

Jacqueline Totterdell

Chief Executive's Report

Council of Governors Meeting 18 April 2013



Some Updates

- Monitor
- Care Quality Commission
- Friends and Family test
- HCAI



Performance: Emergency Care

Performance remains poor and concerning

- Patient flow into beds – starting to move away from the current model but in for the long haul
- Medical Assessment Unit – will require consultation to get to 7 day cover
- A&E - again need to move to longer senior cover and again will require consultation
- Escalation – more in place
- Constant diverts mean even when we are on top of this we get overwhelmed with others patients

Performance



- 18 weeks - back log slowly reducing
- Now have plans for our long waiters (7 over 52 day waiters)
- Cancer 62 days = meeting our agreed Monitor target of 90 % for Southend patients only
- HCAI - still on target.

Finance

- Surplus of £592K still believe this will be above plan by the end of the year
- Winter having adverse effect on finance
- CIP £10.1m out turn against £12m
- CIPs for next year - about 6 months further ahead than this time last year with identified schemes totalling so far, £8.349m against £10.272m

Staff Survey

- Great response rate of 59%
- Some really positive results, which reflects the amount of work that we have been doing;
- The Director of HR will give a presentation showing more detail.

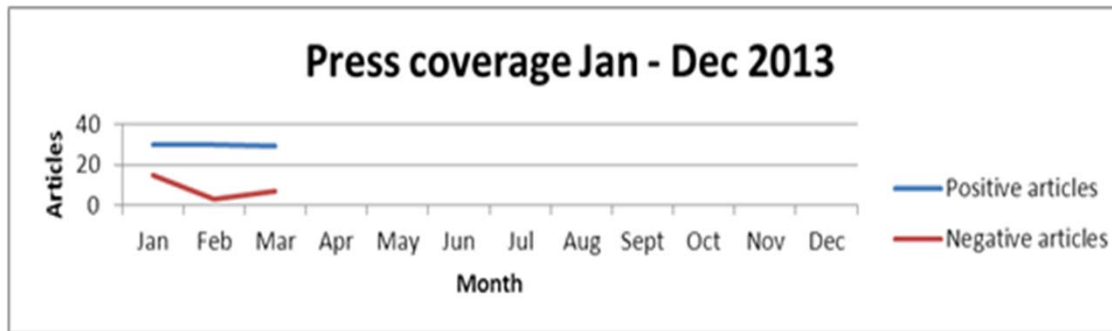
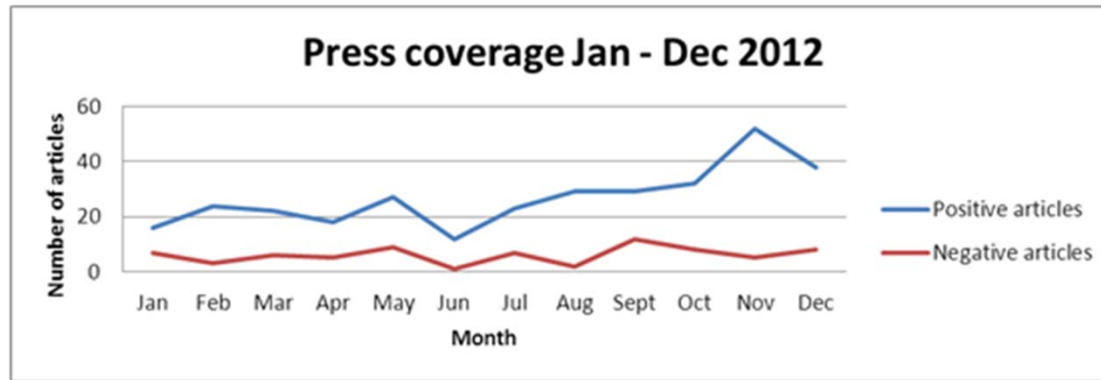


Website

- 42, 433 visits to the new website
- 26, 468 unique visitors
- **Now using Twitter!**
- Working to develop a facebook page



Media



Other news

- National Patient Safety awards
 - Everybody Matters week



Open day - Sunday 23rd June 2013

Southend Cohesion week

**Hospital open day –
Sunday 23rd June
11am – 3pm**

Any Questions

