

Chief Executive's Report Report for the AWP NHS Trust Board			
Meeting Date: 2012-07-25	Meeting Time: 10:00	Agenda Item: 09	Serial: 12.0630
This Report is presented by the Chief Executive for Information in the Public session of the Board.			

Report Summary		
<p>Purpose of this Report: To provide an overview of the key highlights of the work of the Trust during the period May to July 2012.</p>		
<p>Board Decisions Requested: The Board is recommended to note the Report.</p>		
<p>Actions Arising from the Report: None specified.</p>		
<p>Quality and Safety implications: This report highlights the issues relating to quality and safety, and the work ongoing to ensure the highest levels of compliance in relation to the same.</p>		
Report Links		
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1. Summary

- 1.1.1. The period May to July 2012, has seen the Trust continue on its journey of improvement, focused around our three key areas of focus; namely ensuring the service user is at the heart of all we do; enabling effective clinical engagement, and listening to those with whom we have key relationships, be that carers, service users, commissioners, our employees, and regulators.
- 1.1.2. By the time of the meeting, I hope to be able to announce the appointment of our substantive Chair. The Appointments process has been led by the Appointments Commission and a press announcement is expected in the next few days.
- 1.1.3. In my role as Interim Chief Executive, I continue my rounds of meetings with all our key stakeholders; meeting service users and staff at our Board meeting at Sandalwood Court in Swindon; current and future commissioners from PCTs and Clinical Commissioning Groups across the patch; and with the Department of Health at an important meeting about our path to FT. More about that follows in the Report of the FT Programme.
- 1.1.4. Whilst there is still a lot of work to do, I would like to thank colleagues who have been working so hard to drive quality improvement in some of our particularly challenging areas. The later Report on Performance will show that good improvements have been achieved around some of our key quality targets. We need to keep up the good work and speed up our progress so that we can demonstrate to our Commissioners, amongst others, that we will make the improvements required.

2. Service Redesign

- 2.1. The Primary Care Liaison Service (PCLS) has been established in all 6 geographic areas covered by the Trust. Since early May we have transitioned across to the new model. It is anticipated that the Primary Care Liaison teams will be at full staffing complement by the autumn, by which time PCLS will offer a full model, both in terms of extended opening hours and liaison & relationship building with primary care.
- 2.2. We are currently working hard to fill vacancies in some of our teams. This is difficult in some areas where good quality clinicians and health workers are increasingly hard to recruit. We are supporting Strategic Business Units whilst we try hard to fill these gaps as quickly as possible and acknowledge the strain that being unable to fill vacancies puts on colleagues.

3. Fit for the Future Programme

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- 3.1. In response to a Review commissioned by the Strategic Health Authority late in 2011, I am leading a programme called 'Fit for the Future' across the whole organisation in response to the recommendations made as part of the Review.
- 3.2. The Board wishes to monitor progress against the recommendations as part of the public Board meeting, to ensure appropriate transparency and accountability.

4. Quality and Performance

- 4.1. We are continuing to work with our current commissioners in relation to assurance that we are making sufficient progress against quality targets in some of the most challenging areas.
- 4.2. We look forward to having further discussions with commissioners about redefining some of our quality targets to ensure that are clinically appropriate and the most effective measure of clinical effectiveness and patient experience.
- 4.3. The Service User and Carer Engagement Working Group of the Quality and Safety Committee continues it's work in focusing us on some more innovative approaches to engagement. I am really grateful to service users, carers and staff for their hard work which is enabling us to demonstrate changes such as the way the Board is now reviewing a particular area of complaints at each meeting.

5. Communications and relationship management

- 5.1. As part of the roll out of our new local Area Directors (senior managers whose role is purely to 'look after' the needs of the local areas they are working in), we have been promoting a new approach to communications and relationship management.
- 5.2. Colleagues in our small Communications function are promoting the use of new relationship management tools, which enable us to better collect views of key stakeholders in local areas; so that we can promote the 'localism' that our stakeholders are telling us they want from us.
- 5.3. I have communicated with colleagues within the Trust via letters, the AGM, 'round up' and personally as I have been around the Trust. I'm grateful to colleagues who take the time to feed back views, and would urge you to continue to do so.

6. Compliance and Regulation

- 6.1. We operate under a license from the Care Quality Commission (CQC). The CQC have both an enforcement and inspection role. During June, we participated in a planned inspection of our Community Services by the CQC. The CQC generally inspect in-patient facilities, so this was a new

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process for both of us. As part of working with the CQC, we have highlighted an area in one of our Bristol teams that need increased improvement, and this has helped us to allocate additional focus where it is needed.

- 6.2. We will not know the formal outcome of the CQC's inspection for a while, but we look forward to working with the CQC to implement any areas of improvement they require.

7. Wiltshire Data Quality Review

7.1. Following the raising of concerns by colleagues working in one of our Wiltshire teams, a review into the way our patient record system (RiO) is used has been taking place led by a team drawn from across the NHS in the Southwest. We have also carried out our own review, led by our Information Governance team, and relevant measures have been put in place to ensure our staff know how to use the system effectively and properly.

- 7.2. We will return to this matter in the future when the Review Report is received by the Trust.

8. Contracting

8.1. We have had some successes in relation to tendering in the period May to July, and continue to work with a range of partners to bid for new and existing contracts.

8.2. We are engaging with the Bristol Service Commissioning Consultation Exercise, and look forward to continuing our dialogue to inform the process about the way mental health services are commissioned in future in Bristol. We recognise that Bristol is an area with particular needs and through our local Area Director; we are talking to lots of people in Bristol to make sure we understand exactly what might be needed in future.

9. Conclusion

9.1. It's been an extremely busy time for me as Interim Chief Executive during the past two months, and I know colleagues have been working as hard. I would like to thank everyone for their hard work and support, and urge you to continue this so we can demonstrate our 'fitness for the future' and continue to provide improved quality of service for our service users and carers.

10. Recommendation

10.1. The Board is recommended to **note** the Report.

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