

# Welcome to the OUH Annual General Meeting

11 October 2017



# Annual General Meeting

- Presentation on the business of the **Council of Governors**
- Presentation of our **Annual Report and Accounts** - available on our website at [www.ouh.nhs.uk/annualreport](http://www.ouh.nhs.uk/annualreport) - and review of key aspects of our performance last year
- An opportunity to **ask questions of the Board**
- An opportunity to see the work we are doing on our **key themes** in the rooms around the centre



# Update on The Council of Governors 2016/17

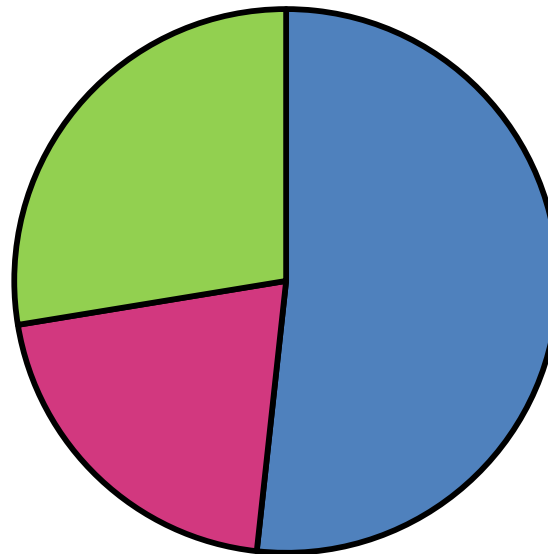
Mr GEOFF SALT  
Vice Chairman

# Composition of the Council of Governors

## Stakeholders (appointed)

Oxfordshire County Council  
University of Oxford  
Oxford Brookes University  
Oxfordshire Clinical  
Commissioning Group  
NHS England  
Oxford Health NHS  
Foundation Trust  
Young People's Executive

**Subtotal of 7**



## Staff (elected)

Clinical - 4  
Non-clinical - 2  
**Subtotal of 6**

## Public (elected)

Cherwell - 2  
Oxford City - 2  
South Oxfordshire - 2  
Vale of White Horse - 2  
West Oxfordshire - 2  
Northants and Warks - 2  
Bucks, Berks, Gloucs & Wilts - 2  
Rest of England & Wales - 1

**Subtotal of 15**

**Total of 28**

## Meetings and seminars

- Meetings and seminars have been held in **Banbury, Didcot and Oxford**
- During the course of the 2016/17 year, the Council of Governors had **four formal meetings and four seminars**
- Seminars have been used to supplement governors' **induction and training** for their role, providing an opportunity to deepen their understanding of key issues

# Business of the Council

- Established sub committees on **Patient Experience, Membership and Quality** and **Performance, Workforce and Finance** and held two **joint seminars with the Board**, including one where OCCG's public consultation on health and care services was discussed
- **Appointed a new Non-executive Director**, Paula Hay-Plumb
- Confirmed Ernst & Young as the **Trust's auditors** until September 2018 for appointment at the AGM
- Established an **Audit Working Group** to tender for audit services in 2018/19 and beyond

# Summary

- Some vacancies have arisen with **new members** joining the Council, largely through **by-elections**
- Recent by-elections and our first set of **re-elections** have been **well contested** with a large number of people standing to be governors
- **Council committees** have met regularly and made recommendations to the full Council of Governors
- Governors can be contacted through the [governors@ouh.nhs.uk](mailto:governors@ouh.nhs.uk) email address

# Review of 2016/17

Dr BRUNO HOLTHOF  
Chief Executive





## 2016/17 – some key facts

- **1.4 million** patient contacts
- **131,200** attendances at our emergency departments
- **109,300** planned inpatient admissions
- **1.35 million** patient meals provided
- Over **8,000 babies** delivered!

## 2016/17 – key achievements (1)

- The Trust has been recognised as a **Digital Exemplar**, leading the way for the NHS in digital development
- The **renewal of our NIHR Biomedical Research Centre** relationship with the University of Oxford
- We have established our **Home Assessment Reablement Team (HART)** to help get patients back to their own homes when they are ready
- Members of our **OUH Paediatric Diabetes Service** received national recognition for their work

## 2016/17 – key achievements (2)

- **New Oxford School of Nursing and Midwifery** was launched in March 2017 with Oxford Brookes University
- The **Horton and John Radcliffe Hospital endoscopy departments** have both been refurbished
- Introduction of automated telephone system for **appointment reminders**
- Plans approved for **family accommodation** on the John Radcliffe site **for parents of sick children**

## Involving our patients

- Trust Board and Quality Committee review a **patient story** at every meeting – establishing the patient at the centre of business
- **Patient feedback** regularly received and acted upon – 96% of inpatients and 94% of outpatients recommend our services
- The Trust supports the '**Commitment to Carers**' to get the best outcomes for carers and their loved ones

# Quality

- **CQC inspection October 2016**
  - Surgery **improved to good**
  - Emergency Department **requires improvement**
  - Areas where we were rated **outstanding** were
    - weekly **Serious Incident Forum**
    - **Peer Review programme**
    - **safety cards** used by nursing teams
- **Reduction in incidents** involving moderate or greater harm to patients for the third successive year
- **Safety training** quality priority including simulation achieved
- **Big increase in specialist palliative care support** on the John Radcliffe site and new staff recruited as part of a major new work stream on **End of Life Care**

# Operational Performance 2016/17

- The Trust did not meet the national standard for patients to receive treatment for an operation within **18 weeks of referral** during 2016/17 but agreed a plan to improve this over the next two years
- The Trust met 7 out of 8 of its national **cancer standards** and today meets all 8 standards
- **Emergency access target** – 86.07% of patients were admitted, transferred or discharged within 4 hours of their arrival at an emergency department (versus a 95% target)
- The Trust met its **diagnostic test** waiting times – over 99% of patients waited less than six weeks

## Financial Performance 2016/17

- The Trust reported a **£5.4 million surplus** for 2016/17, but the EBITDA position needs to improve
- From January 2017 the Trust has been implementing measures to **tighten financial control** and seek further efficiencies

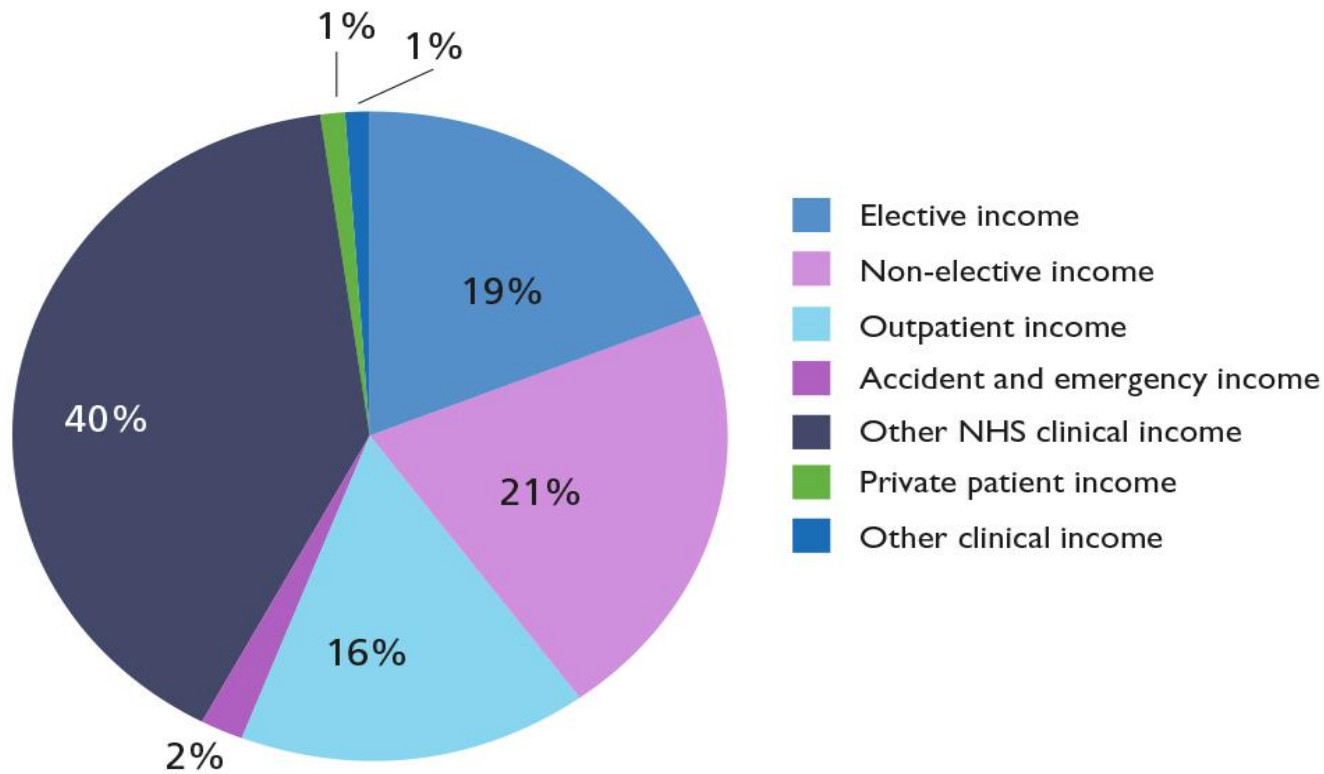
# Capital investment

## **£37.4 million**

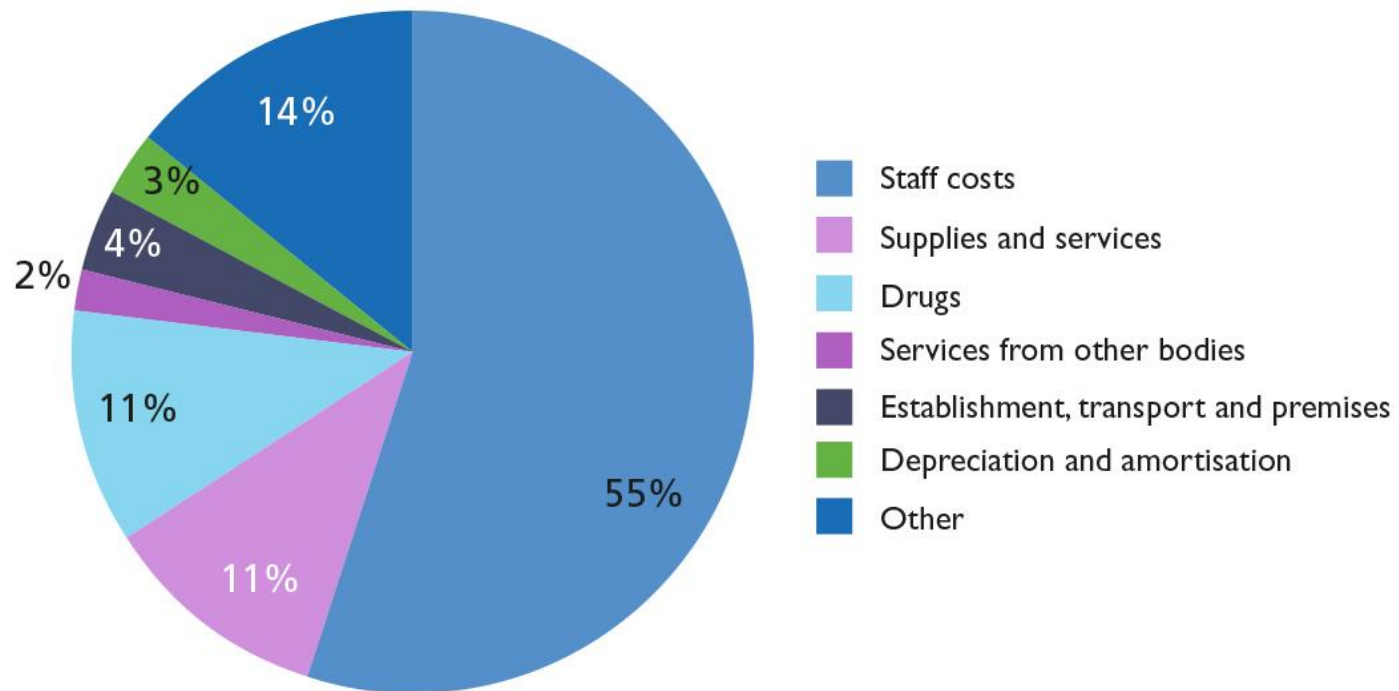
- Took ownership of the Horton Independent Sector Treatment Centre
- Spending of just over £4 million on medical and surgical equipment
- Nearly £3 million on other major equipment
- Over £2 million on investments in information technology



# Where our income comes from



# How we spend our money



## What a typical treatment costs the OUH

£168

- First outpatient appointment

£152

- Follow-up outpatient appointment

£2,827

- Birth by normal delivery

£6,070

- Birth by caesarean section

£3,082

- Appendicitis

£1,523

- Cataract

£6,829

- Major hip operation

£5,813

- Major knee operation

£1,532

- Heart Attack

£161

- A&E attendance

# Staff Survey – improvements

## 2016/17 results – how we have improved

- Increased response rate by 9%
- Fewer staff reported they had **experienced violence and abuse** from patients, relatives and the public
- More staff were given **feedback after reporting errors**, near misses and incidents
- More staff reported **clear work objectives** set in appraisals

# Staff Survey – development areas

## What we are improving

Based on staff feedback, these are the things we are taking action to improve



Enhancing the  
quality of  
appraisals



Addressing bullying and  
harassment



Boosting the health  
and well-being of our  
staff

# Visit our displays on our key themes





# QUESTIONS?

