

Executive Summary

Report to the Board of Directors

Being Held on 29 November 2022

Subject	Board of Directors' Out and About Visits
Supporting TEG Member	Sandi Carman, Assistant Chief Executive
Author	Helen Warriss, Executive Assistant Joanne Woodward, Personal Assistant
Status	Note

PURPOSE OF THE REPORT

To provide a summary update on the visits that have taken place, by members of the Board during October and November 2022.

KEY POINTS

The following visits have taken place since the last Board of Directors' meeting:

- Estates and Security (Royal Hallamshire Hospital) by Gul Hussain, Sandi Carman and Cressida Ridge on 26 October 2022
- Finance and Procurement including Visitor Team (Northern General Hospital) by Chris Newman, Jennifer Hill and Martin Hodgson on 8 November 2022

As previously noted, the next six months of Out and About visits will primarily focus on Corporate/non-clinical areas.

Each visit has been hosted by colleagues in the respective area, Board members and Governors would like to extend their thanks to the individuals involved and the courtesy shown during the visits.

IMPLICATIONS

AIM OF THE STHFT CORPORATE STRATEGY		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	Create a Sustainable Organisation	
6	Deliver Excellent Research, Education and Innovation	

RECOMMENDATIONS

The Trust Board of Directors is asked to note the contents of the update on the Out and About visits that have taken place in October and November 2022.

In November 2021, the Trust launched a scheduled programme of out and about visits for Board members to visit all Directorates, pairing both a Non-Executive and Executive Director. Further to reinstating the programme of visits in March 2022, it was agreed to invite Council of Governors' members to join future visits.

The scheduled programme for Clinical areas has been completed and a programme of visits to Corporate areas commenced in September 2022.

During October and November 2022, the following visits took place and key points to note are as follows:

Estates and Security, Royal Hallamshire Hospital [Gul Hussain, Sandi Carman and Cressida Ridge]

We received a warm welcome from both Tony Edwards, Estates Manager and Jon Goodison, Security Manager.

Estates

We undertook an interesting tour of the estate's workshops which included the joinery workshop where the team produced nursing units, doors etc. We noted the materials were sourced locally where possible. Our tour then progressed to the welding bay and general workshop.

We learnt about the Concerto systems whereby jobs were assigned to individuals remotely enabling a more efficient workforce management. Estates supplies reported no problems with sourcing materials at the moment. The Estates Manager noted there are now two estates individuals present on site full time. These would be a trade plus an assistant electrical or mechanical engineer (working 12 hr shifts) There was a staff engagement board and staff engagement plan although the materials displayed were out of date. The establishment of the teams were being reviewed to ensure appropriate provision of technicians and authorised persons on site.

A significant capital scheme is underway for the generators, we also reflected on the Blackstart generator testing that takes place.

Estates entrance was well signposted although there was a lot of equipment and materials outside the Estates office, the Estates office are addressing this with the Waste Management and Portering teams.

Security

We met members of the security team, and the Security Manager noted the improvements planned for CCTV provision given the age of the current equipment and potential risk of failure. The business case was currently being considered through the Trust business planning process. The costs for this scheme are however considerable.

We heard about the significant improvement in access control points, noting the increase from approximately 200 doors to over 1800 doors across the sites.

We noted that the team also pick up all the out of hours estates and maintenance calls, this was provided from 10pm to 6am to enable essential cover for 24 hours a day. There is work ongoing to co-locate some of the security team at the Northern and we recognised the impact this will have on the team but were reassured this will ultimately deliver a more robust service.

The Security offices were clean but dated. Staff at times worked alone, which could provide challenges as the team were unable to leave the office unsupervised.

Two actions for consideration: Clearing and monitoring of equipment/materials near the estates entrance and for the staff engagement notice boards kept up to date.

Finance Department & Procurement incl. Overseas Visitor Team [Chris Newman, Jennifer Hill and Martin Hodgson]

Neil Priestley introduced us to the senior team who gave an overview of their areas of work. Neil then guided us through his directorate and kept us to time as we visited a number of areas in finance and procurement.

The 15-step rule was positive. Throughout we were greeted cheerfully, and although the teams described the pressures, the workforce appeared comfortable with their leadership and work environment. People who were not directly addressing us looked up, smiled and greeted us.

The visit was immensely informative and key specifics were:

- Some very positive gains for clinical staff through inventory systems run by Finance and Procurement
- Significant work with clinical teams to standardise procurement and work across the ICB
- Significant work needed to chase payers of bills including local NHS Trusts
- Through no fault of Finance and Procurement, a small army of people have to be engaged on Procurement.
- Significant work required to establish debt for treatment of overseas residents with little recovery of funds
- Clearly significant stress caused by difficult conversations between our staff and payroll staff in response to national changes to pension rules
- Impressive adaptation of paper to digital processes in the finance team during Covid
- Realising how many staff are processed through STH payroll (over 40,000)
- Challenges of recruiting and retaining staff in a number of posts in this area due to competition from higher remuneration packages in the private sector

All the staff that we met demonstrated real enthusiasm and commitment, and universally a collegiate attitude to working with staff internally, regionally and in the wider NHS and provider sectors.

Overall, an illuminating and enjoyable visit to the finance and procurement team.

Sandi Carman
Assistant Chief Executive
29 November 2022