

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



EXECUTIVE SUMMARY

REPORT TO THE COUNCIL OF GOVERNORS

TUESDAY 2 JUNE 2015

Subject	Operational Plan 2015/16
Supporting TEG Member	Kirsten Major, Director of Strategy & Operations
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Status¹	N

PURPOSE OF THE REPORT:

To provide the Council of Governors with the completed Summary Operational Plan for 2015/16 submitted to Monitor on 14 May 2015.

KEY POINTS:

The Summary Operational Plan for 2015/16 was submitted to Monitor on 14 May 2015. This will be published by Monitor following their review and the Trust is to receive feedback from Monitor in June 2015.

The views of the Council of Governors (Appendix 1) were considered when developing the Operational Plan and included where possible within the framework set out by Monitor.

IMPLICATIONS:

AIM OF THE STHFT CORPORATE STRATEGY 2012-2017		TICK AS APPROPRIATE
1	Deliver the Best Clinical Outcomes	✓
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	✓
4	Spend Public Money Wisely	✓
5	Deliver Excellent Research, Education & Innovation	✓

RECOMMENDATION(S):

The Council of Governors is asked to:

a) Note the 2015/16 Summary Operational Plan.

APPROVAL PROCESS:

Meeting	Date	Approved Y/N
Council of Governors	2 June 2015	

Appendix 1 – Long List of Suggested Priorities from Governors and Members

Priority 1 Ensuring patients receive efficient, effective, high quality care and treatment

Themes

- Members appreciate the pressures on Trust services
- Ensuring the safety and dignity of the patient should be acknowledged
- The importance of patient centred care, of monitoring, of awareness of the patient experience and of safety was stressed
- Concern was expressed about staffing levels and attitude of some staff (a number of people said this)

Priority 2 Maintaining a strong financial position on a sustainable basis

Themes

- Members appreciate the financial pressures that the Trust faces.
- Concern was expressed regarding the use of agency staff and the cost of this
- It was suggested that there are opportunities to be more cost efficient for example the
- current appointment system

Priority 3 To continue to invest in IT to help clinical teams provide efficient care to their patients

Themes

- Members are generally very concerned about this.
- Staff training needs are a concern and the need for it to be ongoing.
- Concerns were expressed regarding the current duplication of paperwork

Priority 4 Ensuring our workforce are highly skilled, effective and are cared for

Themes

- Members recognise the importance of valuing and caring for staff and that they need to be motivated
- They expressed the need for all staff to have access to ongoing training and development
- Concern was expressed regarding staffing levels and the use of agency staff

Priority 5 Developing effective relationships with health and social care partners in Sheffield

Themes

- Members recognise the importance of working together “joined up care”. (a significant number of people refer to this)
- Strong support for combining health and social Communicating care.
- Concerns raised regarding delayed discharges and duplication of information requested from patients and their families

Priority 6 Communicating effectively with patients and staff

Themes

- Good communication is important to prevent errors and waste.
- Need to ensure that patients and their families understand what is being communicated.
- Families need to be more involved in decision making regarding the patient’s care
- It was perceived that written information (brochures and leaflets) could be wasteful

Additional Comments

There are a large number of additional comments as these are 'free text' and may be important in their own right, governors have included a small proportion here under arbitrary topic headings.

Parking

- Concerns expressed regarding the availability and cost of car parking and the suggestion that the whole issue might be thought about afresh

Volunteers

- The Trust should continue to expand the use of volunteers
- Appreciate and prioritise them more

Care

- Importance of the duty of candour
- Cleanliness (this came a number of times)
- Importance of health and safety (a number of people raised this)
- Review aspects of Outpatient management/organisation
- More attention to care of the elderly and those with mental illness
- Members recognise the importance of nutrition for patients and this needs to be constantly reviewed and improved

Staff

- Fewer agency staff (this came up a significantly)
- Anxieties about staffing levels and shortages
- Importance of work/life balance for staff

Finance

- Avoid privatisation (an appreciable number of people raised this)
- Avoid waste
- Improve procurement of supplies

Communications

- Interdepartmental communications and communications with external agencies should be improved
- Being honest and keeping patients informed
- Ensure results, both positive and negative, or investigations are communicated
- Improve telephone access
- Important to obtain the views of the public
- Enable vulnerable people to communicate their needs – give them enough time