

Annual General Meeting

12 September 2013

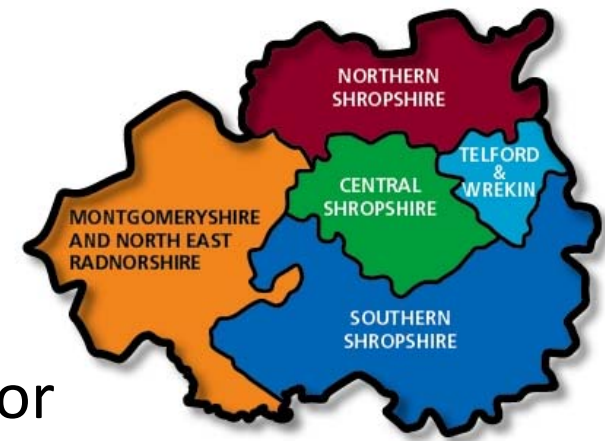


Overview

- Who we are
- Our main achievements and challenges during the year
- Our priorities for the year ahead

About The Trust

- We are the main provider of acute hospital services for half a million people in Shropshire, Telford & Wrekin and mid Wales
- We have two main hospital sites: Princess Royal Hospital and Royal Shrewsbury Hospital
- We have four other registered locations for maternity services and outreach clinics: Wrekin Community Clinic, Bridgnorth Hospital, Ludlow Hospital, Robert Jones and Agnes Hunt
- We employ over 5000 staff and have a turnover of just over £300m



Key facts and figures for 2012/13

- 53,000 elective and daycase episodes
- 44,000 non-elective inpatient episodes
- 111,000 A&E attendances



- 6,800 maternity episodes
- 343,000 consultant-led outpatient appointments

Achievement, developments and challenges during the year



Lingen Davies Centre

State of the art facilities for adults with cancer

- Our new Lingen Davies Cancer Centre development is transforming the patient care environment for chemotherapy and haematology patients.
- The Chemotherapy Day Centre opened to patients in April 2012 with the Centre fully opening in September 2012
- Generous support from Lingen Davies, League of Friends of the Royal Shrewsbury Hospital, Shropshire Blood Trust Fund and Shropshire Head & Neck Charity



Building the Future

New Women and Children's Facilities at PRH & RSH



- Full Business Case approved in May 2012
- Building work under way, with a Topping Out ceremony later this month
- New facilities set to open next year
- Preparatory work has begun at RSH
- Telford & Wrekin Mayoral appeal raised £45,000 for education and play facilities



Putting Patients First

Providing Timely Care

A challenge across the health and care sector

- High levels of demand for urgent and emergency care across the NHS
- Unacceptable delays for patients
- Inadequate bed capacity and significant number of patients waiting for discharge
- Extended waiting times for planned operations
- Other areas of performance – cancer, access, waiting times for outpatients appointments
- Whole system working together on plans for winter 2013



Putting Patients First

Focusing on Quality and Safety

Safety, Outcomes and Experience for Patients



- Infections:
 - MRSA
 - C.diff
- Pressure Ulcers
- Reducing Falls



Putting Patients First

Putting Patients First

A relentless focus on the interests of our patients

The Francis Report was published in February and describes appalling suffering of many patients within a culture of secrecy and defensiveness.

Throughout the NHS we must ensure that the principles set out within the Francis Report guide the future of health and care:

- Emphasis on and commitment to common values throughout the system by all within it
- Readily accessible fundamental standards and means of compliance
- No tolerance of non compliance and the rigorous policing of fundamental standards
- Openness, transparency and candour in all the system's business
- Strong leadership in nursing and other professional values
- Strong support for leadership roles
- A level playing field for accountability
- Information accessible and useable by all allowing effective comparison of performance by individuals, services and organisation.



Celebrating our Staff

Recognising passion and commitment



Our annual Trust Awards celebrate achievement throughout the year to meet our goals on behalf of our patients and communities



Our monthly Chair's Award celebrates people who truly represent the values at the heart of the NHS and care



Our regular NHS Heroes and Chocolate Box Moments provide an opportunity to celebrate people who make a positive difference throughout the year

Putting Patients First

Our Charitable Partners

A wonderful contribution to local health services

- Our patients and staff benefit from hundreds of thousands of pounds each year through fundraising and donations to the Trust charity and to our partner charities, including the
 - League of Friends of the Royal Shrewsbury Hospital
 - Friends of the Princess Royal Hospital
 - Lingen Davies Cancer Fund
- Donations during the year included completing the £5m Lingen Davies Centre development and £0.5m for hi-tech patient monitoring equipment and for a fully-digital breast screening service



Putting Patients First

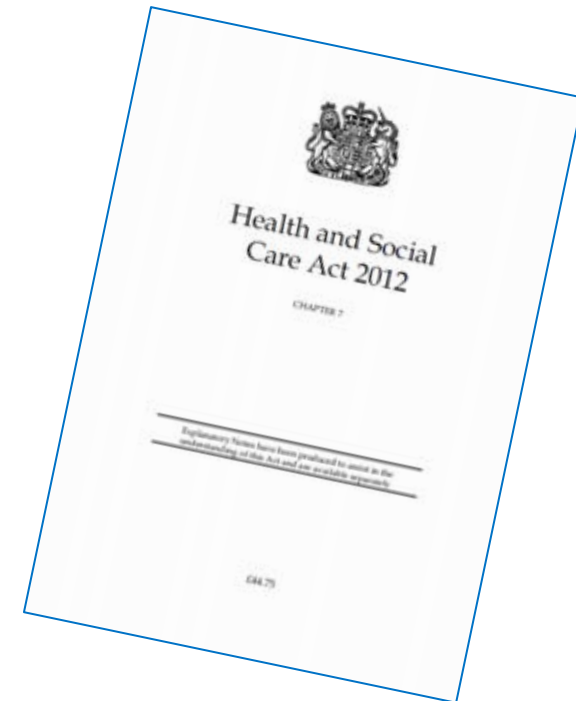
Changing Context

Health and Social Care Act 2012

This year saw one of the biggest changes in the structure of the NHS since it was established 65 years ago.

As a provider of health services, this means:

- Establishing our relationships with the new Clinical Commissioning Groups responsible for commissioning hospital services
- New accountability arrangements via the NHS Trust Development Authority to the Secretary of State for Health, which is responsible for supporting us on our pathway to NHS Foundation Trust status
- Working as part of a new framework of local and public accountability with Local Healthwatch and Health and Wellbeing Boards
- Recognising the changing roles of the Care Quality Commission and Monitor, and the responsibilities of NHS England to set the priorities for commissioners across England
- Continuing to work with Local Health Boards, Community Health Councils and other partners in Wales



Putting Patients First

Finance: 2012/13 Headlines

Turnover	£309.4m
Surplus	£81k
Efficiency Savings	£13.4m
Transitional Support	£4.96m
Carrying Position at year end	£3m recurrent deficit
Capital Programme	£16.4m
Expenditure	67% Staff
	17% drugs, dressings etc.
	10% essential supplies
	6% other costs (e.g. PDC, CNST)

Finance: Statutory Duties

Achieve break-even	✓
Achieve capital cost absorption rate of 3.5%	✓
Operate within external financing limit	✓
Operate within capital resource limit	✓

Looking Ahead



Our Strategy: Putting Patients First

To ensure that the interests of our patients, and providing the best possible care to them, are at the heart of everything we do

Quality and Safety

Providing the best clinical outcomes, patient safety and patient experience

Healthcare Standards

Delivering consistently high performance healthcare standards

People and Innovation

Striving for excellence through people and innovation

Community and Partnership

Improving the health and wellbeing of our community through partnership

Financial Strength

Building a sustainable future

Putting Patients First

What does this mean in practice?

Quality and Safety

Providing the best clinical outcomes, patient safety and patient experience

Making sure we have the right configuration of safe services for the future

Using this as the foundation for excellent outcomes and patient experience

Relentless focus on patient safety – e.g. falls, infections and pressure ulcers

Healthcare Standards

Delivering consistently high performance healthcare standards

Improvements in the urgent and emergency care system across health and care, including improved A&E performance

Making the booking and appointment process work better for patients

People and Innovation

Striving for excellence through people and innovation

Strengthening the values at the heart of the Trust, including through recruitment, appraisal, reward and recognition

Improving staff health and well-being

Community and Partnership

Improving the health and wellbeing of our community through partnership

Contributing to wider goals for improving health and wellbeing in our communities

Placing our values at the heart of improved customer service and community engagement

Financial Strength

Building a sustainable future

Completing our major capital programme to deliver a state-of-the-art women and children's unit at PRH and replacement facilities at RSH

Delivering our financial goals to enable us to invest in the future

Putting Patients First

Thank You