the Trust for the majority of outpatient clinic services should continue to be done through the E-Referral system (Choose and Book).

We hope to have completed this changeover by early 2016 and will keep you abreast of developments and any actions required on your part as we move forward. In the meantime, if you have any queries, please contact Hannah Minion on Hannah.minion@ouh.nhs.uk or Arnold Victor on Arnold.victor@ouh.nhs.uk
Some of your patients will now be actively referred into the 100,000 genomes project to improve diagnosis and treatment of rare diseases and cancers. Patients will be referred into the programme by the consultant looking after them. The programme is voluntary and patients will be considered only after they have given written consent.

Eligible patients with rare diseases and cancers are being invited to provide health data and blood and tissue samples for whole genome sequencing. The project will aid research, improve diagnosis and ultimately clinical outcomes so NHS patients can receive care based on cutting-edge scientific techniques.

OUH was designated a Genomic Medicine Centre by NHS England in December 2014 to carry out the project. This national programme - the largest of its kind in the world - was launched by the Prime Minister in 2012 and will help provide better diagnosis and treatment tailored to individual illnesses for some patients.

To learn more about this project, you can watch a video of a talk by Dr Anna Schuh, Director of the Oxford NHS Genomic Medicine Centre and Associate Professor of Molecular Diagnostics for the University of Oxford's Department of Oncology.

**Directly bookable services**
The following services are now available as directly bookable services on the new eReferral System:
- Clinical Haematology
- Clinical Immunology
- Dermatology
- Endocrine Surgery
- Endocrinology
- ENT
- Gastroenterology
- General Medicine
- Geratology
- Gynaecology
- Haemophilia
- Hepatology
- Nephrology
- Neurology
- Neurosurgery
- Ophthalmology
- Pain management
- Urology
Contacting the Paediatric Rapid Access Clinic
Please note the correct referral fax number for referrals to the Paediatric Rapid Access Clinic is **01865 234375**. Please check that your surgery holds the correct number for this as there have been quite a few referrals that have been misdirected to Paediatric Critical Care which is a different department. They can be contacted by telephone on **01865 226901**.

Oxford Pleural Unit direct access
The Oxford Centre for Respiratory Medicine now offers direct access to the Oxford Pleural Unit, via a dedicated pleural phone (07768 252650, manned Monday to Friday, 9am to 5pm) and via secure email **pleural.unit@nhs.net**

GPs are welcome to contact the pleural team under Dr Najib Rahman directly about any patient with confirmed or suspected pleural disease, for advice, clinical review or pleural procedure. The unit is happy to review any patient with possible pleural disease (including undiagnosed effusion, pneumothorax, benign and malignant effusions and asbestos related pleural disease including mesothelioma) at any stage of the diagnostic / treatment pathway.

This is with the intention of maximising efficiency by triaging patients to the most suitable intervention, and minimising unnecessary procedures. They also offer a “one stop shop” pleural service, where patients with pleural effusion are clinically reviewed, undergo ultrasound and a progress to a symptomatic pleural procedure (if needed) on the same day. This allows patients to gain symptomatic relief, and for the diagnostic pathway (including laboratory fluid assessment and CT scans) to be arranged by the pleural team as outpatients, hopefully preventing unnecessary admissions for chest drainage. Patients can then be triaged to suitable further diagnostic assessment (such as biopsy) or be treated with an inpatient (pleurodesis) or outpatient (indwelling catheter) strategy, according to patient choice where feasible.

3. Events and open days for patients and the public and for GPs

**GP Urological Education and update organised by UCARE**
*Friday 11 December 2015 2-5pm (refreshments available from 1.30pm)*
**The New Pavilion, Radley College, Radley, Oxfordshire**
Speakers: Mr Simon Brewster, Mr Jeremy Crew, Professor David Cranston, Dr Andy Protheroe and Mr Tom Leslie
Talks will cover the new NICE guidelines for urology cancer referrals, urological emergencies, PSA testing, new treatments for urological cancers and assessment of LUTS.
Please register your interest by emailing gemma.ucare@gmail.com

**Radcliffe Orchestra Concert**
*Saturday 7 November 2015 7.45pm*
**Tingewick Hall, John Radcliffe Hospital**
Conductor: Will Orr. Programme includes Schubert, Mozart, and Mendelssohn.
**All proceeds from the concert will go towards Oxford Radcliffe Hospitals Charitable Funds**
www.radcliffeorchestra.org.uk
Oxford Biomedical Research Centre Public Talks
Stem cells – the answer for all our ills?
Thursday 19 November 2015 – Refreshments from 6.15pm for a 6.30pm start
Lecture Theatre, Level 1, Nuffield Orthopaedic Centre
Professor Zameel Cader, Consultant Neurologist and Director of the Oxford Headache Centre and Director of Stembancc, University of Oxford will talk about the major challenges in providing effective therapies for disabling and degenerative neurological disorders.
Stem cells – the answer for all our ills? (pdf, 347 KB)
For more information please visit www.oxfordbrc.nihr.ac.uk

Singing for Better Breathing – singing group for those with lung conditions/breathing difficulties
Fortnightly on Thursdays 11.00am – 12.00 noon
OXRAD, Court Place Farm, Marston, Oxford OX3 0NQ
Do you have a patient with a lung condition or breathing difficulties? Singing can help. Songs are taught by ear, along with simple exercises to support better breathing. No experience necessary.

For further information please contact Liz 01865 792434 or email: soundresourcecharity@gmail.com

Dementia Information Café at the John Radcliffe Hospital
Once a month on the last Tuesday 2.00pm - 3.30pm
On three (restaurant), Level 3, John Radcliffe Hospital
Do your patients visit a friend or relative with dementia in hospital, or care for someone with the condition? Do invite them to join us for tea, biscuits and an informal chat about the support available.

Help and advice is 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

4. Consultant appointments

- Consultant in Medical Oncology (Urology and Breast)
  Dr Mark Tuthill BSc MB BS MRCP PhD.

- Consultant in Medical Oncology (Melanoma and Gynaecological)
  Dr Miranda Payne BM BCh MRCP DPhil.

- Consultant in Neuroradiology
  Dr Jose Tiago Costa Baptista MD MSc

- Consultant in Occupational Medicine
  Dr Fiona Hancock MA MB MRCGP MSc
Consultant in Chemical Pathology
Dr Nishan Guha BA BMBCH MA MRCP MSc DPhil FRCPath

Consultant in Radiology (MSK Imaging)
Dr Basavaraj Chari MBBS MRCP MSc FRCP

Consultants in Paediatric Neurology
Dr Martin Smith MBBS MRCP PhD and Dr Sithara Ramdas MRCPC DCH MBBS

Consultant in Respiratory Medicine and Lung Cancer
Dr John Wrightson MA MBB MRCP DPhil

Consultant in Liaison Psychiatry - Neuropsychiatry
Dr Luke Solomons MBBS MRCPsych PGDip CCT

Consultant in Liaison Psychiatry – Psychological Medicine
Dr David Okai MD (Res) MRCPsych MB. BS B. ED Sci (Hons) PGDip (CBT)

5. Trust news and service developments

New Chief Executive

Dr Bruno Holthof started his new job as Chief Executive of Oxford University Hospitals NHS Foundation Trust on Monday 5 October 2015. We welcomed him on our Facebook page here and you can read more about him on our website here.

A new Interim Head of Estates, Mark Neal will start on Monday 12 October.

Oxford University Hospitals becomes a Foundation Trust
Monitor, the regulator of NHS Services in England, has granted Oxford University Hospitals Foundation Trust status. At a Board meeting on 30 September, Monitor approved our application. This decision comes after the Care Quality Commission gave the Trust an overall rating of 'Good' in May 2014, and after scrutiny of the Trust's quality, finances, service delivery and governance arrangements by the NHS Trust Development Authority and then Monitor.

The process that we have been through as an organisation to get to this point has helped us to reflect critically upon our achievements. We have also identified areas for improvement in terms of the quality of our care, our performance against key national standards and our financial stability. We are now in a stronger position to take forward the priorities of our organisation, our patients, our Governors and members, the public and our staff.
This is an exciting event for the Trust and a vote of confidence in the achievements and capability of our staff and services. **Oxford University Hospitals becomes a Foundation Trust**

**Welcome Centre**

The new Welcome Centre at the John Radcliffe Hospital opened to the public and staff on September 17 2015. The new Welcome Centre has a new main reception desk, a patient information area, Patient Advice and Liaison Service (PALS) and three retail units: WH Smith, a Marks & Spencer Foodstore and Marks & Spencer Café. Work continues on completing the internal fit-out of the Welcome Centre. The project has been financed from non-NHS funds, through a commercial agreement that is expected to make a small surplus for reinvestment into services for patients, visitors and staff.

**Patient and public involvement strategy**

A new Patient and Public Involvement Strategy was agreed at the Trust’s September Board meeting and sets out the Trust’s approach to involving members of the public and patients in the Trust’s work. It also specifies how the Trust will work with a range of partners in the wider community to involve people who are ‘seldom heard’. **Patient and Public Involvement Strategy**

**Update on electronic discharge communications to GPs**

In response to communications from GPs we are redesigning the format of the discharge summary form to move some sections lower down in the summary and the content is being simplified to focus on the main concerns for GPs. At the bottom of the summary there will now be a new section with future appointment details. Some other details are being added such as a new statement about warfarin treatment and for patients who are deceased there will be information that mirrors that on the death certificate.

**Medical School ranked best in country by its students**

The University of Oxford has achieved an excellent result being ranked by final year students as the best for the quality of its course out of all the medical schools in the country.

The National Student Survey is an on-line survey offered to all final year students in all degree
courses in UK Higher Education Institutions. All UK medical schools were appraised resulting in 87% of Oxford students stating they were satisfied with the quality of the course offered, by far the highest proportion in any UK medical school. You can read more about this in the September Board paper Medical education survey.

Friends and Family Test digitalisation

As you may be aware, since August, patients discharged from our Outpatient or Day Case areas receive an automated phone call/text survey so that they can give feedback on their experience in our hospitals. This was already working in our Emergency Departments and has been very successful. Response rates increased dramatically compared to using paper questionnaires. The survey is the Friends and Family Test, a national survey asking patients how likely they are to recommend our services to friends and family if they needed similar care or treatment. More information on the Friends and family test can be found on our website.

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