

As someone with an interest in what we do, News in Brief can help you stay up-to-date with our latest news and developments.

We hope it gives you a helpful overview of what's been happening over the last quarter.

## Spring 2016

### Focusing on our financial recovery

#### Update on financial position

Building a financially stable future for the Trust, while maintaining high quality care, is once again a big priority for the coming year.

Solid progress has already been made, with the 2015/16 year-end seeing the Trust record a deficit of around £10 million, significantly less than the £18.6 million planned deficit which we expected to end the year with.

The coming year will see another £16 million saved through a number of big and small cost-savings initiatives, a target set by the Trust itself.

To do this, the Trust will continue to explore various larger projects which have the potential to generate significant long-term savings, such as the renegotiation of the PFI contract for the Great Western Hospital.

However, this remains a long and complex process with any final decision dependent on national approval.

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#### Industrial action by junior doctors

Along with their colleagues across the country, many junior doctors at the

Great Western Hospital took part in industrial action during the first four months of 2016.

The latest strikes at the end of April saw junior doctors stage a full withdrawal of labour, which for the first time affected emergency care.

In preparation for strike action, teams across the Trust worked incredibly hard to ensure that as many services as safely possible could go ahead on the affected days, with consultants and other senior staff covering the duties usually carried out by junior doctors.

Over the two-days in April, around 300 outpatient appointments were postponed, with affected patients being contacted well in advance and given alternative dates.

Due to very careful planning the Trust managed to avoid booking any operations on these days. While this means no operations were postponed and patients were not left disappointed, around 80 operations which could have taken place did not.

Thanks to our incredible staff we were able to ensure that patients who needed urgent and emergency care were treated as quickly as possible.

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### **GWH sepsis team recognised at national BMJ Awards**

The work of the lifesaving sepsis team at the Great Western Hospital was recognised at a national level in early May following their nomination for a prestigious BMJ Award.

It was the second time in six months that the team were celebrated at such a high level, coming after their Patient Safety Award win at the Health Business Awards in December 2015.

Sepsis is a condition which causes the body's immune system to attack its own tissues and organs and, if not treated quickly, usually proves fatal.

Currently, 80 per cent of sepsis patients at the Great Western Hospital now make a full recovery.

Dr Amanda Pegden, Acute Medicine Consultant and Sepsis Lead, said: "We were all absolutely over the moon to be considered for such a well-respected award."

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### **Emergency Department performance**

Since January, the Emergency Department at the Great Western Hospital has continued to experience a high level of demand from the local growing and ageing population.

This can be seen in the data recorded for the final quarter of 2015/16, in which 70 per cent of patients were admitted, transferred or discharged within the national four hour target.

Overall for 2015/16, at least eight out of every ten patients were admitted, transferred or discharged within four hours.

The Trust continues to work on improving patient flow and the speed of its discharges, so that emergency patients needing admission can experience a smooth and timely transfer.

Work is also ongoing with local health and social care partners to remind people of the simple actions they can take to support their local NHS Trust.

Visit the [website](#) to find out what you can do to help.

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### **Trust rated as outstanding for learning from mistakes**

A new Department of Health league table shows the Trust as one of the very best in the country for being able to learn from its mistakes.

The Learning from Mistakes League, in which the Trust was ranked 13 out of 260, highlights NHS organisations that make a significant effort to uphold patient safety, by continuously learning and adapting after things go wrong.

This is the first time that organisations have been ranked in such a way, with the league describing the Trust as having "outstanding levels of openness

transparency."

Learning from mistakes is a key component to improving patient safety and directly supports 500 Lives, the Trust's vision to save an extra 500 lives over five years.

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### Our CQC improvement journey

Since January, the Trust has been working to make improvements and changes in line with the recommendations made by the CQC, following its inspection last autumn.

Plans that were already in place to deal with existing issues such as recruitment and managing high demand are also being built upon as part of this work.

The Trust has already made good progress in many of the areas highlighted as needing improvement by the CQC. Some of these initiatives include:

- Agreeing investment of £800,000 for 20 additional nurses in the Emergency Department
- Keeping the Ambulatory Care and Triage Unit open at all times of day and night, meaning that more emergency patients can receive timely assessments and treatment
- Protecting staff in the Emergency Department by introducing personal safety alarms and extra security personnel
- Launching an Improvement Committee to oversee implementation and drive forward further improvements
- Adding more than 100 members of existing staff to the Bank, the Trust's internal staffing agency.

A list of all the latest improvement initiatives can be found in Our Improvement Journey, which can be [read here](#).

## **Update on recruitment**

Steady progress is being made in recruiting more permanent members of staff, with the Trust now having 180 more nurses and midwives on its wards than in 2013.

As well as bringing in around 30 final-year nursing students at a number of recent recruitment events, the Trust has extended its search for new staff to India where it is hoped around 120 nurses will choose to bring their skills and experience to Wiltshire.

A recent trip to Delhi and Mumbai saw the Trust make around 100 offers of employment, with plans in place to have these new staff on the wards by winter 2016.

The Trust is also keen to offer school and college leavers a career in the NHS through its new apprenticeship programme.

An open evening for potential apprentices was held at the Great Western Hospital in early May and was well attended with 75 per cent of attendants expressing an interest in a career with the Trust.

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## **Work begins on GWH car park expansion**

Following approval from Swindon Borough Council earlier this year, work to extend the staff car park at the Great Western Hospital began on Monday 9 May.

It is hoped that the 400 extra spaces will relieve some of the pressure felt by the main visitor car parks at the hospital on a regular basis.

The work, which is expected to be complete by August, will make parking easier for GWH staff who drive to and from work.

Longer-term solutions to improve the parking situation at GWH, albeit within the constraints of the Trust's financial position, are also being explored.

## **New end of life care centre opens at Savernake Hospital**

After a rating of good by the Care Quality Commission in January, end of life services in the Trust received another boost in February when a new end of life care centre opened at Savernake Hospital in Marlborough.

The new Prospect Hospice-run centre will save patients living in rural Wiltshire a lengthy trip to the existing Prospect Hospice in Wroughton. The space was provided by the Trust as part of our commitment to bringing care closer to home.

Some of the new services offered at the Savernake centre include physiotherapy, occupational therapy, anxiety management and wellbeing days.

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## **Children's and Young People's Services in the Wiltshire community**

Since 1 April, healthcare services for children and young people in the Wiltshire community have been provided by Virgin Care, after the Trust chose not to bid to retain the contract.

It is hoped that the move from five providers to one will benefit local children and their families, who will now have access to high quality care and support regardless of where they live in the county.

Trust Chief Executive, Nerissa Vaughan, thanked staff for their hard work and dedication over the last five years, something which earned them a rating of outstanding by the Care Quality Commission earlier this year.

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## **A commitment to Equality and Diversity**

Ahead of the national Equality, Diversity and Human Rights Week in May, the Trust is reiterating its commitment to ensuring that all services meet the needs of the people who use them.

The Trust has a legal obligation to ensure that all its patients, visitors and staff are treated equally and that no person is discriminated against on the

grounds of any of the following:

- Age
- Race
- Sex
- Gender reassignment status
- Disability
- Religion or belief
- sexual orientation
- Marriage or civil partnership status
- Pregnancy or maternity.

An Equality and Diversity Working Group, chaired by the Chief Executive, meet regularly to share progress and identify areas for improvement.

[Click here](#) to read more about equality and diversity on the Trust website.

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### **PLACE inspections to take place across all sites this spring**

Patient-Led Assessments of the Care Environment (PLACE) inspections which take place next month across all Trust hospital sites.

These routine inspections, which will run until the beginning of July, will focus on the quality of the patient environment, with teams of volunteer assessors looking at areas such as cleanliness and food standards.

The 2015 PLACE scores were published earlier in the year and showed that all sites received positive scores, with the Great Western Hospital, Savernake Hospital and Chippenham Hospital each receiving a score of 97 per cent for cleanliness.

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### **Bring Your Child to Work Day**

Fifty children were given a rare insight into life inside an NHS hospital when the Trust hosted its second Bring Your Child to Work Day in April.

The day was an opportunity for the children of staff to see for themselves the diverse nature of careers within the NHS.

During the day, the children were taken to various areas of the Great Western Hospital, including theatres, cardiology and the Special Care Baby Unit, and given demonstrations of clinical procedures, before being given the chance to ask staff questions about their work.

Enjoyed by both staff and children, it is hoped that the Bring Your Child to Work Day will become a permanent fixture in the Trust calendar.

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