

**Team brief**  
**December 2016**

Stockport **NHS**  
NHS Foundation Trust



**Merry Christmas**

*& a healthy, happy New Year*

**Ann Barnes, Chief Executive**

## Update on multi-specialty community provider

- All four provider organisations have now approved Accountable Care Trust as preferred organisational form for new multi-specialty community provider (MCP)
- Reminder that full business case needs to be completed for assessment by NHS England and NHS Improvement in next 4-6 months.
- Also public consultation about creating Accountable Care Trust

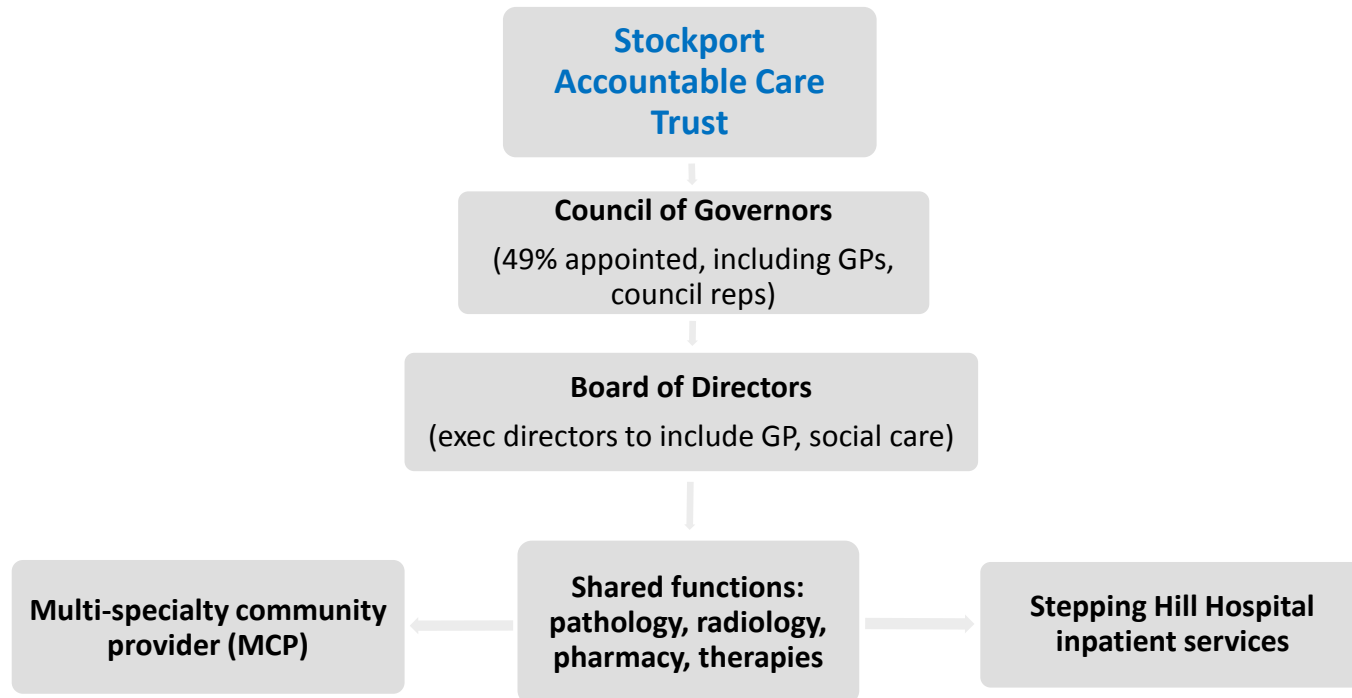
Stockport   
NHS Foundation Trust



Pennine Care   
NHS Foundation Trust

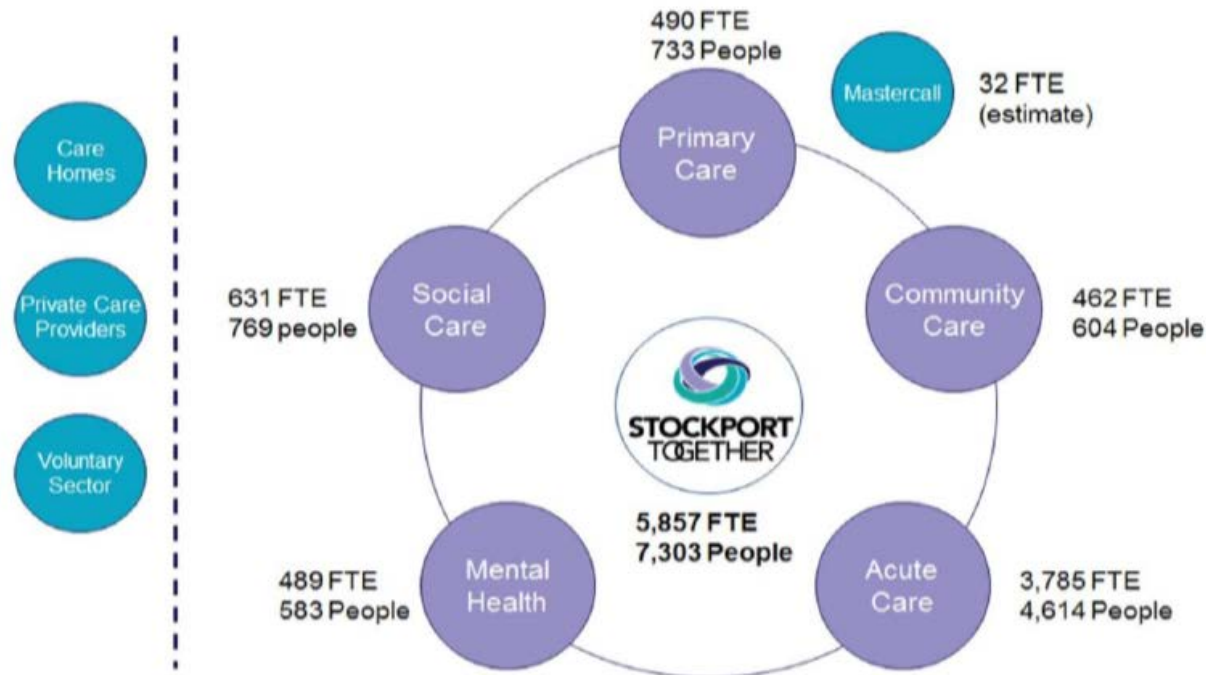
ViaductHealth  Stockport  
GP  
Federation

## Overall structure of proposed Accountable Care Trust



Accountable Care Trust established around framework of our Foundation Trust -  
creating single health and care provider for Stockport,  
with around £500m annual budget

## Our combined workforce



Accountable Care Trust would hold MCP contract (estimated around £180m per year) and contracts for all other health and social care services. Would subcontract core primary care services out to GPs



## Transformation Fund

- Stockport Together partnership successful in securing £16m 'extra money' over 3 years specifically to fund transformation programme
- IM&T separate bid



Senior leaders in Stockport signed the £16million deal to fund the transformation plans last week

## Current work to improve urgent care

Long-term plans will ease pressure on urgent care (MCP), meanwhile work continues to try and ease immediate pressures

### 1: Developments to free up beds

- **New community unit** – (former ward A15) for patients medically fit to go home, but need some therapies for example before they can manage independently at home
- **Further roll-out of Transfer to Assess scheme** - short term assessment of person's needs in their own home and not ward



Sarah Egerton, manager of our new community unit on the hospital site

## Current work to improve urgent care (*continued*)

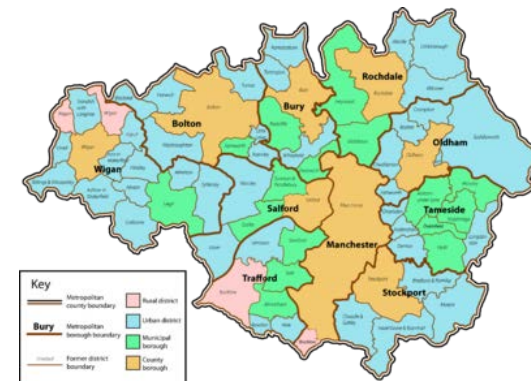
### 2: Reducing attendances through emergency dept

- **New crisis response team** - for people at risk of admission within 24 hours if no urgent response available within neighbourhood
- **Expansion of emergency dept (ED) and short stay older people's unit (SSOP)**
  - 7 extra cubicles in ED (total 22)
  - SSOP moved to former B3 ward, has extra 8 beds (total 22)
- **Ambulatory Care Unit**
  - Taking around 35 admissions every day out of ED. Also direct access point for GPs referring patients for acute support



# Greater Manchester Health & Social Care Partnership update

- Greater Manchester (GM) chosen by NHS Improvement as one of four areas in country to lead plans for corporate functions review
  - Exploring where can work across organisational boundaries and join up systems and services (eg: finance, HR, payroll and procurement)
- Staff can give views on two related Greater Manchester public consultations:
  - *Spacial Framework consultation* (land development plans)
  - *Policing for the Future consultation*





## Financial update

- Needed **£25.7m savings** this year to break even, but forecasting **£16m savings** for 2016/17
- Means we will end year with **£15.6m deficit**
- Currently have **£12.6m deficit** (November)
- Currently have **£12.7m savings** - £8m which is recurrent (November)



## Financial update... *(continued)*

- Please remember, every **extra pound** saved means **less pain next year**
- Every **pound saved recurrently**, which is non-recurrent at present, means **less pain next year**



## Performance for November

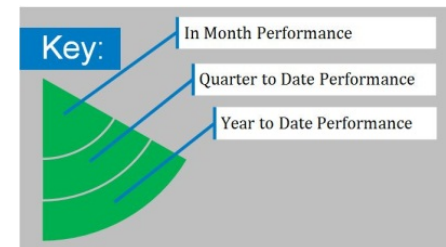
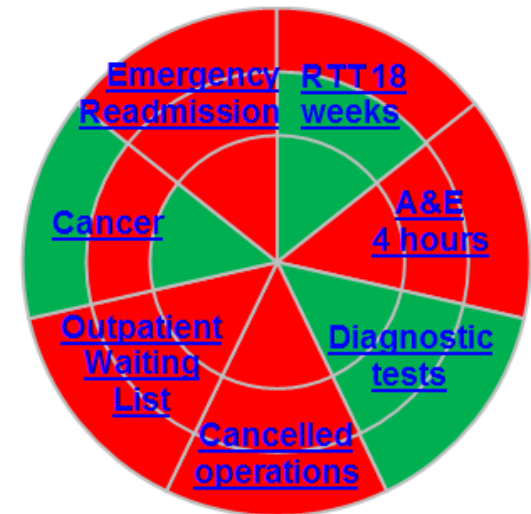
### Red areas for November:

**A&E FOUR HOUR WAIT** (*four hours until admission/referral/discharge, 95% target*):

- 79%

**EMERGENCY READMISSION** (*emergency readmission within 28 days of discharge - not higher than national average*):

- 8.8% emergency readmission rate (national average 7.5%)



## Performance for November (*continued...*)

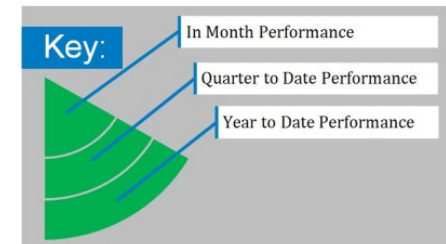
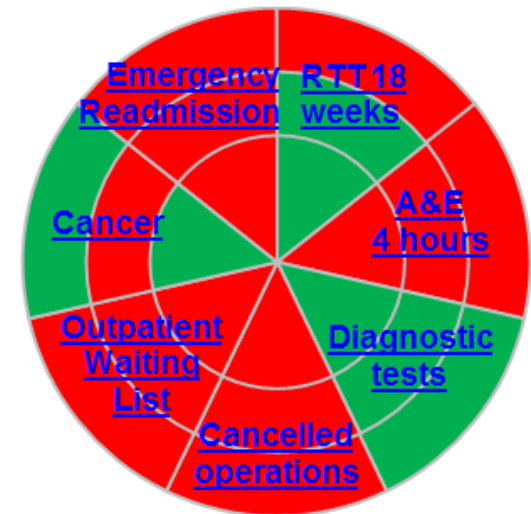
### Red areas for November:

#### OUTPATIENT WAITING LIST (*follow-up appointment past due date*):

- Ophthalmology (670), gastroenterology (1532), respiratory medicine (593), cardiology (1518)

#### CANCELLED OPERATIONS (*cancelled operations not treated with 28 days, 0 target*):

- 42 cancellations on day for non-clinical reasons (1%)
- One general surgery patient cancelled and not treated within 28 days, as no high-dependency unit bed



## Quality for November

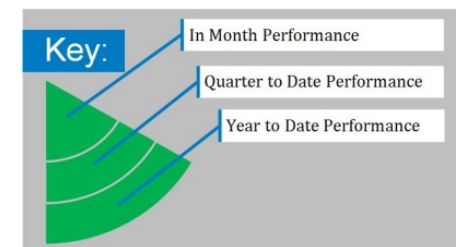
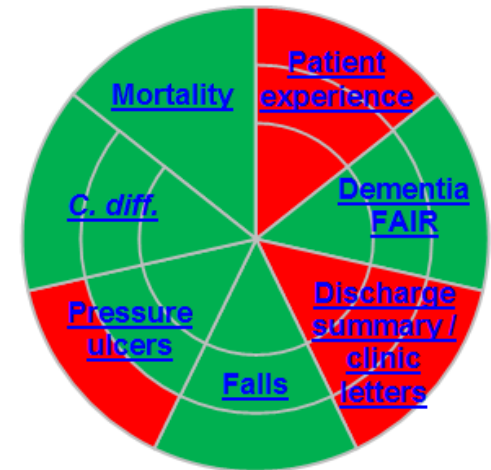
### Red areas for November:

**PATIENT EXPERIENCE** (*Friends & Family test, 40% response rate for inpatient & day cases, 20% for A&E*):

- 92% patients said they were 'extremely likely' or 'likely' to recommend us, but response rate below target at 33%

**DISCHARGE SUMMARY** (*95% published within 48 hrs*)  
**& CLINIC LETTERS** (*95% within 14 days*):

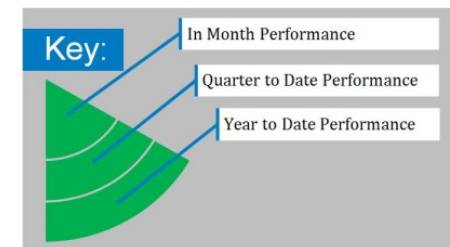
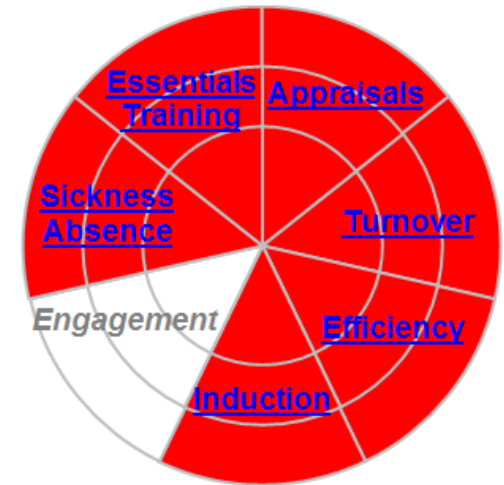
- Discharge summary - 88%
- Clinic (outpatient) letters – 80%





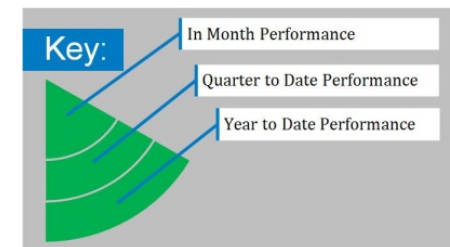
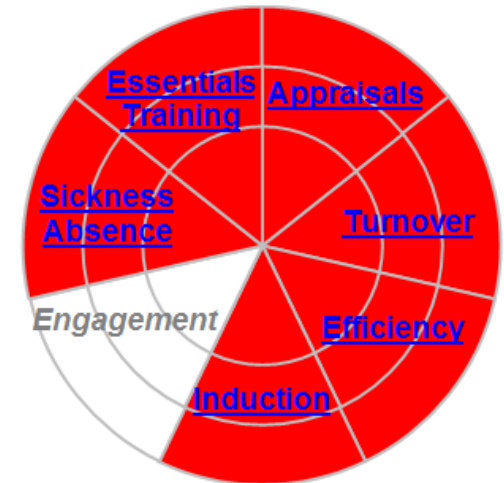
## Workforce for November

- **Staff sickness** - (target 3.5% or below)
  - 4.3% (4.6% this time last year)
  - cost of £441k for November
  - corporate services only group below target
  - 3 top known reasons are: back and other musculoskeletal problems (30%), stress, (24% - personal as well as work factors), cold and flu (11%)
- **Appraisals** – (95% target)
  - 94.87%, almost there!
  - diagnostics, estates & facilities, community and corporate have hit the target
- **Essentials training** – (95% target)
  - 89%, no business group achieved target



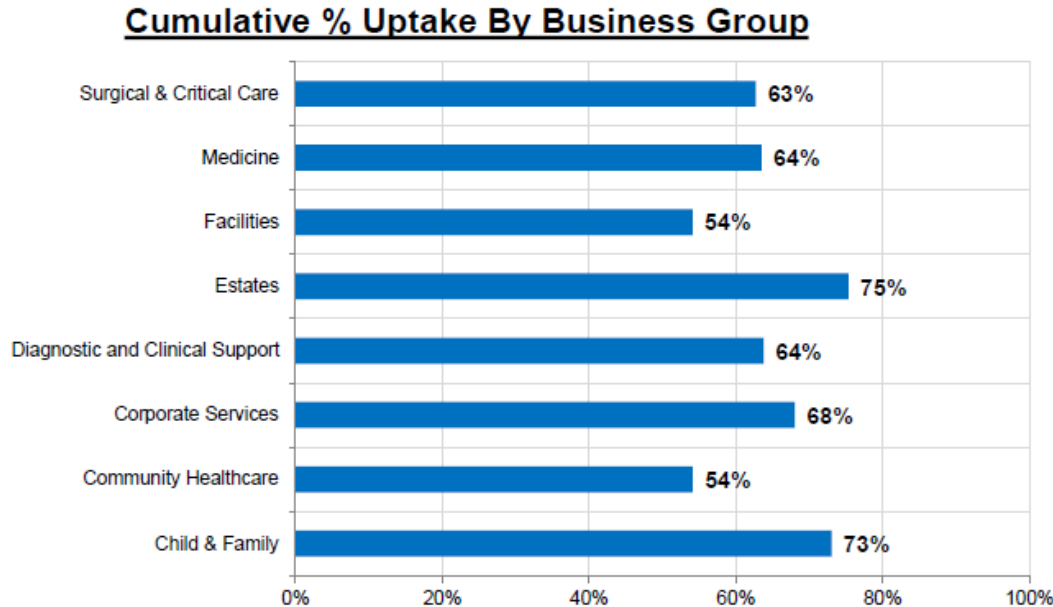
## Workforce for November (*continued...*)

- **Turnover:**
  - 15.7% (target 10% or below)
  - 88% staff in post for November (98% target)
- **Efficiency bank & agency costs:**
  - 9.7% of £17.6m total pay costs for November - £1.7m
  - 1566 agency staff shifts above agency cap (increase of 327 shifts from previous month)
- **Induction in departments** - 44% (target 100%)
  - diagnostics only business group to achieve target



## Staff flu vaccination programme

- Currently 70% - **76% frontline**
- £533k CQUIN money for hitting 75% frontline target
- Good news, but 33% nurses and 21% doctors have still not had vaccine
- Second outbreak peak expected



## Staff flu vaccination programme (continued...)

- Winners of £75 flu campaign prize draws: Ann Walsh, health care assistant in ED and Gillian Taylor, midwife
- Two more draws on 23<sup>rd</sup> and 30<sup>th</sup> December
- Details of how to get jab in written team brief

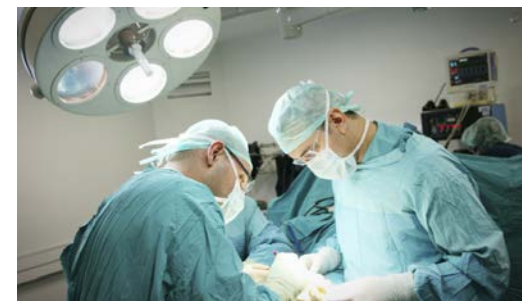


First £75 M&S voucher winner Ann Walsh



## National bowel cancer audit 2016

- Excellent results in national bowel cancer audit
- Shows if you get healthy people through critical illness in good shape, can live a long time (Healthier Together)
- 90 day mortality figures are 1.9% - well below national average
- 2 year mortality figures are 13.8% – lowest in North West
- Areas for further improvement are case ascertainment (case report accurately describes signs and symptoms, tests done etc) and data missing





## Declaring gifts, hospitality & interests

- Good time to remind staff about gifts, hospitality & interests policy
- Anything over £25 needs to be declared, whether accepted or not
- Policy provides easy-to-understand guidance to protect individuals and our organisation
- Line managers in particular should note responsibilities on handling declarations



## Join in the Talking Together online forum

- Launched 'Talking Together' online forum at end of November
- New system to submit ideas for comments and ultimately formal review - funded by Stockport CCG
- Please join in - if you don't have an idea, give views on ideas submitted by colleagues
- Just go to <https://talkingtogether.wazuko.com>



## Other news items



Chris Symes in our palliative care team was one of the staff survey prize draw winners (winning iPad, all prizes donated)



Our maternity shop and café has had a much improved make-over, thanks to estates



## In the media .....

- Family of boiler worker at Stepping Hill Hospital discovered earliest ever group photo of our hospital staff
- James Walter Hammond worked here when hospital first opened in 1905
- 96 year-old daughter and granddaughter discovered photo on top of wardrobe when clearing up 96 year old's house - had lain unnoticed for decades
- Donated to us, looking for good place to hang it





## 2016 round up: *most popular social media stories this year*

Facebook: 



Miguel Serrano  
and his  
emergency dept  
'dementia  
trolleys' – *story  
reached 286,152  
people*



Julie Burkitt, ED nurse saving life  
of 7 year old boy on holiday -  
*story reached 113,322 people*



## 2016 round up: *most popular social media stories this year*

Twitter: 



‘Our A&E is extremely busy, remember to keep it for emergencies’



‘Congrats to brilliant James Bancroft for completing his internship with us – more interns starting soon’

## 2016 round up: most popular social media stories this year

Instagram: 



‘We helped a couple get married on one of our wards, a dying wish granted’



‘Another fantastic photo from this year’s corporate shoot ‘

## Christmas round-up: *your generosity*

Many teams have kindly donated:

- 125 Christmas hampers for elderly people (*Stockport*)
- Gifts for Key 103 Cash for Kids Christmas appeal (*Greater Mcr*)
- 200 Operation Christmas Child boxes (*international*)





## Christmas round-up: *your creative spirit*



Liz Fish, orthopaedic technician in the fracture clinic made her turkey hat from left over pieces of Plaster-of-Paris



Helen Cochrane, research nurse, decorated a tree in a medical research theme, for St George's Church Christmas Tree Festival

## Christmas round-up: *your jumpers!*





## And finally – a big Christmas thank-you

- Thank you for dedication and hard work over 2016
- Difficult year for NHS and our Trust, especially around urgent care and finances
- Challenging but exciting times ahead, with Stockport health and social care organisations leading the way on radical transformational change



Merry Christmas  
and  
Thank you

## Business group updates

- Child and Family
- Community Healthcare
- Diagnostics and Clinical Support
- Medicine
- Surgical and Critical Care
- Estates & Facilities
- Corporate Services



*NB: Enhancing team brief from January 2017, look out for the survey*

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