

December 2014

# Membership Matters

## Chairman's welcome

**A** seasonal welcome from me to all Members and supporters of our Trust. We are halfway through the financial year and the Trust continues to keep the majority of its care activities performing well. The Care Quality Commission (CQC) continues to rate us in its "lowest risk" category, which is important, as we prepare the Trust for a major inspection in the Spring of 2015. Our other main Regulatory body, Monitor, has investigated our performance and governance in two areas – the waiting times in our Emergency Departments and

the speed of completing breast cancer referral consultations. Both these areas are being addressed and Monitor has confirmed its satisfaction that we are approaching this positively and that our governance procedures are strong. You can read more about this on page 2. The finances of the Trust remain in balance – no mean feat in a Health Service that is showing significant signs of strain, with the majority of Hospital



Trusts now in a deficit position. The new Head of the NHS, Sir Simon Stevens, has laid out his five year "Forward View" for the Service. This confirms the trend we are already working with – that is the development of more services in the community rather than in acute hospitals. A number of initiatives in York and North Yorkshire are underway to achieve this and we are working in close collaboration with GPs and other colleagues to pilot a number of changes – particularly in the care of the frail elderly in our communities. I am delighted that we now

have a full slate of Governors providing oversight of our activities; thank you for voting in the recent election and welcome to the five new Governors. We are also in the process of appointing a new Chair of the Trust, as I approach the end of my allowed term of office, and we look forward to announcing the decision in the New Year. I hope you enjoy the various reports and initiatives in the newsletter and we always welcome feedback from you.

**Alan Rose**  
Chairman

## Matrons make it Blue Thursday

**The most senior nurses in the Trust have recently embarked on a new initiative that will see staff and patients getting to know their Matron face to face.**

Every first Thursday of the month Matrons and the Senior Nurse Team will don their blue uniform and join staff on their patch to assist, support and hear first hand about the patient experience in their own areas.

Interim Chief Nurse Beverley Geary explained: "Following the recent senior nursing restructure many Matrons have new areas so it made sense to go back to grassroots level and get a deeper understanding of the issues in their patch. Not only does 'Blue Thursday' make Matrons and the Senior Nurse



**Above: the Matrons don their uniforms for Blue Thursday**

Team visible and accessible to staff and patients, it means we can see for ourselves the challenges nurses face on the wards on a daily basis and also the excellent practice that is demonstrated at all levels.

"We want everyone to see that we are prepared to support our teams to do the best job they possibly can. Speaking to patients and their relatives, they welcome the initiative as they recognise

the Matron title and associate a navy blue uniform with senior nursing. We will continue to seek feedback from staff and patients but so far all the feedback received has been good."

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## New directors join the Trust



**Beverley Geary**



**Juliet Walters**

There have been two recent appointments to our Board.

Patrick Crowley, Chief Executive, said: "Beverley Geary has been appointed as Chief Nurse for the Trust. Beverley has been hugely influential since joining the Trust almost two years ago and has most recently served as the Interim Chief Nurse for a number of months. I am looking forward to working with Beverley on further enhancing the vital role nursing plays in the delivery of all our services.

"We have also just appointed to a new position within the Trust – Chief Operating Officer – and I can announce that Juliet Walters will be joining us from University Hospitals of Morecambe Bay NHS Foundation Trust.

"This new role is integral to the development of our organisation and involves the leadership, development and operational delivery of the Trust's Directorates."

## Whitby re-tendering

The contract for providing community services in Whitby is due for renewal, and following discussions between York Trust and the CCG, both organisations agreed that the contract will be re-tendered.

The CCG's service specification stipulated a series of changes and developments, and as a Trust we do not have the resources to do this justice. We therefore made the decision not to bid for this contract, and we communicated this decision to the CCG early in the tender process.

We have given a commitment to providing ongoing support whilst the CCG finds a suitable partner to drive forward change in Whitby, and will work with the chosen provider to ensure a smooth transition.

## Open Day success at Scarborough Hospital

Scarborough Hospital once again opened its doors to the public on 18 September to give an exclusive insider look at some of the hospital's departments and their services.

Patients and local residents could explore areas of the hospital not normally open to the public. Around 250 people attended and feedback included "what a fantastic idea", "fabulous day" and "thank you, I have learnt something new today".



# Closure of Monitor investigation

**On 31 October Monitor, the Foundation Trust regulator, announced that it is closing its formal investigation into York Teaching Hospital NHS Foundation Trust's compliance with its licence.**

The investigation was opened in early September 2014 as a result of breaches of the four hour emergency access target and cancer targets, in particular the two week wait target for symptomatic breast patients.

As part of its investigation, Monitor looked for evidence of the nature and strength of the Trust's governance arrangements, and aimed to gain assurance that the

Board and wider management team are competent to manage the Trust's performance and deliver improvements in these areas.

The Trust provided evidence of its monitoring and governance processes, and executive and non-executive directors met with Monitor to discuss this evidence and their concerns in further detail.

Patrick Crowley, Chief Executive of York Teaching Hospital NHS Foundation Trust, said: "I am delighted with Monitor's decision, and I am pleased that we have been able to provide the evidence and reassurance to our regulators with regard to

the running of our organisation.

"Whilst our performance regarding cancer targets has improved, and we were able to demonstrate to Monitor that we have plans in place to reduce waiting times in our emergency departments, we must nonetheless continue to play our part in improving performance against the four hour target alongside our commissioners and our partners in primary care and social care.

"Neither I, nor Monitor, can be complacent about our current performance, and we must continue to strive to meet our obligations in this regard."

## 'Tour de Hospitals' raises £6,671



A team of cycling enthusiasts from York Teaching Hospital NHS Foundation Trust raised £6,671 by taking part in a sponsored bike in aid of York Teaching Hospital Charity.

The sponsored bike ride took place on Sunday 13 July. Beginning at York Hospital, the riders cycled to Malton and Scarborough Hospitals before finishing at Bridlington Hospital – a total journey of 75 miles.

## Governor Updates

Every NHS Foundation Trust is required to have a body of elected governors. York Teaching Hospital NHS Foundation Trust has a Council of Governors, which is responsible for representing the interests of Foundation Trust members, patients and carers, staff members and

partner organisations.

Its prime role is to represent the local community and other stakeholders in the stewardship of the Trust. They work with the Board of Directors in an advisory capacity, bringing the views of staff and local people forward, and helping to shape the Trust's future. They have a right to be

consulted on the Trust's strategies and plans and any matter of significance affecting the Trust or the services it provides.

In this section some of our Governors would like to update you on the different ways they have become involved to ensure that, as members, your views and interests are represented.



York: Liz Jackson & Mick Lee



### Staff Governors

"Following the recent governor elections we now have in place as members of the Council of Governors, staff governors for all areas, as follows:



Scarborough & Bridlington: Helen Noble & Andrew Bennett



York: Liz Jackson & Mick Lee

Scarborough & Bridlington: Helen Noble & Andrew Bennett

Community: Les North



Community: Les North

"Your views and suggestions are important and you should be given every opportunity for open and frank discussion. Any comments will be treated in the strictest confidence, and elevated

to the appropriate levels.

"You are more than welcome to approach the staff governors in person on site or alternatively you can contact them directly by emailing [Staffgovernors@york.nhs.uk](mailto:Staffgovernors@york.nhs.uk).

"If it were to be considered useful there may be opportunities to hold drop-in sessions to enable you to discuss in person any issues you may have.

"This is the first time we have had a full compliment of staff governors and it is a great opportunity for staff to get involved and have their views heard."

### Ryedale Governors: Jeanette Anness, Sheila Miller and Jenny Moreton

"We recently helped with a patient survey in the Ophthalmology Department at York Hospital. Overall the results were extremely positive but staff will still try to make improvements where possible. We also participate in PLACE (Patient Led Assessment of the Care Environment) assessments covering all the in-patient facilities of the Trust and other hospital surveys and observational projects.

"Governors now attend Board of Directors Meetings observing the Non-Executive Directors questioning the performance and strategy of the Trust, which, usefully, keep us up-to-date.

"Individually we are involved in: the Nominations and Remunerations Committee (with the important task of appointing a New Chairman this year); the Travel and Transport Group (discussing

issues such as the provision of car parking concessions, encouraging staff and patients' bicycle use with facilities for bicycle safe keeping, providing a successful new pool car system for staff to travel between hospitals, which also saves money); the Annual Plan Group (giving governor input into long term plans for the Trust); the Constitution Group (changing the Trust constitution to fit in with NHS changes!); the Community Services Special Interest Group (for the whole Trust); the Fairness Forum (Equal Opportunities Group); and the Arts Strategy Steering Group (providing excellent Artwork and improving the hospital environment).

"We would like to hear about your experiences of all Trust services. To find out more about governors, visit the website or attend our meetings, many of



Jeannette Anness



Sheila Miller



Jenny Moreton

which are open to the public.

"Sheila Miller warmly thanks all members who voted for her again in the October 2014 Ryedale & East Yorkshire election."

## New governors elected

The recent governor elections have now concluded and we are pleased to announce that the following governors have been elected:

- City of York: Margaret Jackson
- Ryedale and East Yorkshire: Sheila Miller
- Scarborough: David Wheeler
- Bridlington: Clive Neale
- Selby: Andrew Butler
- York Hospital (staff governors): Liz Jackson and Mick Lee
- Scarborough & Bridlington Hospitals (staff governors): Helen Noble and Andrew Bennett

A full list of members is below:

### THE COUNCIL OF GOVERNORS Elected Governors

Bridlington – Terry Atherton, Clive Neale  
Hambleton – Jane Dalton  
Ryedale & East Riding – Jeanette Anness, Sheila Miller, Jenny Moreton  
Selby – Ann Bolland, Andrew Butler  
Scarborough – Sue Wellington, David Wheeler  
Whitby – Stephen Hinchliffe  
York – Paul Baines, Margaret Jackson, Rober Wright, Helen Fields, Penelope Worsley

### Staff

Helen Noble, Andrew Bennett (Scarborough & Bridlington Hospitals), Les North (community-based staff), Liz Jackson, Mick Lee (York Hospital)

### Nominated Governors

East Riding Council – Dee Sharpe  
North Yorkshire County Council – Caroline Patmor  
City of York Council – Joseph Riches  
Voluntary sector – Michael Beckett (North Yorkshire and York Forum)  
University – Rowena Jacobs, University of York

## Governor Updates

### Selby Governors: Andrew Butler and Ann Bolland

"Since our last newsletter Andrew has been re-elected to the Council of Governors and he wants to thank all the members who voted for him. Andrew has been spending much of his time at the Trust working with other Governors and the Audit Committee in order to oversee a competitive tender for the Trust's auditors, while Ann has been working hard with colleagues to begin the process of appointing a new Chairman for the Trust.

"We are immensely saddened that the Trust Chairman Alan Rose has hit his term limits, his shoes will be very hard to fill, but Governors are pleased to be taking the lead in recruiting the right person for the job.

"At our last Council of Governor's meeting we spent a great deal of time probing the reasons why Monitor, the Foundation Trust regulator had opened an investigation into York Teaching Hospitals over missing certain targets. After a long discussion we were satisfied that the Trust had acceptable reasons for missing the targets and that it has taken firm steps to resolve the issues. We're pleased to report that Monitor has also agreed with us and has returned the Trust to a 'green' rating. More can be read about this on page 2.

"Over the past few months Ann and Andrew have been working with The Friends of Selby Hospital to arrange a Service of Commemoration at Selby War Memorial Hospital to remember the outbreak of WW1. On October 11th we were led by Stuart Petty, the Trust's chaplain in a very moving service which was attended by over 75 guests and dignitaries. Wreaths were laid in the courtyard by the Trust and British Legion, Mr Roland Chilvers put on a fascinating display of WW1 memorabilia, while £170 was raised for Help For Heroes.

"As ever, we remain ever thankful for the work of The Friends of Selby Hospital. Anyone interested in helping or volunteering with the Friends should give them a call on 01904 724306 for a chat.

"Finally, both Ann and Andrew helped to judge and attended the Trust's annual Celebration of Achievement awards in the summer. It was truly a wonderful night, and it was heartwarming to hear such fantastic stories from across the Trust and it was great to see genuine success rewarded. Special congratulations go to the Selby Community Midwives for winning the Efficiency Award this year. Well done team!"



**Andrew Butler**



**Ann Bolland**

### Whitby Governor: Stephen Hinchliffe

"The present York Trust-controlled hospital and community service continues to serve Whitby well and at a recent Health Network meeting the public present voted the services very good and good in most areas tested, with accessibility being the lowest at good to satisfactory. The 5 point scale was from very good to very poor.

"As featured on page 2, the contract for community services in Whitby is being re-tendered by the local clinical commissioning group. York Trust did not bid for the services, and the CCG has now announced its preferred bidders, who are Humber NHS Foundation Trust, Northern Doctors Urgent Care and Virgin Care. York Trust will continue to manage the hospital until the handover to the new provider is complete. We will share any updates with members as plans develop."



### Scarborough Governor: Sue Wellington

"I am one of the publicly elected governors representing Scarborough and I am passionate about patient care and patient experience.

"I have been actively involved in supporting the Trust's charity to organise and run the hospital ball which took place in March this year to raise funds for the Snowdrop appeal. This appeal aims to raise £120 000 to provide a maternity bereavement suite on the Scarborough site - a much needed facility required at a devastating time for parents and family. The ball was a great success and raise over £8000.

"Following on from the success of this ball I have been asked to be involved in the group arranging the ball for next year where the funds raised will directly benefit an area and patients within Scarborough Hospital. I am currently looking at securing local sponsorship and have obtained a number of excellent raffle prizes from local businesses.

"I am one of the elected governors who sits on the patient experience steering group which meets every two months and looks at the strategic direction to be taken regarding enhancing patient experience. This group is vital in providing the link between the trust and patients and an opportunity to bring areas of concern. This group has so far looked at the review of the patient experience team so that there is equality across the trust and there has been a sharing of best practise from all areas. In addition to this work has been undertaken looking at training staff have been given both internally and externally in responding to complaints. There is a clear future plan of action aimed at reviewing systems and processes to enhance the patient experience.

"I had the privilege of supporting Parkinson UK facilitating a group of patients and their carers which explored their experiences of diagnosis, consultants, allied health professionals and specialist nurses. This developed into discussion regarding other areas including employment and medication administration when admitted to hospital. Although this was a group of patients who were based in York I have been to a follow up action planning meeting and the information, action plan and lessons learnt are being shared across the trust.

"Recently I have been involved in the process for two senior appointments with direct responsibility for patient experience. I was part of the interview panel for the Patient Experience Lead post and chaired the panel for patient involvement during part of the selection process for the Chief Nurse."



### York Governors: Helen Fields, Paul Baines, Penelope Worsley, Margaret Jackson and Robert Wright

"Margaret was re-elected at the last elections and continues with her role as Lead Governor. Robert was newly elected and joins the Governors to replace Helen Mackman who has moved away from York and therefore resigned as a Governor. The Governors would like to acknowledge Helen's contribution over several years as both Governor and Lead Governor in ensuring that the Council of Governors is a significant contributor to the trust and the way it functions.

"The group has been involved on behalf of Members and the community by being active members of various committees and interest groups throughout the Trust. The current Chair, Alan Rose completes his permitted term of office in March 2015 and the Governors are involved in working towards the appointment of a new Chair. Governors have also been involved in the recruitment of senior staff including the Chief Nurse and Chief Operating Officer.

"We have also been involved in meetings both within and outside the Trust participating in carrying out surveys, visits of clinical areas and environmental assessments which enables us to talk with patients and their families receiving feedback directly from this source. We are part of local GP Patient Participation groups and attend CCG meetings, again enabling us to have a better understanding of the views of patients and their families and carers.

"Governor colleagues sit on the Patient Experience Steering Group and the views received and any themes that emerge are raised for discussion and action as agreed at this steering group. The views of Members, patients and the community are raised and considered at every opportunity by the Trust."



**Helen Fields**



**Paul Baines**



**Penelope Worsley**



**Margaret Jackson**



**Robert Wright**

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