

Annual Members Meeting 2019 and Parkinson's Event

Wednesday 30th October 2019 5.30pm – 8.00pm

Annual Members Meeting 2019 and Parkinson's Event Event evaluation

An informative and enjoyable event

I'd like to praise LHTHR for their services

A worthwhile event

 **48%**

rated the events as **excellent!**
52% rated is as good

 **78%**

said the clinical presentation was **excellent!**

At the event there was:

Marketplace

Clinical presentations

Chat with governors and senior managers

Q&A session

Refreshments

Plans for 2019-20 and beyond

Presentation of annual report and accounts

Report from the Chair of the Council of Governors

Excellent care with compassion

 @LancsHospitals

NHS

Lancashire Teaching Hospitals

NHS Foundation Trust

In order to meet the requirements of the constitution our Annual Members Meeting was held on 30 October 2019 at the Banqueting Suite, South Ribble Borough Council, Civic Centre, West Paddock, Leyland. The event was also seen as an opportunity to promote our Parkinson's Team and to provide a platform for Governors to discharge their statutory duties in representing the interests of trust members and the public.

Format

Upon arrival members were given a delegate pack containing an agenda, question card, speaker biographies, a report from the Chair of the Council of Governors Membership Group, an annual review of LTHTR's performance 2018-19 and an evaluation form. Governor contact cards, copies of the Trust Annual Report and Accounts and Charitable Funds were also made available via the Governor stand during the event.

Delegates were able to meet and chat with Governors and senior managers before visiting the 'marketplace' themed around Parkinson's. The formal part of the evening consisted of an introduction from the Chairman and review of 2018-19, including presentation of annual report and accounts and our plans for 2019-20.

This was followed with an opportunity for people to direct their questions to a panel consisting of senior managers. Dr Omesh Kulkarni, LTHTR's Consultant Neurologist and the Parkinson's Nurses delivered interesting and informative presentations.

The event concluded with a further opportunity for members to visit the display stands, find out further information and meet with governors and staff.

Members' questions and their responses given by the panel:

I understand that it is important to get patients to clinic appointments on time in order to save money for the NHS, so why do the communications between the clinics at Preston and Chorley not work. I received appointment letters for a clinic appointment at 8.45am in Chorley Hospital and another appointment for the same day at 9.30am in Royal Preston Hospital. When will this situation be improved?

Response: Faith Brown, Chief Operating Officer

We have introduced a text reminder system for all patients and we also have a new digital method for our appointments where patients can log on to view and self-manage their appointments by using their email address. It is an easy system to use and we will be encouraging people to move away more from paper appointment letters to the digital appointments system where people prefer this method. We do understand your frustrations and I want to assure you that this is a real priority for us to improve our appointments procedures as soon as we can.

Can we fine people who do not attend clinic appointments?

Response: Faith Button, Chief Operating Officer and Karen Partington, Chief Executive

No, we cannot do that without any appropriate legislation. We are hoping that the text reminder system for all patients will reduce the problem of missed appointments.

It does raise the question of why people do not attend outpatient appointments – Is it that they don't need to attend? We need to look at the reasons and look at how we can improve the situation.

I was diagnosed with Parkinson's in 2015. I am supposed to have a review with a specialist every 6 months. Everything went well until 2018 – an expected June appointment didn't materialise until November and I have not had a review at all in 2019. I am worried that if I need additional medication it will be too late to take effect. Why is this happening?

Response: Faith Button, Chief Operating Officer

I will have to look at his with detail as appointments are given for follow-up reviews indicated by the Dr so without the details it is hard to see why. It would be worth ringing the booking teams to understand if there is a delay in the appointment for any reason.

I would like to know why correspondence takes months to reach the GP. I have a letter from the Parkinson's Consultant dictated in June and typed up in June but not printed until August and it is still not on my husband's record at the GP and the Parkinson's Nurse's letter from May did not reach the GP till October and we still haven't got a copy. So when my husband visited the GP they tried to put him back on controlled relief tablets which caused confusion?

Response: Faith Button, Chief Operating Officer

It should not take this long for correspondence to reach the GP so our apologies that this has occurred. We are going to move to digital solution for letters to be typed up in neurology in order to tackle any long waits in letters being typed up.

The new car parking arrangements are not working. There was a letter in the Leyland Guardian which took up the whole reader's letters page complaining about the new parking arrangements at the Chorley and Preston hospitals. The letter highlighted that the previous barrier system and the pay and display machines worked very well but under the new arrangements, members of the public now have to queue for a long time to pay at the paying kiosks, enter their vehicle registration number, pay the parking charge, walk back to their cars, leave the car park and then end up at a later date receiving a penalty notice from the car park provider (Parking Eye) demanding £70 for the non-payment of the parking fee. So why has the system been changed?

Response: Karen Partington, Chief Executive

I would like first of all to apologise for any difficulties, members of the public are suffering with the new system. We are trying to resolve this issue and it is very frustrating that the problem has not been resolved. The previous system broke down and the only option available was to replace it with a new system. We are working with the car park provider (Parking Eye) to resolve the problems as soon as possible and I would advise people to use the appeal process with the car park provider and send us an email if necessary.

The new car parking system is causing a lot of stress and aggravation for members of the public, especially for those with mobility problems and ill health. People are paying for their car parking, receiving penalty notices for £70 and having their appeals rejected by the car park provider who are only interested in boosting their profits.

There are also times when the paying stations are out of order and notices are placed on them saying that people do not have to pay and this is not fair on the other car park users who have had to pay. When are these issues going to be resolved?

Response: Jonathan Wood, Deputy Chief Executive and Director of Finance

Additional machinery will be installed and the instructions for the payment of fees when machines are not working will be improved.

We need to have a clear and robust appeals process and this issue will need to be revisited. We are constantly trying to improve the situation and we want to assure the public that this matter will be resolved as soon as possible

Why do members of staff have to pay for car-parking?

Response: Jonathan Wood, Deputy Chief Executive and Director of Finance

Members of staff chose different transport modes to come to work, some come by public transport, cycle, walk and by their own vehicles. Unfortunately, we do not have enough space for all the staff who want to park on-site, due to the physical constraints of our hospitals' grounds, with no opportunity to expand. The Trust has to recover the cost of car parking provision for staff but it is a relatively modest cost.

The staff car parking permit allocation scheme has been revised to give priority for staff who work a rotating shift pattern around the 24 hour clock (working overnight, or up to midnight) and we are committed to doing everything possible to resolve the situation, and make as many improvements as we can.

The presentation highlighted the continuous improvements being made in the delivery of services by outstanding staff and yet the current CQC ratings for the two Trust hospitals "require improvement" and the Trust has a budgetary deficit, despite making efficiency savings of £22m in 2018/19 with further savings of £25m required this year. Will the next CQC rating be 'good' and when will there be no budget deficit?

Response: Karen Partington, Chief Executive, Catherine Silcock, Deputy Nursing, Midwifery and Allied Health Professionals and Jonathan Wood, Deputy Chief Executive and Director of Finance

We have implemented a continuous improvement programme led by clinicians and we are doing everything we can to get where we want to be, but there is no guarantee that the next CQC ratings will be good. The same services are not inspected on each CQC assessment and the ratings are a mark in time for any particular service.

The Trust is working with the Clinical Commissioning Groups and other partners in the delivery of efficient services which avoid any waste. Whilst the Government continues to review its financial settlement for the NHS we collectively need to do more to reduce the financial challenge faced by the Trust.

Why is there no signage to the Fracture and Orthopaedic Department at Royal Preston Hospital? The only sign I have seen is at the Information Desk in the entrance to the hospital but that is not good enough, so can some temporary signs be provided until you provide permanent signs?

Response: Jonathan Wood, Deputy Chief Executive and Director of Finance

Signage is really important and I can assure you that this matter will be resolved as soon as possible.

There was no mention in the presentation or in the Annual Review about the Armed Forces Covenant. Is the Trust committed to the Covenant?

Response: Karen Partington, Chief Executive and Karen Swindley, Strategy, Workforce & Education Director

The Trust was recently presented with the Silver accreditation for the Armed Forces

Covenant at a ceremony held in the Imperial War Museum in Manchester. We are very committed to achieving Gold accreditation to the Covenant and we have a dedicated team, supported by Armed Forces veterans who are striving to achieve that accreditation through a detailed action plan which is overseen by one of our board sub-committees. We are also working in partnership with Lancashire Care Trust, Lancashire Council and other partners in the delivery of effective services for veterans.

Why do you need a degree to be a nurse?

Response: Karen Swindley, Strategy Workforce & Education Director

There are many opportunities for people to join the NHS with different career routes. Some nursing roles are available without a college degree, such as a Health Care Assistant, Senior Healthcare Assistant and Assistant Practitioner. However, it is a national requirement that the higher nursing roles such as the Registered Nursing (RN) positions and any advanced practice nurses now require a bachelor's degree. The Trust provides support through many entry levels to nursing careers through apprenticeships and other training programmes

Please could you give me examples of what (savings) you do in performance and efficiency target of £22m for 2018/19? How is this measured and audited?

Response: Jonathan Wood, Deputy Chief Executive and Director of Finance

The productivity and efficiency target (PET) is a financial target and is measured by financial results which are independently audited.

Why is your PET not a percentage of total budget? Do you run a new ideas scheme?

Response: Jonathan Wood, Deputy Chief Executive and Director of Finance

Yes, the Trust has to generate new ideas all of the time through the PET programme.

You state that you generate 5% of the electricity you use: -

How – solar, heat pump, generator etc.

Green energy

Response: Jonathan Wood, Deputy Chief Executive and Director of Finance

A combined heat and power (CHP) system uses natural gas to generate electricity on site. The Trust operates CHP on each of its two main sites. This is more cost effective and more efficient than buying electricity from the national grid as waste heat produced helps to reduce our heating costs. In so doing CHP reduces our carbon emissions. The Trust generates approximately 50% of its electricity on site through the use of CHP.

RE: Chorley A&E, what are your plans for 24 hour opening or is this now not going to happen?

Response: Gerry Skailes, Medical Director

The Our Health Our Care Joint Committee of the Clinical Commissioning Groups last met on the 28th August where it decided to keep all options on the table in terms of the future configuration of hospital services in central Lancashire (at both Chorley and Preston), including the future possibility of a new build. They also decided to request more clinical scrutiny of the options.

No decisions on the future configuration of hospital services will take place until an open, fair, and transparent public consultation has taken place. No further announcements will occur during the pre-General Election (or Purdah) period.

- A) What were the key outcomes of the recent CQC inspection; and how do we compare with adjacent health Trusts? Is the CQC report available to the public?**
- B) The further education reforms will create a significant increase in young people (16-18) studying health, healthcare science and science. This will in turn create a high demand for work placements.**

Response A: Sarah Cullen, Nursing Midwifery & AHP Director

The CQC report will be published on Thursday, the 7th of November. The link to the report is here: <https://www.lancsteachinghospitals.nhs.uk/download.cfm?doc=docm93jjm4n7748.pdf&ver=14287>

The report rates Lancashire teaching hospitals as requires improvement. However demonstrates improvement this year moving to a good rating for the well lead domain, a good rating for all services at Chorley hospital, and a good rating overall for critical care at Preston. Urgent and emergency care has increased to a rating of Good overall.

Medicine at Preston and urgent and emergency care at Preston retain a requires improvement rating at this time. The overall rating for the well led domain is good.

There is one neighbouring trust that is a good rated organisation; this is East Lancashire foundation trust. Morecombe Bay Blackpool and Lancashire and South Cumbria foundation trust are all rated requires improvement.

Response B: Karen Swindley, Strategy Workforce & Education Director

We have a huge array of opportunities to support young people into health careers. These include:

Many of our departments have supported our work familiarisation programme for over 10 years now. Students with learning difficulties from Runshaw College, Cardinal Newman College, Preston's College and Sir Tom Finney School attend timetabled activities to learn about different job roles. Some sessions include a 'behind the scenes' tour. One example is the catering session where students get the chance to see how the kitchen staff prepare thousands of meals for staff, patients and visitors at the Trust. This programme runs twice a year at both sites seeing 60 students complete every 12 months, totalling over 390 students completing this programme since the first pilot. With the support from various departments we have been able to invite more colleges and schools to take part in this programme and expand it to a wider audience. .

We have continued with our commitment to offer work experience placements to young people across Chorley, Preston and South Ribble and over 550 individual placements have been organised over the last 12 months. We are also supporting college curriculum by providing students requiring work based hours as part of their study programme, in particular Health and Social Care students and those studying business and administration. Following the success of the winter pressure pilot placement scheme last year we continued the offer this year and 136 students were given placements with us between January and March. The students are studying Health and Social Care at college and many of them want to go on to do their nurse training. These students have proven to be keen and have been getting fabulous feedback from both Staff and patients. With this in mind, Health Care Assistant bank positions have been offered to those who completed a successful placement with us.

Since 1st April 2018 the Trust has started 228 apprentices which is 2.75% of the workforce and combined with our 2.6% performance during 2017/18, puts us well ahead of the expected 2.3% Public Sector apprenticeship target. Recently published first year apprenticeship starts data puts us amongst the top performing Trusts in the North. We continue to offer a growing range of apprenticeships for both clinical and non-clinical roles in occupations from accountancy to prenursing. New apprenticeship programmes delivered during 2018 include: • Nursing Associate • Accountancy Taxation Professional • Installation Electrician • IS Business Analyst • Customer Service - Preceptorship We are scoping further opportunities for apprenticeships and how we can support staff to achieve Masters level qualifications through this route.

The Preparation for Nursing programme continues to provide a pipeline into nurse training. 30 places are on offer each year via applications from students in their second year of the health and social care programmes at Preston's, Runshaw and Cardinal Newman Colleges. The programme runs for 7 weeks and includes a range of activities to help the students make informed choices about nursing careers. In addition to attending the course, the students commit to one shift a week as a 'buddy' to a health care assistant.

We have continued to offer the Preston Widening Access Programme which supports young people to access a career as a doctor. This is another extremely popular and successful programme that now offers 40 places to A level students from our local colleges and sixth forms who meet the widening participation criteria following an application process. This programme is in its 5th year and continues to be extremely popular, providing a much needed pipeline into a career in Medicine.

Our 'Careers in the NHS' event has continued as an annual event which is run at Preston and Chorley sites where over 25 of our departments, both clinical and non-clinical, provided activities and gave careers guidance to high school and college students. These events are hugely successful seeing hundreds of students and prospective employees through the door. We are also continuing to support careers events, provide careers advice, deliver assemblies and attend 'mock interview' days at local schools and colleges.

The Trust is committed to providing opportunities for NHS careers to people from all backgrounds and abilities. As a large employer we also take some responsibility to support the local community who are unemployed back into work. The Trust has proudly supported the pre-employment programme in partnership with Skills for Health (SFH) and Prestons' College in previous years however since the loss of service of SFH in 2017 we launched our own version of the programme in October 2018 and another in March 2019. Since the first programme back in 2013 the Trust has offered placements on the programme to 64

candidates, with 33 of the candidates gaining employment either with the Trust or externally as a direct result of the programme.

In April 2018 we launched the LIFE Centre (Learning Inspirations for Future Employment); our new building that will inspire the local community aged 5 years and upwards into NHS careers. The centre is a pan Lancashire facility which can be used by NHS organisations and public funded education providers to inspire NHS careers. LIFE is managed by the Widening Participation (WP) team. Widening participation activity has increased significantly since the opening of LIFE. By running these programmes we are able to ensure the Trust fulfils its social responsibility including community engagement, aiding social mobility, equality and diversity and promotes the Trust as an employer of choice. Programmes prepare learners giving them the knowledge and experience needed to be recruited into vacancies at the Trust

aiding recruitment and retention and helping to reduce agency costs. The Widening Participation team and LIFE were nominated and shortlisted for a HSJ national award last year.

If staff have to pay for parking do the executive boards, governors etc. also have to pay or do they get it for free?

Response: Jonathan Wood, Deputy Chief Executive and Director of Finance

All members of staff are required to pay; Volunteers and Governors do not pay to park.