

## Healthwatch provider meeting- ULHT briefing for July 2019

### Engagement

- Healthy Conversation 2019 launched in February and has continued over the past few months with engagement events and listening exercises. This is a listening exercise being run by the whole health community in Lincolnshire, discussing what, and how, we need to change to ensure that our health service is fit for the future. This includes details of our current thinking about the future of a number of hospitals services, as well as those in the community. We must be clear that no decision has been made on any of these areas. For more information and to find out how to get involved please visit the STP website here: [www.lincolnshire.nhs.uk/healthy-conversation](http://www.lincolnshire.nhs.uk/healthy-conversation)
- We have continued our extensive engagement around paediatric services in Boston and the East coast area. This will include another dedicated paediatric engagement event due to take place on Thursday 18 July at Pilgrim hospital. All findings are shared with our family health service managers to incorporate into future planning for the service.
- We've been involved in engagement work jointly with Healthwatch on mystery shopping visits to our sites. So far 49 visits have taken place, where patient representatives have visited wards and departments and their feedback has been shared with the managers of the area for action and response.
- We hold regular members meetings, where we invite Trust members to input into the development of services and strategy. The most recent meeting was held on Thursday 9 May and attracted 11 attendees. They had the opportunity to input to the development of our organisational five year strategy and our work towards delivering the ambitions outlined in the recently-released NHS long term plan.

### Headline news

- **Chief executive-** Andrew Morgan, former Chief Executive of Lincolnshire Community Health Services NHS Trust (LCHS) has started work as ULHT's new Chief Executive for an interim period. Mr Morgan has joined the Trust until Tuesday 31 March 2020, following the retirement of Jan Sobieraj at the end of June. During his time with ULHT, Mr Morgan will step down as Chief Executive of LCHS and alternative management arrangements have been made for LCHS.
- **Awards-** Teams and individuals from across ULHT were celebrated at our annual Staff Awards ceremony in early May. Around 200 patients, volunteers and staff members from across the Trust attended the ceremony, which features 12 awards categories including awards for outstanding leader, unsung hero, research and innovation and great patient experience. This year over 600 nominations were received for the awards.  
In addition, the Trust has recently launched the DAISY Award scheme, which is an international programme providing the opportunity to say thank you and share stories of where nurses and midwives have gone above and beyond to deliver the best possible care to their patients.
- **Five year strategy-** The Trust Board of ULHT approved the organisation's five year strategy and clinical strategy in June. This strategy outlines the vision for Lincolnshire's hospital services over the next five years and how we

are striving to deliver 'excellence in rural healthcare'. It sits alongside system-wide plans as part of Lincolnshire's sustainability and transformation partnership (STP), and gives clear direction for our organisation going forward. It can be found here:

<https://www.ulh.nhs.uk/content/uploads/2019/06/1.-Final-five-year-strategy-June-Trust-Board-Agreed.pdf>

### Service developments

- An innovative challenge to sign up 100 new apprentices in 100 days into the local NHS system has proved a success – with a total of 117 new recruits signing up to the three NHS Trusts in Lincolnshire. The ambitious *#NHS100Challenge* campaign was launched by the Lincolnshire Talent Academy, in a bid to boost the number of apprenticeships being taken up across the county's healthcare community.
- Patients having chest x-rays at Lincolnshire's hospitals are getting their results quicker than ever before as part of a new pilot project. The faster x-ray service is being piloted at both Lincoln and Boston hospitals, and sees patients receiving results within 24-hours, with a referral for a CT scan coming within 48 hours if necessary. Previously, patients referred for a chest x-ray had to wait two to three weeks for their results or to be referred for further tests.
- Joint work between surgeons at Lincoln and Nottingham has enabled a patient with chronic inflammatory bowel disease to have life-changing surgery. The surgery involved bringing the patient's small intestine through an opening in her lower abdomen to create a permanent stoma using keyhole surgery, which had never previously been performed at ULHT, and so a specialist from Nottingham joined the team to make the surgery possible.

### Issues

- **Mortality rates-** It has been reported that the standardised hospital mortality indicator (SHMI) for Lincolnshire was higher than expected. This measure takes into account both deaths in hospitals and those within 30 days of discharge. A lot of work has gone into improving this and is now within the nationally expected limits. In addition, we are now one of the top 22% nationally on hospital standardised mortality ratio (HSMR) which measures all deaths in hospital. This measure is what initially caused ULHT to be put into quality special measures, but it is now at its lowest ever level at 89.42.
- **Finance-** The Trust ended the financial year with a deficit of £87.9m, which is below the level previously agreed with NHS Improvement. We also delivered our financial efficiency programme for the first time ever. We have now agreed a control total for 2019/20 of £70.3m, which if delivered would give the Trust access to further non-recurrent funding of £28.9m, which would then reduce the deficit to £41.4m. The Trust aims to bring about this reduction through delivery of a £25.6m efficiency programme.
- **Cancer performance-** During the last few months there has been extensive media coverage concerning our performance against some national cancer targets. Our performance on the breast cancer two week wait pathway has been very low at times due to extreme staffing issues earlier this year. To make sure patients were seen as quickly as possible, we recruited temporary

staff and held additional clinics and by the beginning of April we had returned to delivering the two week wait target, which has been sustained.

We have also struggled to meet the 62 day cancer target, as a result of a significant increase in demand for our services over the last 12 months. We are now taking action to ensure the service can cope with the increased level of referrals.

- **Car parking-** Initial teething problems with our new ANPR system have started to calm, with the system becoming more reliable and fewer incorrect fines being issued by the provider ParkingEye. During the period there was also an issue with our previous provider, Total Parking Solutions (TPS) calling in historic fines from staff, the majority of which have now been cancelled by the company as a gesture of goodwill.