

JUNE 2017



CHIEF EXEC'S MONTHLY UPDATE

Manchester terrorist attack: *tremendous work by the Greater Manchester emergency and NHS services*

Our hearts go out to those killed and wounded in the Manchester Arena attack on Monday 22nd May, and also in London on Saturday 3rd June.

Part of the major incident response

Eight hospitals across Greater Manchester were part of the 'major incident' response on the Monday night (22nd May), including Stepping Hill. We dealt with major trauma casualties, as well as others with more minor injuries.

The NHS response was superb and well co-ordinated. We had all taken part in a Greater Manchester wide exercise on 29th March, called Exercise Socrates, which was a practice run for an incident like this.

Tremendous professionalism and resolve from teams

We saw tremendous professionalism and resolve from teams. From those already on duty, to those who came in and worked all night, as well as teams who picked up jobs the next day.

Staff who supported the frontline teams also played a vitally important role, as well as all the teams who made sure that all our other services continued as normal.

Inundated with offers of support from public, partners and businesses

Supermarkets and food outlets contacted us to kindly deliver free food and drinks over the week and following bank holiday weekend. NHS organisations and agencies, from Cheshire to Glasgow, offered their help. And many members of the public rang to offer their support and/or make donations.

We have been referring anyone wanting to make a donation to the Red Cross Fund for Manchester Attack victims: www.redcross.org.uk/manchester / 0300 456 4999.

We have posted a thank you to everyone on our website: [here](#)

VIP visits

Jeremy Hunt, health secretary and Andy Burnham, the new Greater Manchester Mayor both paid private visits to thank our emergency department and surgery staff after the attack.

A&E four hour wait target: 85% for April and hit 95% target last week

We achieved 85% for the A&E four hour wait target for April, which hit our improvement trajectory.

Last week (w/c 29th May), we achieved the 95% target which is our best week for a long time. The national target is 95% patients being admitted/referred/discharged within four hours.

More patients are going through our ambulatory care and ambulatory ill units on our hospital site, which is reducing pressure on our emergency department. Delayed transfers of care increased in April (average 30 per day), but the new transfer hub has opened on our site (covered further on).

Quality for April: *update on key areas where we failed to hit the target*

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

93% patients said they were 'extremely likely' or 'likely' to

recommend us in April, but we had a low response rate (31%).

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

Discharge summary was 86.5%. Clinic (outpatient) letters were 60% for April.

PRESSURE ULCERS (zero for 2017/18):

One pressure ulcer was confirmed as avoidable in April.



Financial update: £15 million cost improvement for 2017/18

Our annual budget is £303 million and we are planning a £27.4 million deficit for 2017/18.

We are planning a £15 million cost improvement programme (recurrent, ie: year on year) for 2017/18.

Importantly, we are investing £13.6 million in site improvements and equipment, including our electronic patient record over the year.

New Transfer Hub: integrated transfer team now up and running

The new Transfer Hub is now open on our Stepping Hill Hospital site (located on former Ward 14).

It is being run by the new integrated transfer team, which includes discharge co-ordinators, continuing healthcare nurse assessor, mental health community psychiatric nurse, social workers, ward trackers and Age UK placement team.

This new service is part of the new 'transfer to assess' approach, where patient gets an assessment of what they need to return home away from ward. Patients will be supported at home by the 'active recovery team', and this approach will help reduce delayed discharges and maintain independence.

Adrian Belton, new Chair: officially started on 1st June 2017

Adrian Belton officially started as our new Chair of Stockport NHS Foundation Trust on 1st June 2017. Adrian is a successor to Gillian Easson who announced her retirement last October, after 10 years with the Trust.

You can read our press release: [here](#)

Events and visits

Health Talks for the public

Everyone is invited to attend any of our Health Talks which run every three months. They cover cancer, operating theatres (with a tour) and diabetes for this year. More information is: [here](#)

Dementia café official opening – with guest of honour

Actor Richard Hawley, who plays Johnny Connor in Coronation Street, was the guest of honour at the official opening of our dementia café on 28th April 2017.

He spoke emotionally about his late father, who had dementia, and applauded our dementia work. The café is based on our main hospital corridor, near the main reception. It has been funded through generous donations. It provides a quiet space for patients and family members, and is run by volunteers. The Alzheimer's Society and EDUCATE dementia group will also be there on specific days to offer help and advice. You can read our press release: [here](#)

Visit from Chief Exec of Royal College of Midwives – to see our outstanding maternity services

Cathy Warwick, chief exec of Royal College of Midwives visited our maternity unit on International Midwives Day on 5th May 2017 to see their outstanding services

International Clinical Trial Day – promoting the importance of trials and our research site role

We promoted International Clinical Trials Day on 20th May 2017. Our trust is a key clinical research site in Greater Manchester. Our research team oversees studies involving around a thousand local patients each year; in areas such as cancer, stroke, heart disease, surgery and childbirth. You can read our press release: [here](#)

Mayor and Mayoress of Stockport visit to Swanbourne Gardens

The Mayor and Mayoress of Stockport visited Swanbourne Gardens respite centre for disabled children and their families. You can read our press release: [here](#)

Awards and achievements

Winner of national Student Nursing Times Award

We have won a national Student Nursing Times Award for our joint work with Stockport Council and Manchester Metropolitan University in training students in public health. You can read our press release: [here](#)

Greater Manchester stroke units ranked as best in country – we run one of three units in region

Greater Manchester stroke units (Stepping Hill, Salford, Bury hospitals) have been officially ranked as the best in the country. You can read our last press release about our “world class” stroke services: [here](#)