

James Paget University Hospitals

NHS Foundation Trust

Report to the Board of Directors 2017/18

Date of meeting	26 May 2017			
Subject	Chief Executive's Report			
Report of	Chief Executive			
Prepared by	Ann Filby, Head of Communications & Corporate Affairs			
Purpose of report	To update on partnership working, staff successes and provide additional clarity on issues that may be dealt with in more detail later on the agenda			
Previously considered by (Committee/Date)	N/A			
Board Action Required	Approval			Discussion
	Decision			Information X

Executive Summary and recommendation(s)

An overview of issues considered and developments since the previous meeting is presented.

The Board is asked to **note** this update.

Strategic Ambition and Board Assurance Framework (BAF) links		
Strategic Ambitions	1. Deliver safe and effective personal care	X
	2. Provide the right care at the right time in the right place for all patients	X
	3. Use our financial resources effectively	X
	4. Demonstrate outstanding leadership at all levels	X
	5. Improve services for our patients and deliver success for our Trust through effective partnerships	X
	6. Maximise the benefit of innovation, research and education for our patients and our Trust	X
	7. Make the best use of our estate and infrastructure	X
BAF reference(s)	N/A	

This paper provides assurance against the Trust objective(s) identified	X
This paper is to close a gap in control/assurance in relation to the objective(s)	

Legal/regulatory (regulatory/legislation requirement with specific reference where appropriate)	Trust's Provider Licence		
Equality Impact/risks (Equality Delivery System 2 – EDS2 Nov 2013)	Impact		
	Positive	Negative	Neutral
			X
Assurance process and frequency of monitoring	Monthly update to Board of Directors		

Definitions:

Information: Update to ensure Board has sufficient knowledge on subject matter and to provide assurance on progress

Discussion: Seeking Board members' views, potentially ahead of final course of action being agreed

Decision: When being asked to choose between alternative courses of action

Approval: Positive resolution, to confirm paper is sufficient to assure the Board in its ongoing monitoring role, or to address a gap in control

Chief Executive's Report – May 2017

IT cyber attack – On the afternoon of Friday 12 May the Trust was affected by a ransomware attack which also affected other NHS organisations, with an international impact. Our IT team took decisive action which limited the spread of the virus and only a very small percentage of PCs were infected. Full shut down was required as a precautionary measure with full back up plans implemented as part of our internal incident planning processes. These manual systems were slower but with significant work undertaken over the weekend, by Tuesday 16 May all patient operations and appointments went ahead as planned. The hospital's IT systems continue to be restored.

Face to face briefings were held with staff so that all were clear on next steps in this quickly changing situation. This included a number of key messages in relation to IT safety as systems were brought back on line in an agreed priority order. For the public and our patients, social media was crucial, supported by our media colleagues ensuring that these important messages were cascaded.

On behalf of the entire Executive Team, I would like to thank our partner organisations and the media for their support throughout last week. Our staff and volunteers have been totally dedicated to getting systems up and running and ensuring that our patients return to a normal service as quickly as possible. Some gave up their weekend and many have worked on limited sleep, particularly our IT team. The whole Trust has focused on doing what was required in a challenging situation. Our internal incident planning processes allowed us to act quickly and to work together for the benefit of our patients. Throughout, our main concern has been to ensure patient safety is not compromised, and whilst back up processes are not always ideal, our staff have embraced different solutions until all systems are fully up and running again. I am really proud of how well our staff worked together, under difficult circumstances, to keep clinical services running, and I would like to take this opportunity to thank them for all their hard work and patience.

Meeting with NHS England Executive team – The Chair and I attended an event at West Suffolk Hospital where we had the opportunity to meet Simon Stevens, Chief Executive of NHS England, and his senior team. It was an interesting opportunity to meet the team and share our views on some of the challenges and successes we face.

National meetings: Cavendish Group – I attended the latest meeting of the Cavendish Group which has now been running for three years. We had a presentation on Physician Associates and how well these posts have worked elsewhere in the country. We also provided our views on the CQC's new approach to Well led inspections which we hope will influence how the new inspections will be carried out.

League of Friends Thank you evening – Following my report on the Annual General Meeting last month, the Chair, Head of Communications and I attended this celebratory event. It enables those members of staff who have benefited from the Friends' support to say thank you and, where possible, demonstrate the equipment they have purchased. A number of staff attended, followed by discussion and refreshments. This was a final opportunity for the Trust to thank Heather Cave for her commitment as Chair prior to the new Chair being confirmed at the Friends' next Committee meeting.

Sustainability and Transformation Programme – Last Friday I attended a workshop with members of the STP Executive where we discussed latest thinking on our progress against the STP plan. This was a useful session for us all and very well attended, with representatives from all STP partners.

A&E Delivery Board – The latest A&E Delivery Board focussed on our plans to develop streaming for patients arriving in A&E and how we could work effectively with GPs. We also discussed plans for re-designing our A&E department and improvements in the process for patients referred by their GP who require assessment.

Christine Allen
Chief Executive