

Chief Executive Office

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Councillor David Horne, Chair

Portsmouth HOSP
Conference Room A
Civic Offices
Guildhall Square
Portsmouth
PO1 2AL

Dear Councillor Horne,

Re: Update letter from Solent NHS Trust

Please find below an update on activities at Solent NHS Trust ahead of the HOSP meeting on 3 February 2014. Mandy Rayani, Chief Nurse, and Robert Steele, Director of Infrastructure, will be attending the meeting to present on behalf of the Trust.

Board members update

As I'm sure you will be aware I joined the Trust as Chief Executive in September.

I have spent the past few months meeting with staff and really getting to grips with our services. I have been extremely impressed with what I have seen. Our staff are clearly very passionate about the services they provide and they really go the extra mile to ensure we provide the level of service that our patients should expect from us. I have also met with many of our key stakeholders including our partners in care. We have spoken about how we can work together to ensure we provide an effective health system for local people.

Many of you will have known Judy Hillier, Director of Nursing and Quality. Judy retired in July and was replaced by Mandy Rayani as our new Chief Nurse in the autumn. Mandy brings with her a wealth of experience and the skills to ensure we continue to deliver the care our patients should expect from us. In her role, Mandy provides professional leadership to nurses and allied health professionals. She also has particular responsibility for patient experience, quality governance, risk management and regulatory compliance to ensure we continue to deliver safe, effective and sustainable services.

[You can find out more about members of our Trust Board and Executive Team on our website.](#)

Foundation Trust update



Our focus over the next year will be on continuing to deliver quality services, improving our financial position and ensuring that we continue to play a critical part in the local economy. We anticipate that by delivering this, we will be ready to continue on our journey to Foundation Trust status.

We will be relooking at our strategy, in light of both the NHS England five year forward view and the Dalton Review, and will be working with you to ensure we play our part in the strategy for the local system.

Supporting system pressures

We have been working very hard to support the system with the pressures on urgent care, most acutely felt in the Emergency Department (ED) at Queen Alexandra (QA) Hospital.

Some examples of the support we have provided are outlined below:

- Our in-reach coordinators identify patients who could be discharged from hospital and make sure everything is in place to get people home quickly. We have increased the number of co-ordinators working at QA and extended their shifts. This has helped more patients get home quickly.
- We have increased the number of people working in our Portsmouth Rehab and Reablement Team (PRRT). The team, who provide nursing support to reduce the number of people who are admitted to hospital, have been working to increase GP awareness. This work resulted in 22 referrals, from out of hours GPs who felt that their patients could avoid being admitted to hospital if the right nursing care was immediately provided at home, in one night.
- We have improved the staffing on Jubilee Ward in Cosham so that more patients can benefit from this facility.
- Senior managers have been available in QA, 7 days a week. The managers have ensured that we are doing all we can to keep people safe and well at home, or to allow people to return home from hospital as soon as they are medically able to do so.
- We have increased the number of hours worked by staff in our Community Emergency Department Team (CEDT). The team work with the ED team to identify patients who can return home with the right community support in place, rather than being admitted to the QA.
- We have been working with our social care partners to integrate discharge processes. As a result of our joint initiatives, the number of medically fit patients in QA from Portsmouth City has remained very low.

Portsmouth estate changes

The Panel have been previously updated on the work we are undertaking to ensure that community health services in Portsmouth are delivered from the most suitable and cost-effective buildings and facilities available. This work involves rationalising the estate at St James' Hospital and developing St Mary's Community Health Campus (CHC) into the principal community care 'hub' site in Portsmouth. Since we last updated the Panel, we have progressed with our work to move services from the St James' Hospital to more suitable and cost effective locations. Over the next few months we will be moving the remaining services, currently housed in The Beeches at St James', into their new locations and the Child Development Centre from St James' to Battenburg Avenue Clinic.

In partnership with NHS Property Services, we also held our second drop-in event which was open to staff, as well as service users, members and local residents to attend and ask us about the plans for our services.

At the previous Panel, members asked Robert Steele, Director of Infrastructure, to be kept informed of the parking solution for St Mary's Community Health Campus (CHC). We would like to take this opportunity to share an update with you. We have been working with traffic consultant, Systra, to analyse the current parking situation. A survey was undertaken in October 2014. The information we have gathered has been fed into a proposal, which is being developed with architects, to design a multi-storey car park.

The plans for the multi-storey car park are being developed and will be submitted to Portsmouth City Council for planning permission in the near future. We hope to have a new car park available in June/July 2015. In the meantime, from March 2015, visitors to the site will be able to benefit from additional temporary 21 parking spaces situated next to the Disabled Services Unit.

We are also developing our Green Travel Plan in a bid to offer all users, visitors and staff working at the site, a number of different options to make their journey to and from the hospital as easy as possible. This includes the potential for off-site parking, as well as encouraging able bodied individuals to consider alternatives such as the benefits of travelling to work on foot, public transport or bicycle.

Membership update

We continue to recruit members. As at 9 January 2014, we have 7,330 public members.

We have been out and about in Portsmouth speaking with members of the public. In August we visited Victoria Park, in September we spoke with members of the public at the Old Portsmouth Festival of the Mind and in December we were delighted to recruit over 70 shoppers at the Port Solent Christmas market.

We will continue to recruit members over the next year. Focusses on achieving our extended target, in line with the 2010 census data, and ensuring we are representative.

We continue to engage with our membership. We regularly keep them informed through 'Shine', our newsletter for staff and members as well as via emails. I have attached the latest edition of 'Shine' for your information. In addition, our members often engage with us by responding to various surveys and market research activities and by attending events. During November, we held a 'Wellbeing for all' event which included a presentation with the latest news from the Trust and information about the Diabetic Foot from our Podiatry Team. In September, we asked our members to let us know what health topics they would be interested in hearing about at future 'Wellbeing for all' events. Our 2015/16 programme of events will be created using this feedback.

Members have also been asked to take part in a number of market research surveys to help us design our campaigns, including our sexual health campaign to increase the number of people over 40 who get tested for sexually transmitted infections, and our long acting reversible contraception campaign aimed at young women aged 16-25. Members also continue to review our patient information.

Shadow Council of Governors update

The Council of Governors continues to operate in shadow form until we are licenced as a Foundation Trust. The Governors continue to be actively engaged in our activities including: attending formal Shadow Council meetings, observing Board and Board committees, participating in monthly service visits and attending Board to Floor visits and Governor working groups. A number of Governors have also been trained as Patient- led assessments of the care environment (PLACE) inspectors.

Solent selected to continue to run Treetops

We are delighted to have been selected to continue to run Treetops, Hampshire and Isle of Wight's Sexual Assault Referral Centre, following a recent competitive tender process.

We work with others from Hampshire Constabulary and rape crisis services to ensure the centre, which is based in Portsmouth, provides a supportive environment. Victims of rape or serious sexual assault can receive expert care and support following their involvement in, what can only be described as, one of the most traumatic experiences a person can suffer.

Specially trained doctors and crisis workers, who saw 445 men and women at the centre in 2013, offer medical and emotional support, practical help and information. The service is available 24 hours a day, 7 days a week.

As the current provider, we have a deep understanding of the impact rape or sexual assault can have on a victim. Our skilled staff are extremely committed and offer a professional, high quality service to clients when they need it most.

We will build upon our excellent work to date by developing the service further. In particular, we are looking to increase awareness of the centre, and the support available, with members of the public, front line staff from all sectors and partner organisations.

The new contract will begin on 1 April 2015.

Yours sincerely,

Sue Harriman,

Chief Executive