Providing a range of NHS services across Gateshead, South Tyneside and Sunderland.
Welcome from the Chairman

I am delighted to welcome you to the new form of Members Newsletter, which has been developed by our Governors. The Newsletter aims to keep you up to date on how the Trust is making the most of opportunities to improve healthcare to the Communities we serve.

The Council of Governors has continued actively to support the development of the Trust’s strategy and to provide challenge to the Board in line with its statutory duties. We hope the Newsletter will support our Governors to work in closer contact with Members.

In each issue we aim to feature profiles of some of our services to enable Members to have a greater understanding of the range of care the Trust and its partners provide. As has been the case elsewhere in the NHS, it is not an easy time for our Trust, with our services, particularly the emergency care pathway, under great pressure, not only during Winter but now at various times throughout the year.

Our staff have responded magnificently to these challenges. Our community-based initiatives to reduce hospital admissions through our A&E and to support earlier discharge from hospital are beginning to show positive results. However, the demographics and general health of the population within our area adds to the pressures on these services and the growing demands on Social Care.

The Trust is addressing this by actively participating in national schemes to improve efficiency, including increasing productivity, making better, more efficient use of our operating theatres and equipment. New technology is helping our staff to care for patients even more safely and effectively.

The Trust and its partners, as you will see featured in this Newsletter, have invested in exceptional new and innovative facilities such as the £9m Haven Court Integrated Care Hub development to serve particularly our elderly population and a new Surgical Centre. We must innovate more if we are to meet the year on year challenges of achieving transformation and sustainability in delivering the right care to our patients.

We also continue to work closely with our Local Health and Social Care partners including supporting the work of the Health and Social Care Commission to find ways to provide better co-ordinated prevention and care for our local patients and to enable people to take a more active role in supporting their own health and well-being.

I joined The Trust as Chairman, in January at a particularly challenging time, with a recent Care Quality Commission (CQC) report which, whilst recognising the outstanding level of care provided by our staff, nevertheless assessed the Trust overall as requiring improvement, with urgent action expected. At that time, on the financial front, a deficit of £9.4m for the year 2015/16 was forecast. Urgent action has been taken on both fronts, to tackle improvements required by CQC and the forecast underlying deficit, which was as a result, slightly reduced to £8.3m at the end of March 2016. This year the Trust is required to secure cost improvements of £11.7m, with major pressures on cash flow which is clearly not sustainable without radical action.

There is much to be done to secure financial turnaround and to develop the Group collaboration with City Hospitals Sunderland NHS Foundation Trust as part of the Sustainability and Transformation Plan. To achieve this, the two Trust Boards and Councils of Governors have recognised the need for radical change, by approving the move to a Single Executive and Management Team to secure greater focus and efficiency in the delivery of care. This will require working closely with our staff and our partners, to make these necessary improvements in the interests of the patients, and communities we serve.

The Newsletter will keep you informed of significant developments as we do our very best to improve the sustainability of the services we provide. We do hope you enjoy this Newsletter, and if you have any comments or ideas for future issues please let us know by emailing us at MembershipOffice.STFT@stft.nhs.uk

Neil Mundy, Chairman
Gold standard surgical facilities for South Tyneside patients

The first phase of a £1.6 million development that will provide new, gold standard surgical facilities at South Tyneside District Hospital has opened.

The day surgery zone in the South Tyneside Surgical Centre, with its 27 beds and state-of-the-art equipment and surroundings, offers first class care and a positive experience for patients requiring an operation but no overnight stay.

In the coming months, major surgery and short stay zones will be added. When it is completed this winter, the Surgical Centre, which is being created from two existing wards, will have 69 beds and will offer an integrated service, with a dedicated team of doctors and nurses providing seamless care for patients.

Previously, the surgical department was spread over several wards. The design of the centre is patient-focused and incorporates some of the most up-to-date equipment and features available in the NHS today, ensuring patient safety in an environment which enhances their experience.

Mr Arun Krishna, Consultant Colorectal Surgeon and Associate Medical Director at South Tyneside NHS Foundation Trust, said: “The medical staff are very pleased indeed to be at the forefront of this development, which gives us the chance to revolutionise care in South Tyneside for surgical patients and ensure that they get the best treatment and the best possible outcome.”

Chief Executive Steve Williamson said: “The Surgical Centre is fantastic news for our patients. Where and how we deliver our services is crucial to offering safe care to the highest standards. By reconfiguring existing accommodation, we will be able to host all surgical activity together, creating a self-sufficient department to which patients are admitted and treated and from where they are discharged.

This investment demonstrates our commitment to providing South Tyneside with the best healthcare now and in the future and will ensure value for money in relation to bed capacity and an effective and efficient service for patients requiring surgical services.”

Trust Chairman Neil Mundy added: “I am delighted that the first element of this fine, new facility is now open and offer my thanks to all concerned, including our dedicated clinical, estates and facilities teams, for their hard work to make the vision of a surgical centre of excellence a reality. This is an important investment in the transformation of healthcare to meet the future needs of the communities we serve.”
The Council of Governors hold the Board of Directors to account for the performance of the Trust, including ensuring the Board of Directors acts so that the Foundation Trust does not breach the terms of its authorisation. They also provide members’ views on future hospital developments to the Board of Directors, represent members and provide feedback to the constituencies, appoint the chair and non-executive directors, and act as a general ambassador for the Trust.

### South Tyneside Governors

- Mr Mo Abuzhara
- Dr Bashir Malik
- Mr Tom Defty
- Mrs Elaine Richards
- Mr David Donohue
- Dr Nigel Thomas
- Mr Terry Haram
- Mrs Eleanor Dawson
- Mr Graeme Hunt

### Appointed Governors

- Mr Mark Foster
- Professor Andy Husband
- Mr Stephen Clark
- Councillor John Kelly

### Gateshead Public Governor - Dr Robert Buckley

In December 2015, we welcomed Dr Robert Buckley as an elected Governor for Gateshead. Dr Buckley had previously served on the Council of Governors as an Appointed Governor for the voluntary sector in Gateshead and brings a wealth of experience to the Council.

### Clinical Staff

- Mr David Henderson
- Mrs Carolyn Taylor
- Dr. Rob Bolton
- Mr Mark Tull

### Non Clinical Staff

- Mrs Marion Langley
- Mr Jamie Hughes
Welcome to the latest edition of our Members’ Newsletter. We hope you like the new format and hope that you will find much that is of interest in this edition. This is a time of unprecedented change and uncertainty in the NHS and we are all grappling with the issues whilst doing our best to ensure that our services are delivered to the highest standard with the focus on patient safety.

Everyone involved with South Tyneside NHS Foundation Trust will continue to put the patient at the centre of our day-to-day work and our future plans. We are all aware of the stories in the press and on television which tends to promote the negative aspects of the NHS but in this area we remain optimistic about the future whilst recognising that change is inevitable.

We know we have to be open to new opportunities where there is a real benefit to South Tyneside residents. In this newsletter we aim to show the positive side of our work and celebrate the successes we have on a regular basis. We want to show our members all the good work that is going on and the ground-breaking work in which this Trust is involved. We also hope that more people will want to join us as members and be part of our success. Please contact us if you would like to find out more about being a member.

Allyson Stewart, Lead Governor

---

Could you stand to be a Governor?

We will be holding elections in all constituencies in November 2016, as a public member of the NHS Foundation Trust you are eligible to stand for election as a Public Governor with a seat on our Council of Governors. Members of staff are eligible to stand in their staff group.

Public:
- Gateshead – 2 seats
- South Tyneside – 4 seats
- Sunderland – 2 seats

Staff:
- Non Clinical – 1 seat
- Clinical – 2 seat

Nomination forms and further information will be available in October for members who are interested in standing to become a governor. We will also be holding an information session for anyone who is interested in the role. Further details will be available on our website at https://www.stft.nhs.uk/about/council-of-governors
First look inside Haven Court

Services commenced at Haven Court, South Tyneside’s new centre for integrated health and social care for older people, on August 1st.

The £9 million development has been built in the grounds of South Tyneside District Hospital by South Tyneside NHS Foundation Trust, on behalf of South Tyneside Council. Entrance to the building is on McAnany Avenue, South Shields.

Haven Court will provide a wide range of high quality support and services, including residential, day and respite care, and rehabilitation for older people, particularly those with dementia. The emphasis is on helping them to live as independently as possible, with a top class rehabilitation and therapeutic service available to enable them to return to their own homes.

The 80-bedded centre also has rooms for medical consultations and assessment of people’s needs and will offer information and advice, as well as help to use technological aids to support independent living. Services are being provided by a range of partners including South Tyneside Council, South Tyneside NHS Foundation Trust, other local Trusts and the voluntary sector.

Dr Bob Brown, South Tyneside NHS Foundation Trust’s Executive Director, Nursing and Patient Safety, said: “Haven Court is an exciting, innovative development of which everyone in South Tyneside can be very proud. It will improve the health and wellbeing of our growing ageing population, and the increasing numbers of people with dementia, by providing integrated health and social care in state-of-the-art surroundings now and into the future.”

Robertson Construction began work on building Haven Court in Spring 2015. It was designed by P+HS Architects to cater for different clinical needs and for those with varying degrees of dementia, with internal and external features such as special colour schemes to help people find their way around and to support independent living and general wellbeing. It will be run by more than 60 dedicated staff, including registered nurses and highly trained carers known as care advocates.

CQC

Following the CQC whole system inspection of our services across hospitals and community, undertaken during May 2015, a report from this was published in December 2015. The Trust was rated as ‘Requires Improvement’ overall despite 70% of our individual ratings being ‘Good’ or ‘Outstanding’. We were delighted that our Community Services were rated as ‘Good’ and for ‘Care and Compassion’ overall the Trust was rated ‘Outstanding’.

From the time of the inspection and following publication of the report, we have been working across the Trust to deliver a programme of 51 actions. This has involved a project steering group that meets twice monthly to oversee delivery of the improvement plan. The 51 actions cover a range of areas that can be summarised as corporate, staffing, quality, safety and environment. 23 of the actions are defined by CQC as ‘must do’, which requires priority delivery, while 28 are ‘should do’ recommended actions.

As a Trust we have been making good progress and by July 2016, 20 of the 23 ‘must do’ actions are complete, while 16 of the 28 ‘should do’ actions have also been delivered complete. We continue to progress 15 actions and the steering group will maintain its approach of presenting a monthly report to a subcommittee of the Board of Directors setting out the progress being made.
South Tyneside’s hospital is the tops

South Tyneside NHS Foundation Trust has been named once again as one of the best performing trusts in the UK.

South Tyneside is one of the CHKS Top Hospitals for 2016, an accolade awarded to the 40 top performing CHKS client trusts, based on the evaluation of over 20 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

Chief Executive Steve Williamson said: “Our thanks go to all our staff who work so hard to ensure the best possible care for our patients. It is fantastic for them to be given this recognition and it also demonstrates to our patients, and provides reassurance to our Board, that we are performing extremely well.”

The CHKS Top Hospitals programme awards were held in London and were attended by over 200 guests, including leaders from across the healthcare sector.

Sarah Atkinson, managing director, CHKS, said: “These awards recognise the outstanding performance in those areas which we believe are critical to delivering high quality care. We are delighted that South Tyneside NHS Foundation Trust is one of our 2016 Top Hospitals.”

Child health staff are real stars

The children’s community nursing team based at South Tyneside District Hospital has scooped a national award for its improved clinics for children at higher risk of serious illness due to a common virus.

The team won the Service Improvement category of pharmaceutical company AbbVie’s Embrace Stars 2016 awards for their work in relation to respiratory syncytial virus (RSV).

RSV usually causes mild, cold-like symptoms but can lead to severe lung infections in vulnerable children, such as those with chronic lung disease or certain heart problems, and the very young, or premature babies. A medicine injected monthly over a five-month period can provide some protection to such vulnerable patients.

Clinics for administering the injection were previously held at the District Hospital at different times throughout the week. South Tyneside parents and carers of children at risk from RSV were asked what their preferences were regarding the clinics and it was identified that a Saturday morning was the preferred option. Text message appointments and a system for a reminder phone call the day before the clinic were set up and, as a result, in 2015/16, there has been a 100% success rate in take-up of the treatment, thus protecting vulnerable patients and reducing hospital attendances.

The Embrace Stars awards recognise excellence in the field of RSV protection and improvement in the RSV service for infants and their families, and support best practice within the NHS.
Calendar of events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>30.8.16</td>
<td>Board of Directors</td>
</tr>
<tr>
<td>9.9.16</td>
<td>Annual General Meeting, Education Centre, STDH at 2.30pm</td>
</tr>
<tr>
<td>22.9.16</td>
<td>Council of Governors</td>
</tr>
<tr>
<td>4.10.16</td>
<td>Board of Directors</td>
</tr>
<tr>
<td>5.12.16</td>
<td>Annual Members Meeting, Education Centre, STDH</td>
</tr>
<tr>
<td>3.1.17</td>
<td>Board of Directors</td>
</tr>
<tr>
<td>26.1.17</td>
<td>Council of Governors</td>
</tr>
<tr>
<td>28.2.17</td>
<td>Board of Directors</td>
</tr>
<tr>
<td>23.3.17</td>
<td>Council of Governors</td>
</tr>
</tbody>
</table>

All Board of Directors are held in Board Room Harton Wing, South Tyneside District Hospital at 9am.

All Council of Governors are held in Board Room, Clarendon, Hebburn at 3pm

More details will be available on the website www.stft.nhs.uk

What you said...

We welcome your comments, compliments, concerns and complaints – through listening to your experiences we can learn and improve. Some of the compliments we have received recently:

**Health Visitors:** “thank you so much for helping me go through a tough time!”

**Cardiology:** “It is reassuring to know that help is only a phone call away and I feel safe in the knowledge that my long term health is in excellent hands”.

**Ward 2:** While visiting with my Dad I couldn’t help but overhear a young doctor, talking to a very frail elderly couple in such a kind and friendly way as he tried to find ways to make their lives easier. He was clearly a relatively new member of the profession but it was wonderful to see such compassion and practical support.

Ask a friend

Do you have any family or friends who would like to become a member? Its easy to join, they can either complete the membership application form online at www.stft.nhs.uk/members/application-form or contact the Membership Office direct for an application form by telephoning 0191 2024121 or via email at MembershipOffice.STFT@stft.nhs.uk

Once the completed application form is received, we will confirm their membership and send out a membership card.

Go on – why not introduce a friend today!

This newsletter has been produced “in-house” to keep costs down. You can help us keep costs lower still by requesting an email copy of this newsletter. Please email sylvia.rees@stft.nhs.uk and you will be sent the next Members’ Newsletter electronically.

If you have any queries about information in this newsletter please ring (0191) 202 4121.