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Chair, Health Overview & Scrutiny Panel
Customer, Community & Democratic Services
Portsmouth City Council
Civic Offices
Guildhall Square
Portsmouth
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5 February 2014

Dear Chair

Update letter from Portsmouth Hospitals NHS Trust

I write to provide the Health Overview Scrutiny Panel with an update from Portsmouth Hospitals NHS Trust and answer the diverse set of queries put to us this quarter. My colleague Peter Mellor, Director for Corporate Affairs, will further expand upon these issues at the formal HOSP meeting on 20 February.

We are proud of the hard work and determined support of our staff who have continued to tackle the many challenges of winter and its pressures. Like many hospital Trusts up and down the country we have struggled with our emergency four hour target and the emergency pathway, frustratingly missing the target on several occasions. This is not just about chasing statistics, but ensuring our patients have a good experience in our care. Much effort is being made to make improvements, but it is recognised nationally that this winter has been a particularly challenging one for the NHS.

One innovation and investment in our Emergency Department is our new software system called Oceano. This system has been introduced to enable more effective management of patients attending the Emergency Department. It has the capacity to enhance triage assessment, provide patient alerts, clinical observations, electronic ordering and reporting of diagnostic tests, which will ultimately further contribute to the delivery of safer and more effective care. Its alerting features are designed to reduce risk, increase patient throughput and deal with key performance indicators such as the four hour wait target.

Our patients are now scoring us in the national Friends and Family test, which was implemented in April 2013 as a national quality improvement tool.

We have just received our first set of results for our maternity services and we are delighted that we are ranked among the best in the country. The majority of women using our services who were surveyed said it is "extremely likely" they would recommend our maternity care to friends and family. The Trust scored above the national average in a number of key areas over the three month period with consistently and significantly higher response rates than the England average.

We have also scored well for our Emergency Department, but for other services the results have been mixed. The methodology of gathering feedback for Friends and Family is still under discussion nationwide, and we have decided to return to paper questionnaires rather than using electronic devices.

We greatly value all feedback and we were naturally disappointed by some poor results in October 2013. Despite very positive written feedback our scores did not reflect this, and it is something we are working hard to rectify.

I attach a briefing sheet (appendix 1) explaining our results in this test and hope you find it informative.



Friends and family
test 2013 14.pdf

The HOSP has asked for an update on performance against Emergency Department waiting times, referral to treatment times (RTT) and cancer performance. These are reported in full in our monthly Board meetings in public and I attach a summary document from our last meeting. We publish a full and transparent performance report each month, normally around 60 pages of thorough analysis. This is available online on our website www.porthosp.nhs.uk.

The attachment in appendix 2, explains our performance to date with commentary. Peter Mellor will gladly answer questions at the HOSP meeting to further supplement.



HOSP briefing sheet
on performance report

Regarding the HOSP queries about prescriptions, we have had an update from our Director of Medicine Management and Pharmacy. I attach a briefing sheet, appendix 3, for your information with the questions and answers in full.

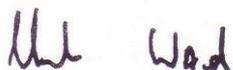


Pharmacy update
January 2014 pdf.pdf

The HOSP also queried if there are sufficient car parking machines at the North Entrance? We believe there are. Our initial estate design provided two car parking machines supporting our North Car Park, and an additional two machines were installed in 2012. Although this is indeed adequate provision it is recognised that at times there are some short queues for their use. This often depends upon weather (for example if it is raining our visitors prefer to use the machines indoors, forming a queue) and certain times of the day. However, there is enough provision to serve the car parking spaces at this end of the hospital site.

Members recently visited the hospital for a tour and presentation about our dementia work and to see for themselves environmental improvements for our elderly patients. We were delighted to have won £466k of government money to make these changes, creating a Memory Lane and quiet family room. This was officially opened by Alzheimer's Champion and TV personality Fiona Phillips who praised our services and our focus on the patient experience. We continue to welcome the HOSP members to meet with our staff and see our hard work and we look forward to welcoming you again soon in to our paediatrics service.

Kind regards

A handwritten signature in black ink, appearing to read 'Ursula Ward'.

Ursula Ward MSc MA
Chief Executive