

Healthwatch provider meeting - ULHT briefing for October 2019

Engagement

- Healthy Conversation 2019 launched in February and has continued throughout the year so far 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. The nearly seven months of engagement is due to come to a close on 31st October 2019 which will enable all feedback received to be considered in a timely manner to inform the Lincolnshire's Long Term Plan alongside the Healthwatch engagement results. For more information and to find out how to get involved please visit the STP website here: www.lincolnshire.nhs.uk/healthy-conversation
- We have continued our extensive engagement around paediatric services in Boston and the east coast area, which included another dedicated paediatric engagement event held in July. All findings are shared with our family health service managers to incorporate into future planning for the service.
- We carried out a staff and public engagement exercise from March to July 2019 around our plans to become a completely Smokefree Trust. We engaged with over 800 people, and the outcome of the engagement was considered by our Board in agreeing that all of our sites would become completely Smokefree from Monday 6 January 2020.

Headline news

- **A&E capital funding for Pilgrim hospital** - In August it was announced that the emergency department at Pilgrim Hospital, Boston will receive £21.3m in capital funding. The announcement was made by Prime Minister Boris Johnson on a visit to the hospital. The money will help us to re-develop the urgent care area at the hospital, with a move towards defined urgent and emergency care zones in an attempt to improve patient wait times and the flow of patients in and out of the department.
- **Mortality** - The mortality rate for ULHT has fallen to the lowest rate ever as staff continue to implement across-the-board improvements in patient care. The Hospital Standardised Mortality Ratio (HSMR) score for the Trust is now at an average of 89.18 for the last year, performing within the best 22% of Trusts nationally. HSMR is calculated by healthcare analysis organisation Dr Foster and the national average is given a score of 100.
- **Newly qualified nurses** - Eighty-five newly qualified nurses arrived on wards across Lincolnshire's hospitals at the end of September. The nurses will work at hospitals in Lincoln, Grantham and Boston, across all types of wards and departments, helping to boost staff numbers and fill vital vacancies across the Trust.

Service developments

- **Success of trauma and orthopaedic trial** - Patients needing orthopaedic surgery are being seen quicker and going home sooner thanks to the trauma and orthopaedic trial at Lincolnshire's hospitals, which has now been running for a year. The trial, part of the national Getting It Right First Time (GIRFT) initiative, aims to reduce cancellations, waiting times and the amount of time patients spend in hospital by splitting activity between 'hot' hospital sites

where trauma (emergency/unplanned) orthopaedic surgery is carried out and 'cold' hospital sites where elective (elective/planned) orthopaedic surgery takes place.

- **AI breast screening-** ULHT is one of only two Trusts in the country to take part in a ground-breaking new trial using artificial intelligence (AI) to support breast screening. As part of the East Midlands Radiology Consortium (EMRAD), the Trust is part of a trial using a mammography intelligent assessment tool to read scans, for more accurate readings and reducing pressure on breast screening reading teams.
- **New orthodontic therapists-** Patients across Lincolnshire needing treatment to their teeth may now be seen by a new orthodontic therapist. Joy Hudson is the first orthodontic therapist to work in Lincolnshire's hospitals and is working across the county, at Lincoln, Grantham and Louth hospitals to treat patients with impacted teeth, jaw deformities, and to fit braces.

Issues

- **Finance** - We continue to face significant financial challenges as a Trust. We have agreed a control total for 2019/20 of £70.3m deficit, however to the end of August we are already £3.2million adverse to plan (we had planned to be at a £23.1million deficit position by end of August but it is £26.3million). This is primarily due to high staffing costs, in particular around agency spend.
- **Maintenance backlog** - There have been a number of stories in the media recently about the £256million maintenance backlog we have in our hospitals. This is a backlog for estates and equipment upgrades and replacement, which requires capital funding. We are developing plans to improve the efficient use of our estate and we are submitting bids for additional capital as part of the Lincolnshire STP.
- **Grantham A&E Peterborough impact** - Recent media reports highlighted that an increased number of patients from the Grantham area have attended the A&E at Peterborough hospital since the overnight closure of Grantham hospital A&E in 2016. Our data shows an average of three extra patients per week have gone to Peterborough, which reflects a rise in A&E attendances, both locally and nationally, over the last few years.
- **Car parking** - Issues with the implementation of our new car parking payment system, ParkingEye, have slowly reduced as the new system has embedded and teething problems been resolved.