



**Here for patients,
here for each other**

Our virtual Annual General Meeting

Wednesday 15 July 2020

Here for patients, here for each other

Ellen Schroder
Chair

Quality

People

Pathways

Ease of use

Sustainability

Welcome to our AGM

Quality

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Our virtual AGM week

Monday: Supporting patients, families and carers: the family clinician liaison service

Tuesday: Work, grow, thrive & care together: supporting our workforce

Wednesday: A cancer service for the future at ENHT

Wednesday: East and North Hertfordshire NHS Trust Annual General Meeting

Thursday: Celebrating the year of the nurse and midwife

Friday: Digital innovation to support patient care

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Using Glisser – our virtual event system



If you are on a mobile, click on this top right to change between slides and the livestream video

Click on Q&A to view questions



Click on the plus sign to ask a question



Click on DOWNLOAD to have the slides emailed to you



Our agenda

Welcome

Ellen Schroder, Chair

Review of the year

Nick Carver, Chief Executive

Martin Armstrong, Deputy Chief Executive and Director of Finance and Information

Julie Anne Smith, Chief Operating Officer

Rachael Corser, Chief Nurse

Dr Michael Chilvers, Medical Director

A patient's story – recovering from COVID-19

Chris and Mary Goward

Reflections on a pandemic

Nick Carver, Chief Executive

Operation: Restart

Julie Anne Smith, Chief Operating Officer

Q&A

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Thank you
to all of our
volunteers



Congratulations to our Butterfly service



Our student
nurses in a
socially
distanced
induction





Amanda Radford, who came out of retirement to support the trust as a senior sister and nurse educator, working in critical care

Our new staff wellbeing area – created with your donations.







Tablets helped patients
keep in touch with loved
ones

“It was so very lovely to see his face, even though he was very ill. He died the following day.”



Dr Abdy Sedghi

Review of the year

Nick Carver
Chief Executive

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Our financial health: Final accounts 2019/20

Martin Armstrong

Deputy Chief Executive, and
Director of Finance and Information

Quality

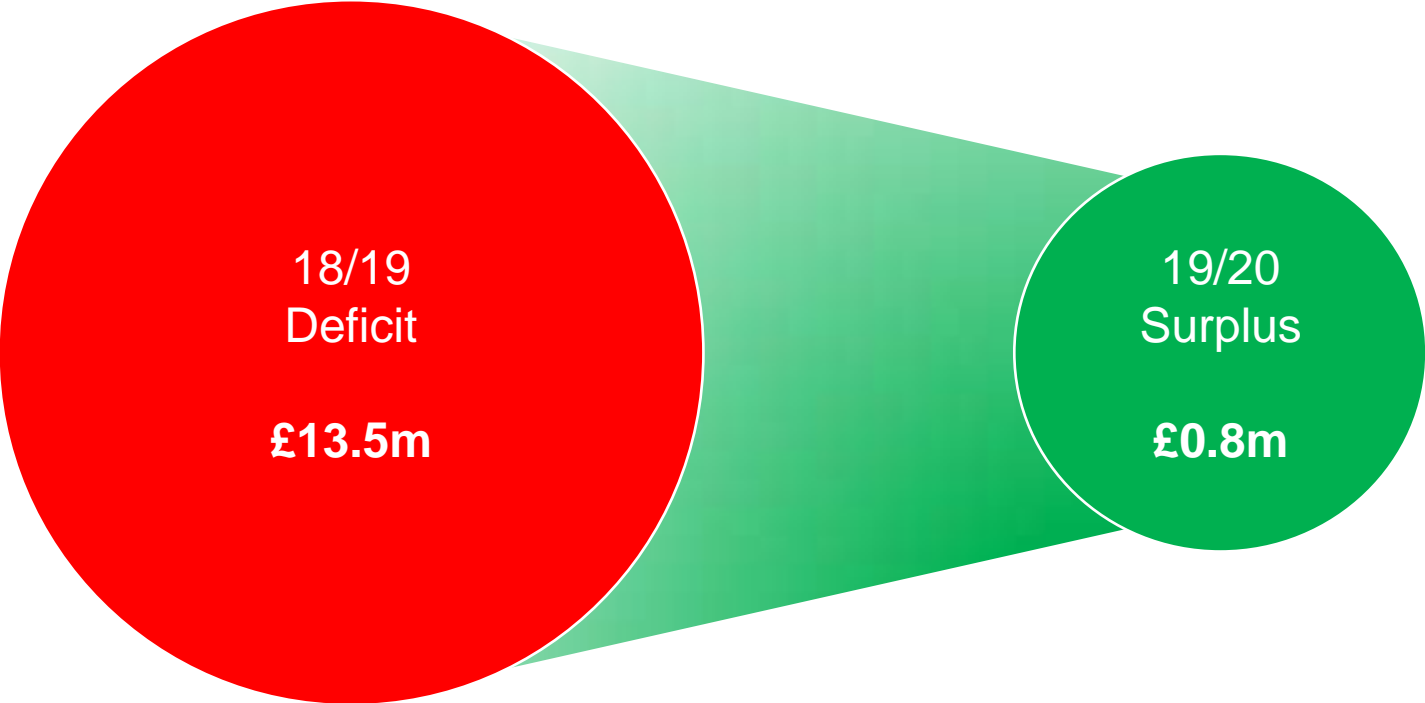
People

Pathways

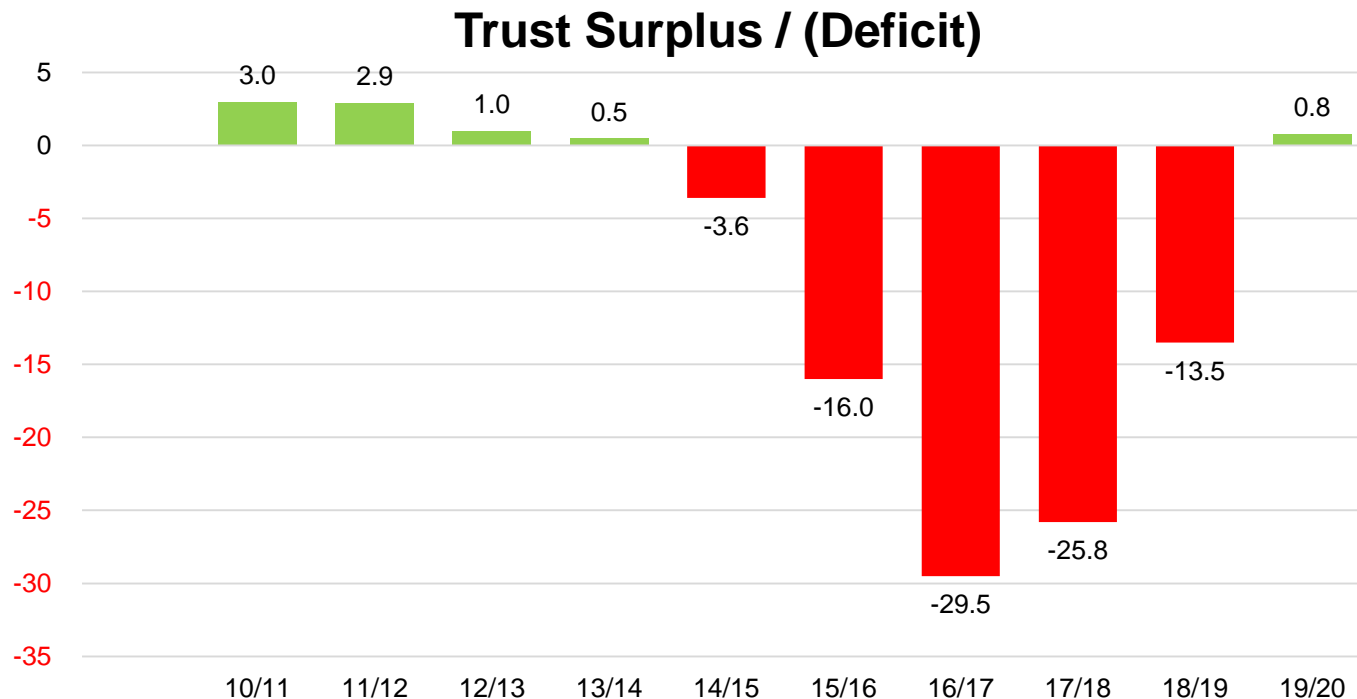
Ease of use

Sustainability

Moving in the right direction



The long road to recovery



Why has our financial delivery improved?

- The Trust has worked hard to develop and follow a consistent financial strategy
- We've sought to achieve financial sustainability in balance with quality and performance
- We've improved the quality of the data and information we use to make business decisions
- Enhanced the accuracy of our appropriate capture and coding of activity
- Established an expert and innovative improvement function to help make savings in a safe and sustainable way
- We've built a finance and information team that is expert, passionate and committed

Investing in our trust



East and North Hertfordshire
NHS Trust

	£'000
Building Maintenance	
Fire Safety Works	1,266
Refurbishment of aseptic unit	869
CIO2 Plant Replacement	231
Backlog Maintenance - Building	1,515
	3,881
Investment on medical equipment	
Theatre Monitors	311
Anaesthetic Machines	240
Donated medical equipment (X-ray Machine)	280
Other medical equipment	1,311
	2,142
IT Infrastructure	
IT Hardware / PC refresh	1,817
Digital programme - Lorenzo	714
Renal IT System	291
Other IT Infrastructure	660
	3,482
Strategic Investment	
Renal Dialysis and Vascular	710
Total Capital Investment 19/20	10,215

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Performance against our statutory duties

Classification	Target	Actual	Rating
I&E	0.0	0.8	Missed
External financing limit (EFL) *	3.0	-8.7	Achieved
Capital resource limit (CRL) *	10.5	9.1	Achieved
Capital cost absorption rate	3.5%	3.5%	Achieved

Quality

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Our auditor's view

- Financial statements are true and fair in accordance with accounting policies of Secretary of State
- The part of the remuneration report to be audited has been properly prepared
- Information which comprises the commentary on financial performance within the annual report is consistent with the accounts
- Summary of opinion on economy, efficiency and effectiveness:
 - Satisfied, in all significant respects, the Trust made proper arrangements to secure EEE

The year ahead – 2020 / 2021

- An emergency financial framework is in place across the first four months of the new financial year across the NHS.
- This framework ensures that sufficient financial resources are in place to help NHS providers to manage the impact of COVID-19.
- Normal contracting arrangements with commissioners have been suspended during this period, as has the requirement to generate savings.
- Revised financial guidance for the remainder of the 20/21 financial year will come into place from 1 August.

Performance

Julie Anne Smith
Chief Operating Officer

Quality

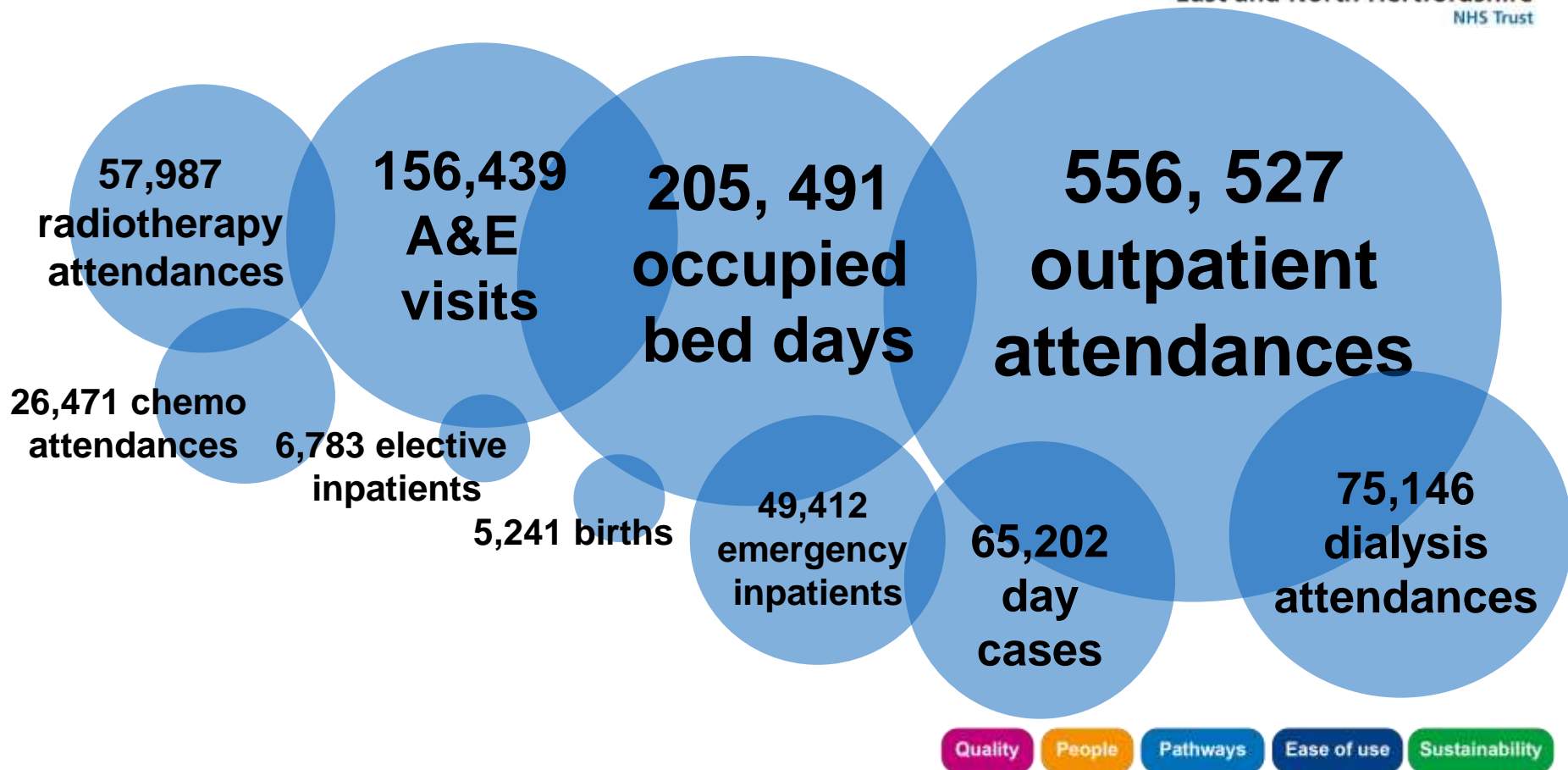
People

Pathways

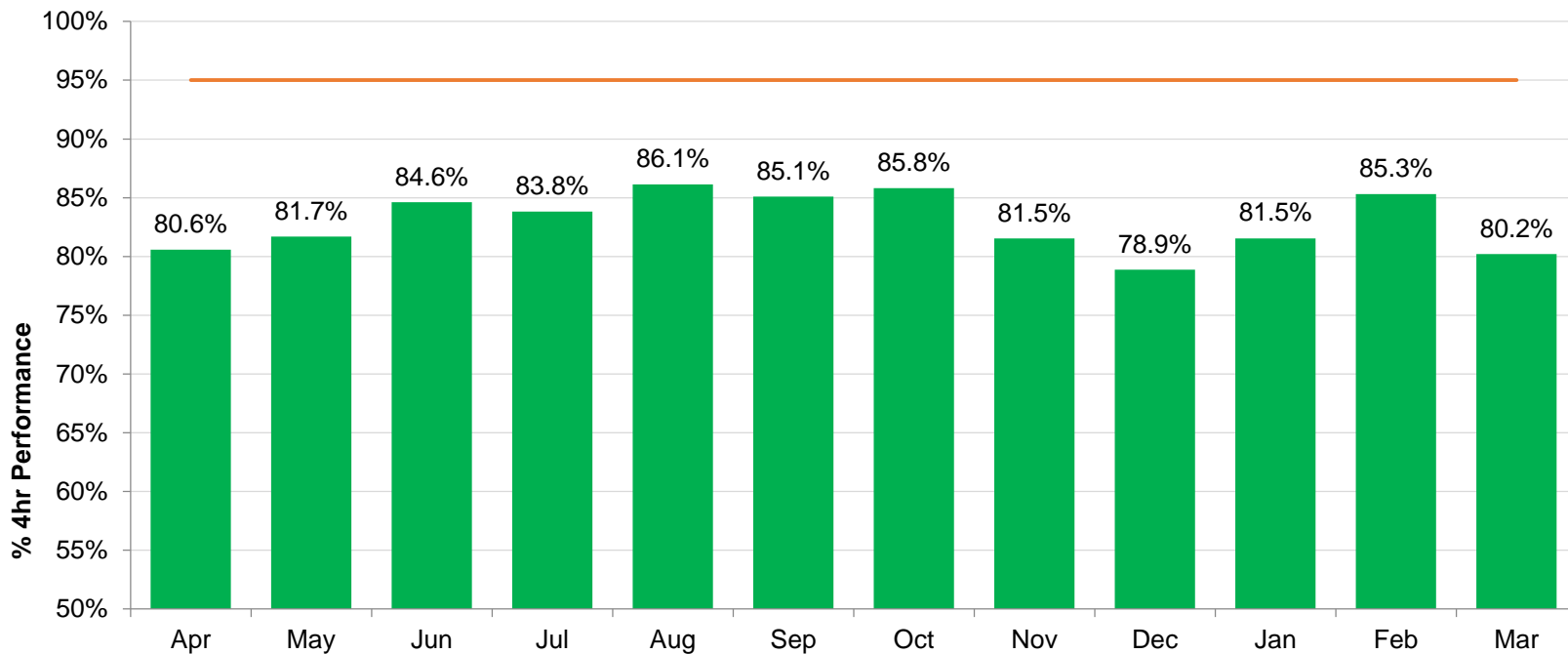
Ease of use

Sustainability

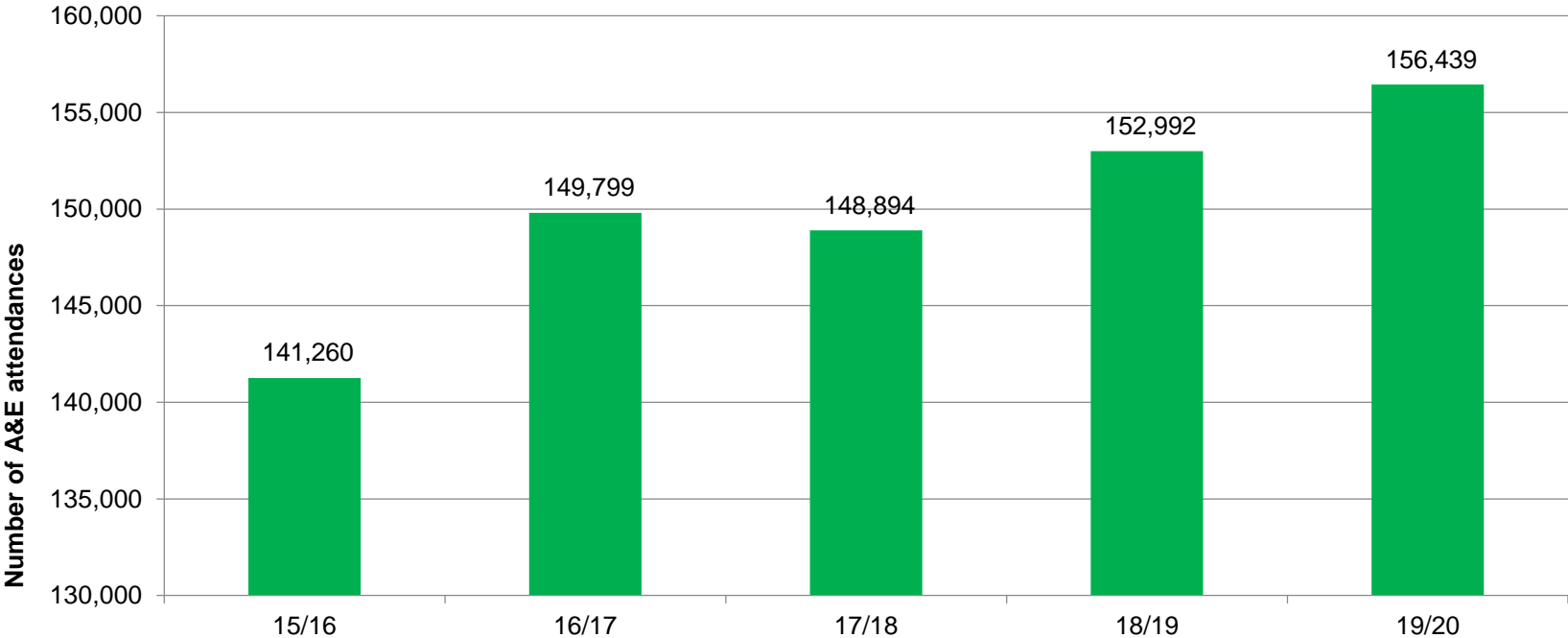
Scale of activity



Emergency department 4-hour target

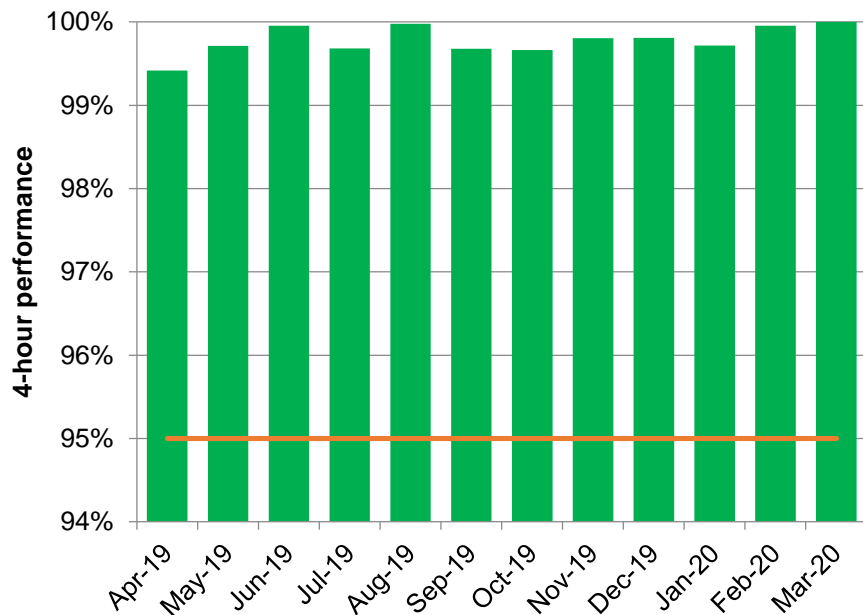


Emergency department - attendances

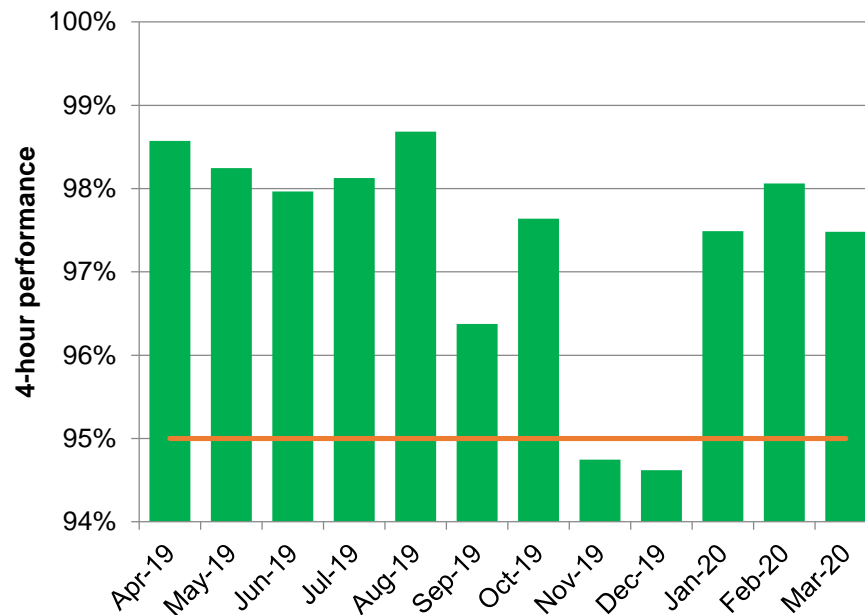


Emergency department 4-hour target Type 3 minors and paediatrics

Type 3 (Minors) performance



Paediatrics 4-hour performance



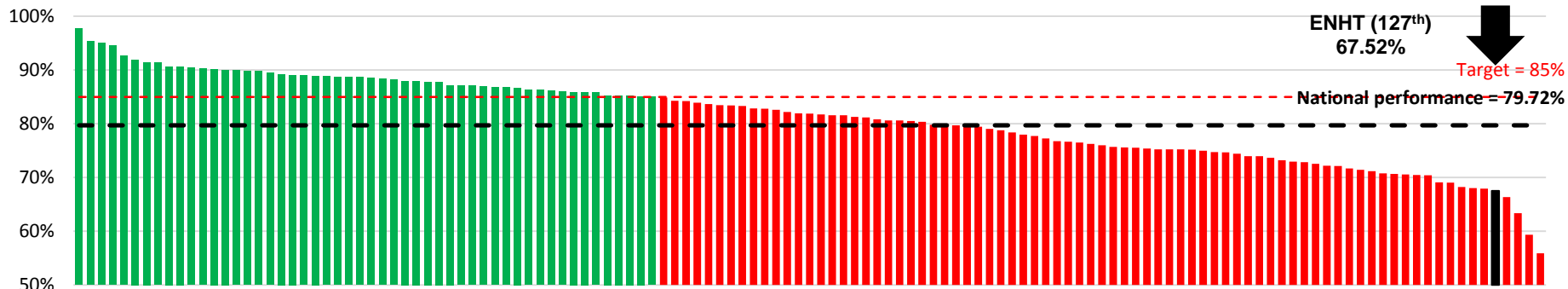
Cancer performance

Standard	Target	Mar-19	Mar-20
Two week waits Suspected cancer	93%	97.00%	98.77%
Two week waits Breast symptomatic	93%	94.00%	97.14%
31-day First definitive treatment	96%	94.47%	97.89%
31-day subsequent treatment Anti-cancer drugs	98%	98.26%	99.50%
31-day subsequent treatment Radiotherapy	94%	95.68%	98.06%
31-day subsequent treatment Surgery	94%	78.79%	95.83%
62-day GP referral to treatment	85%	67.52%	89.27%
62-day Specialist screening service	90%	95.24%	66.67%

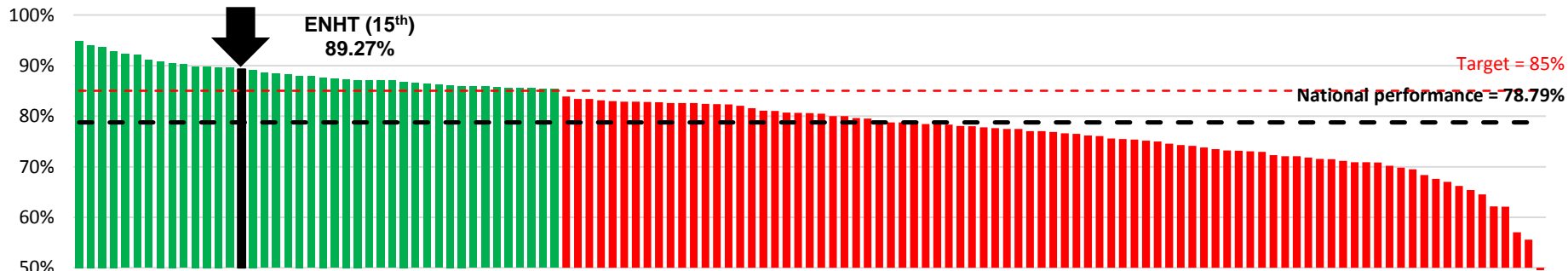
Cancer performance

62-day performance against all other trusts

Performance at March 2019

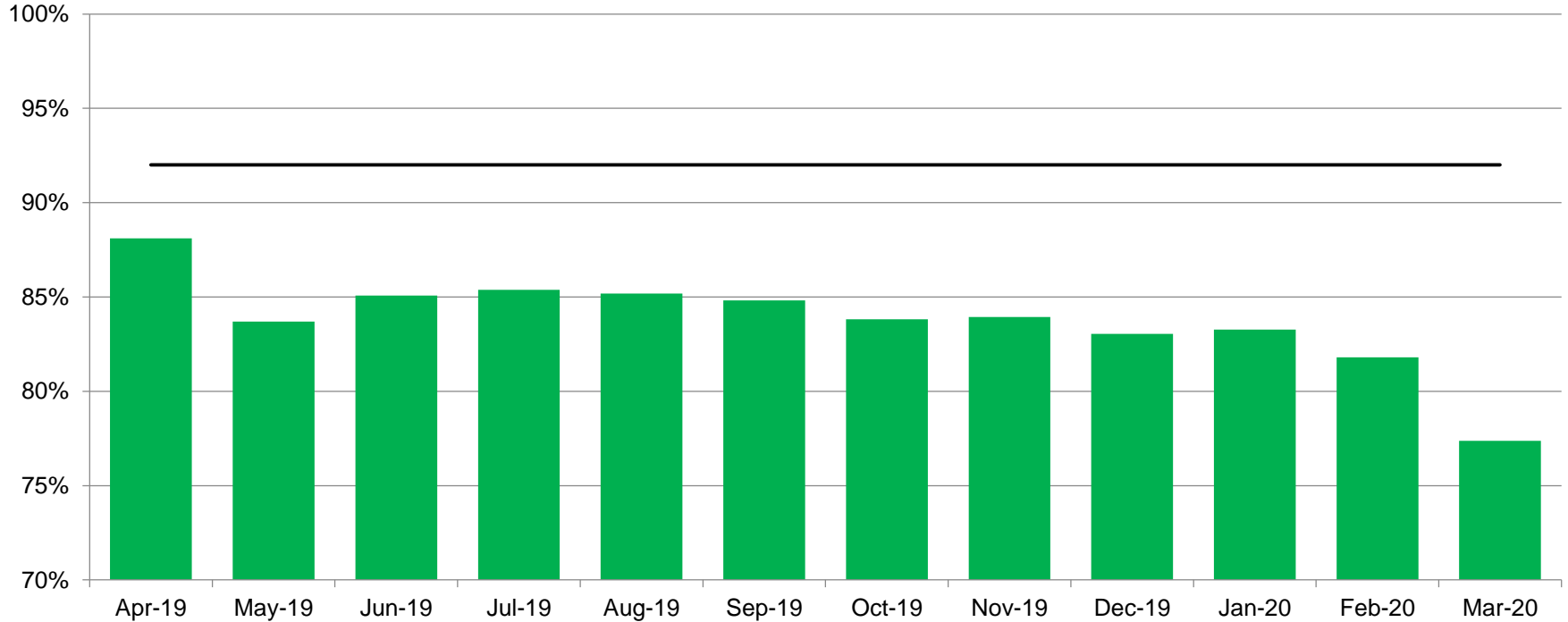


Performance at March 2020



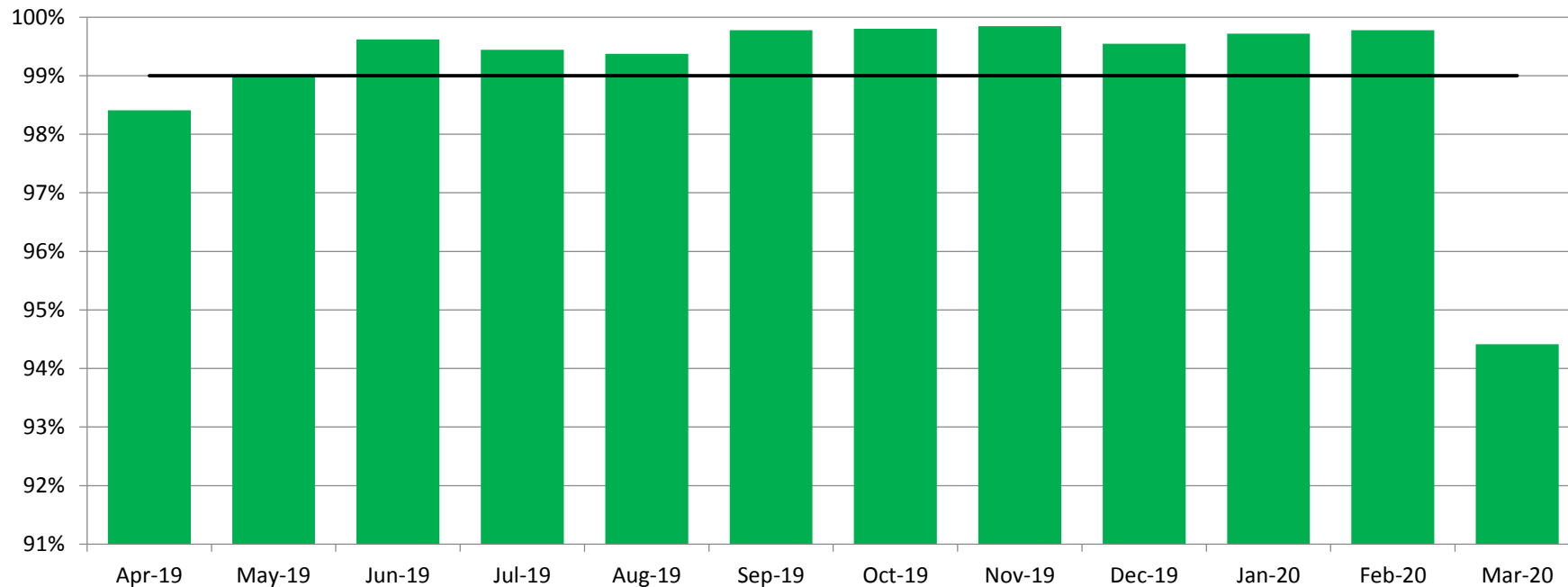
Elective waiting time performance

Treatment within 18 weeks of referral



Elective waiting time performance

Diagnostic tests undertaken within 6 weeks of referral



Quality

Rachael Corser, Chief Nurse

Dr Michael Chilvers, Medical Director



Care Quality Commission – July 2018



East and North Hertfordshire
NHS Trust

Rating for acute services/acute trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Lister Hospital	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018	Good ↔ Jul 2018	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018
Queen Elizabeth II Hospital	Inadequate ↓ Jul 2018	Requires improvement ↔ Jul 2018	Good ↔ Jul 2018	Good ↔ Jul 2018	Inadequate ↓ Jul 2018	Inadequate ↓ Jul 2018
Mount Vernon Cancer Centre	Requires improvement ↑ Jul 2018	Good ↔ Jul 2018	Good ↔ Jul 2018	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018
Hertford County Hospital	Good Mar 2016	N/A	Good Mar 2016	Good Mar 2016	Good Mar 2016	Good Mar 2016
Overall trust	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018	Good ↔ Jul 2018	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018	Requires improvement ↔ Jul 2018

Care Quality Commission – December 2019



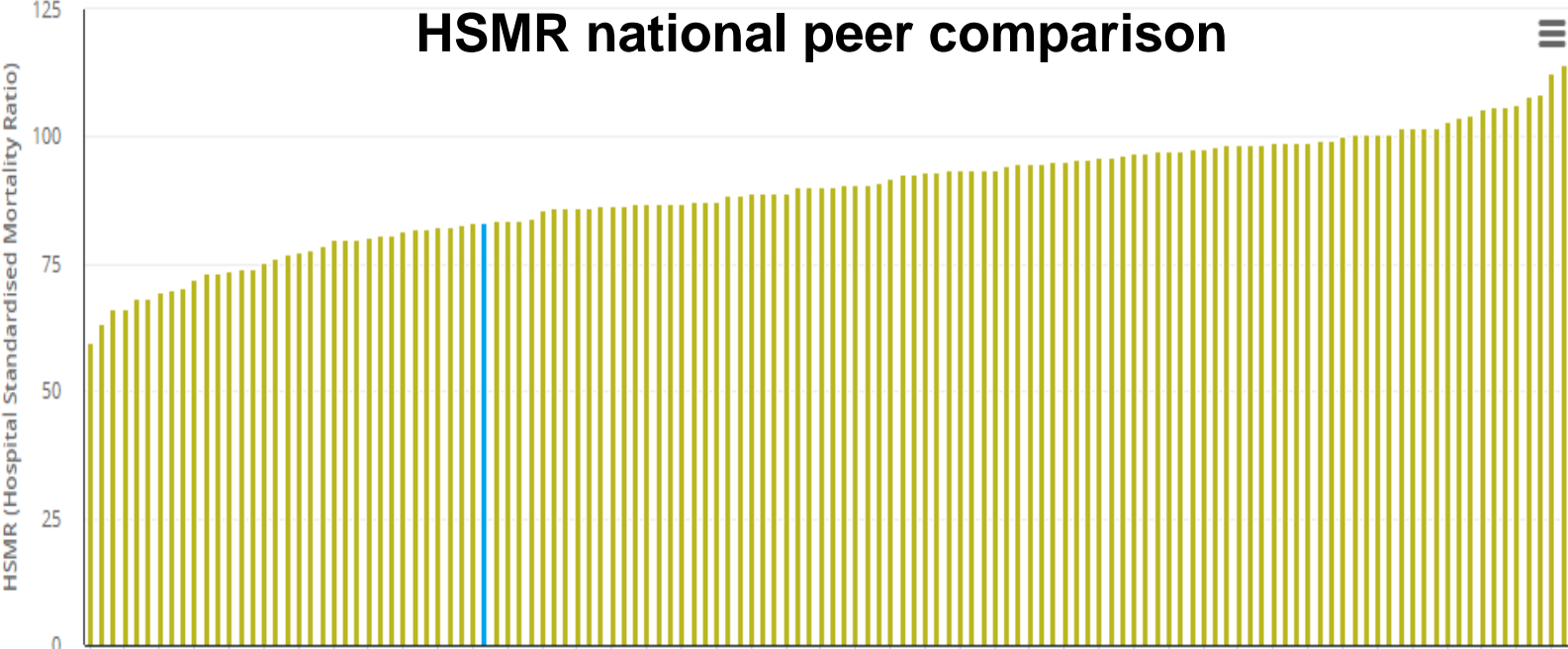
East and North Hertfordshire
NHS Trust

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Queen Elizabeth II Hospital	Requires improvement ↑ Dec 2019	Good ↑ Dec 2019	Good ↔ Dec 2019	Requires improvement ↓ Dec 2019	Requires improvement ↑ Dec 2019	Requires improvement ↑ Dec 2019
Mount Vernon Cancer Centre	Requires improvement ↔ Dec 2019	Good ↔ Dec 2019	Good ↔ Dec 2019	Requires improvement ↔ Dec 2019	Requires improvement ↔ Dec 2019	Requires improvement ↔ Dec 2019
Hertford County Hospital	Good Mar 2016	Good Mar 2016	Good Mar 2016	Good Mar 2016	Good Mar 2016	Good Mar 2016
Overall trust	Requires improvement ↔ Dec 2019	Good ↑ Dec 2019	Good ↔ Dec 2019	Requires improvement ↔ Dec 2019	Requires improvement ↔ Dec 2019	Requires improvement ↔ Dec 2019

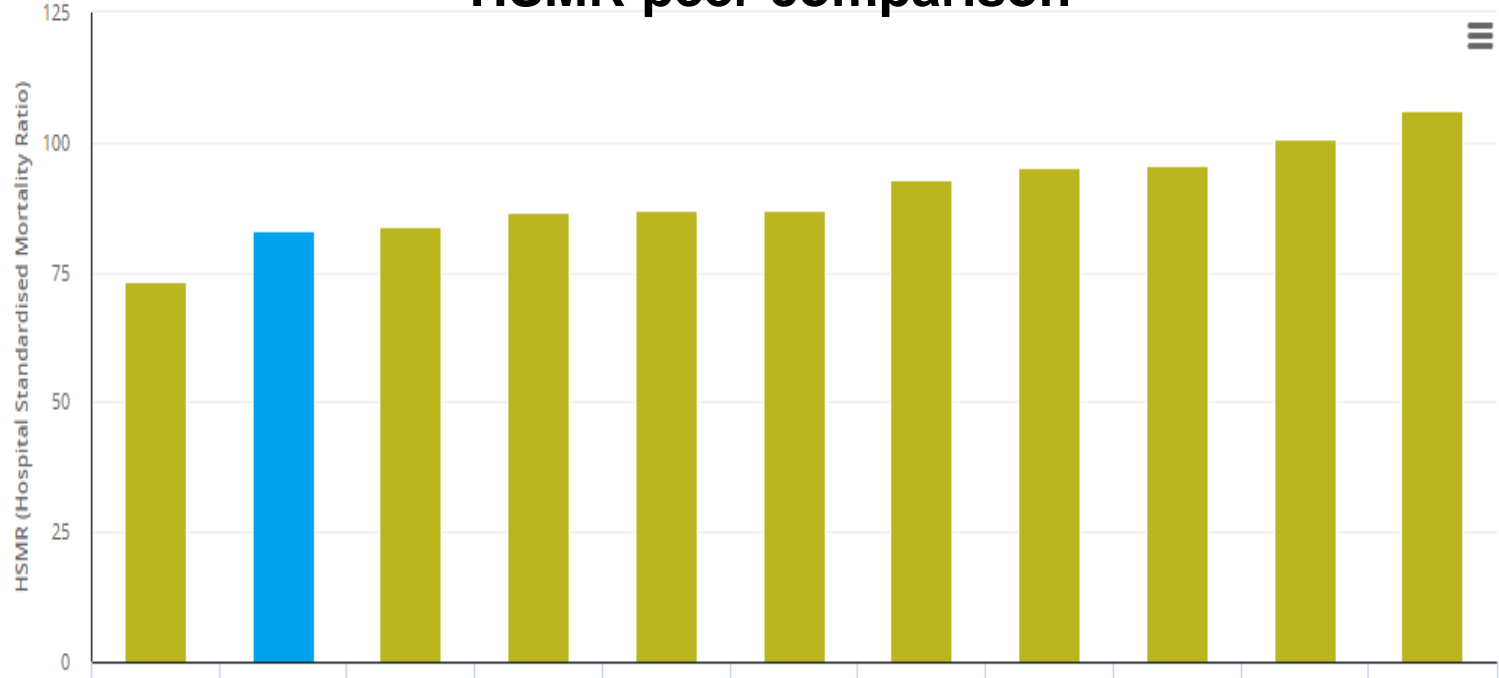


Hospital standardised mortality rate (HSMR)



↑ Positioned just outside the upper quartile

HSMR peer comparison



Positioned second in our peer group

A patient's story – recovering from COVID-19

A short film featuring Chris and Mary Goward

Reflections on a pandemic

Nick Carver
Chief Executive

Quality

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Pathways

Ease of use

Sustainability

At the heart of the response



Quality

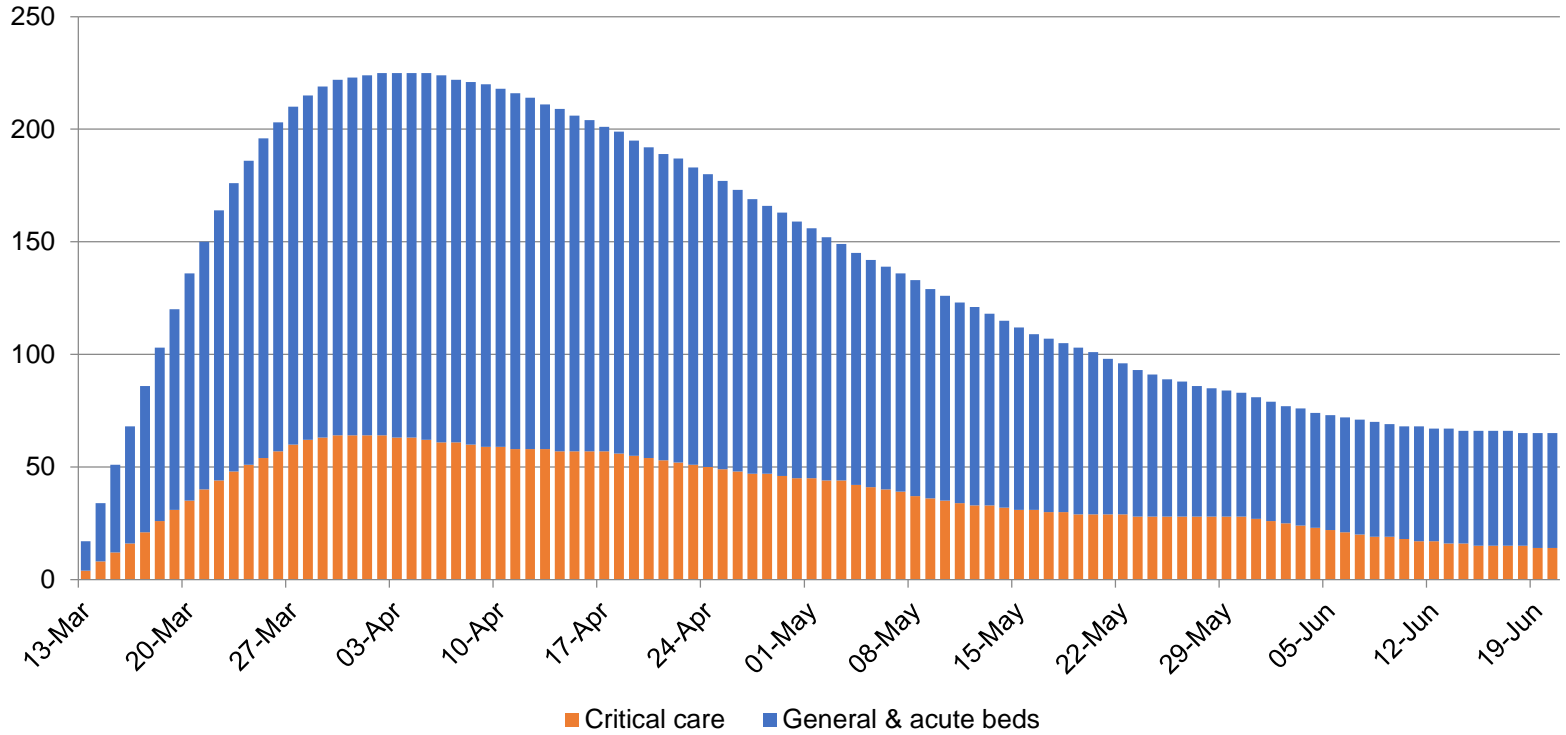
People

Pathways

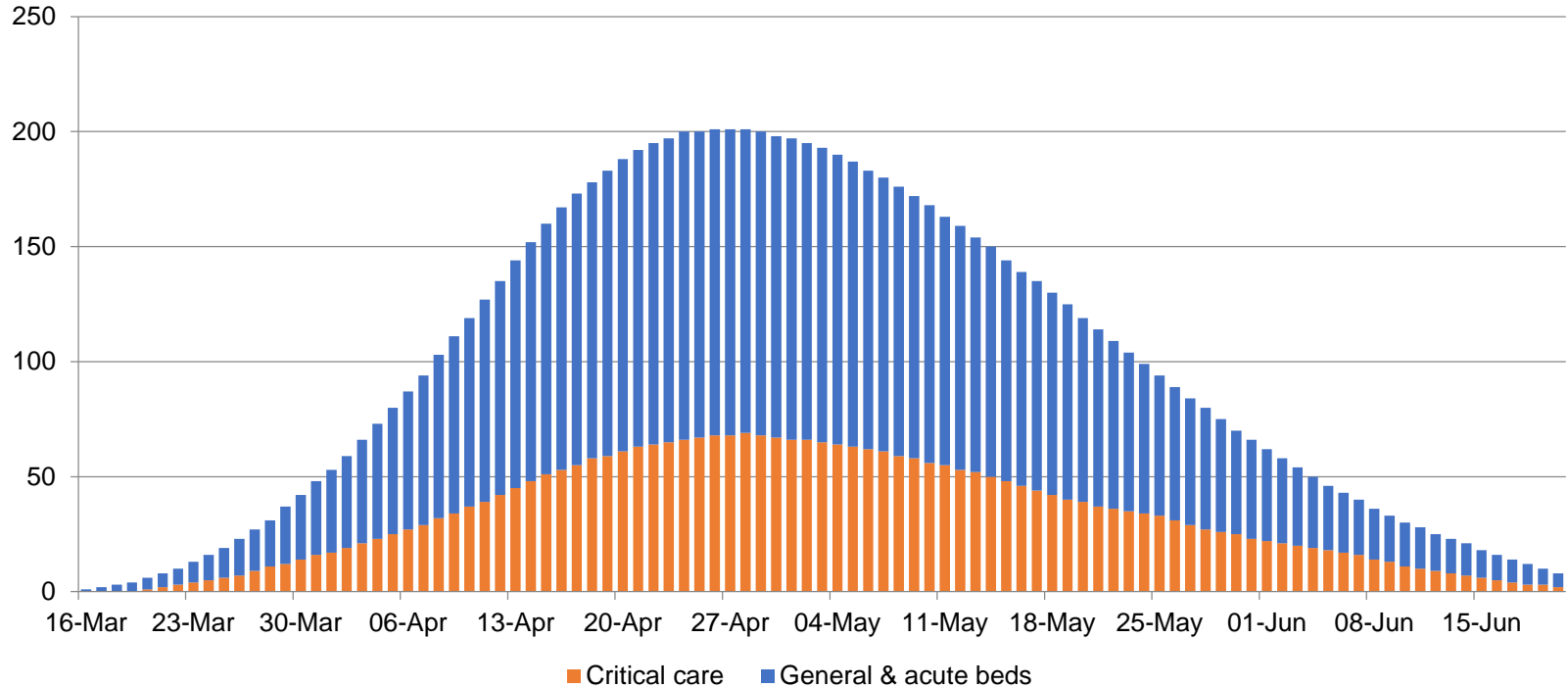
Ease of use

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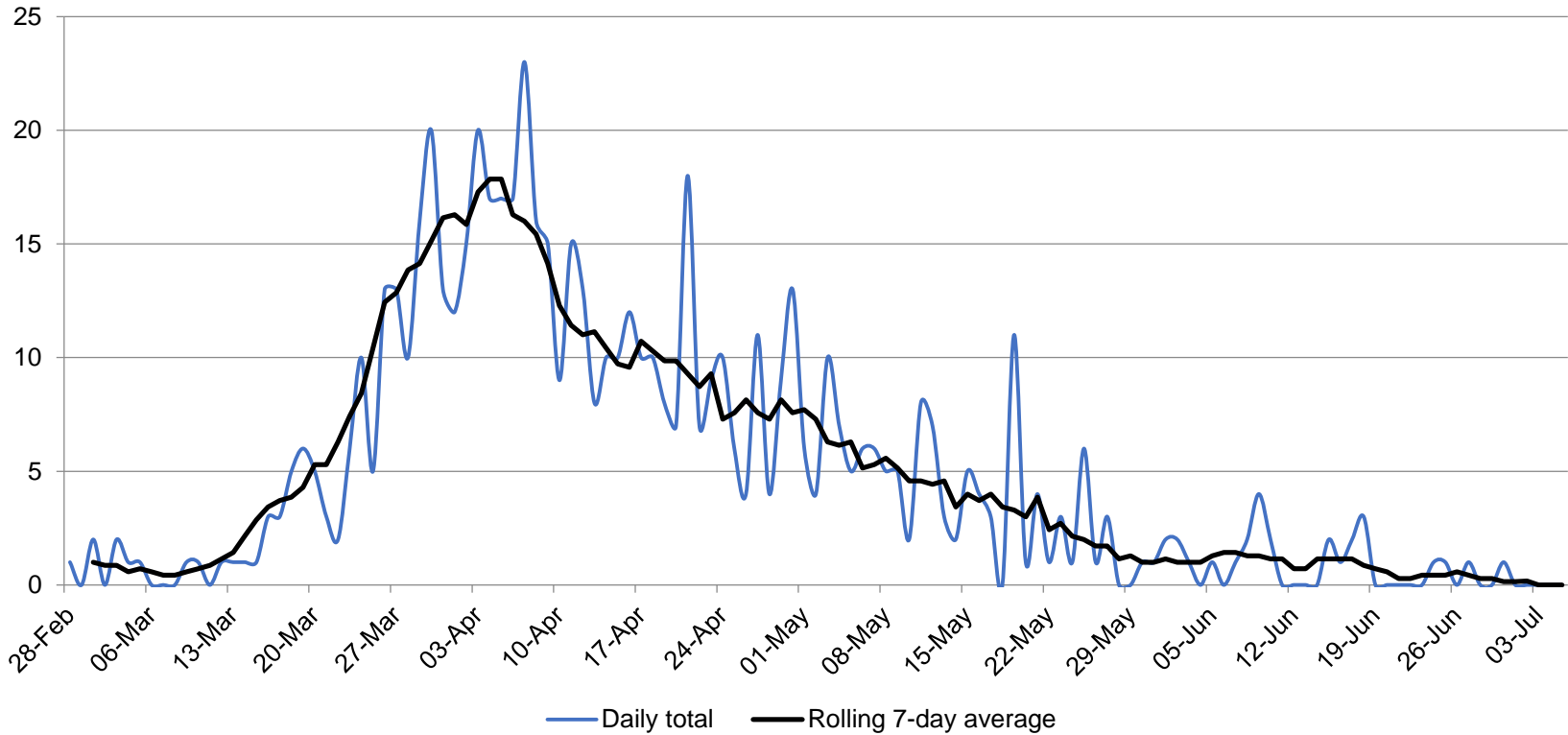
Initial projection – mitigated early peak



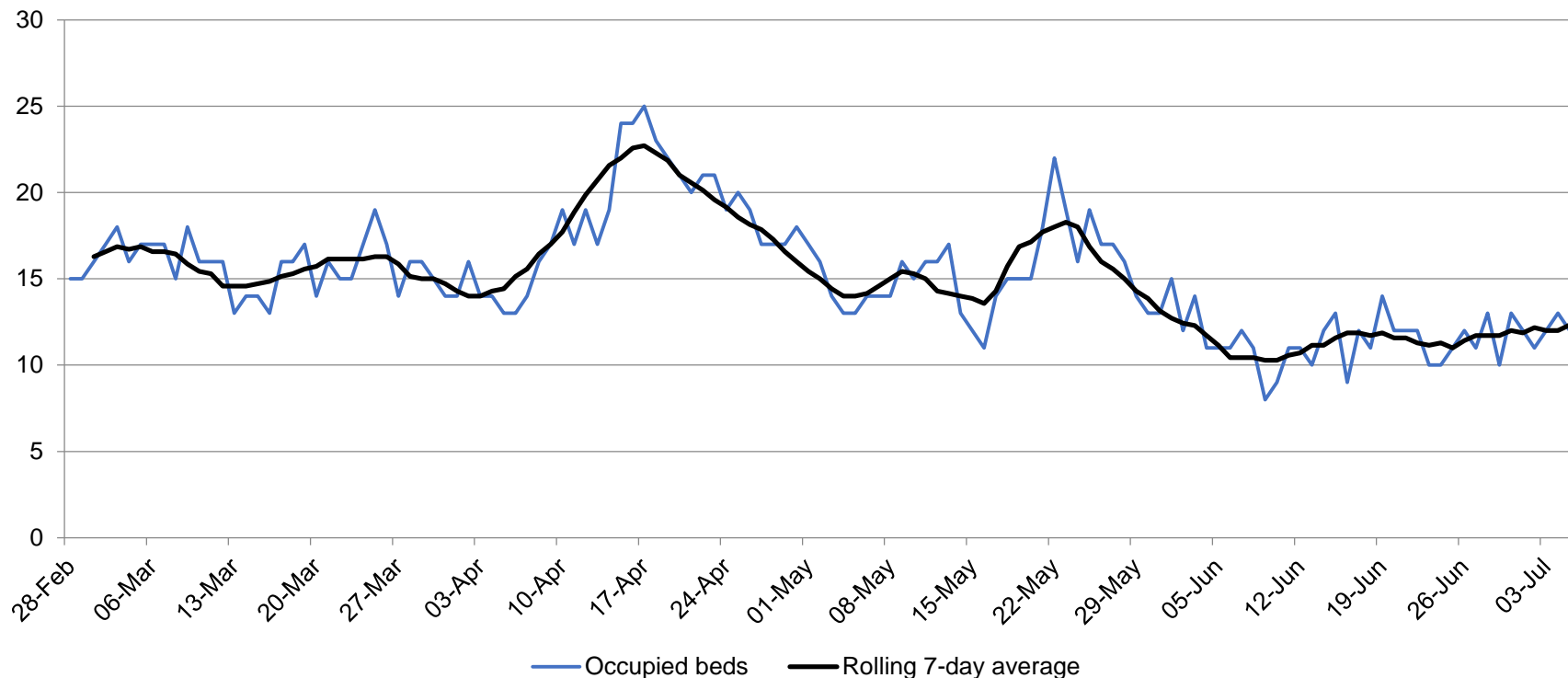
Revised projection – mitigated early peak shifted to right



Patients who tested positive for COVID-19



Critical care beds occupied by date



Patient deaths due to COVID-19



Level 4 national incident



Quality

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Level 4 national incident



Quality

People

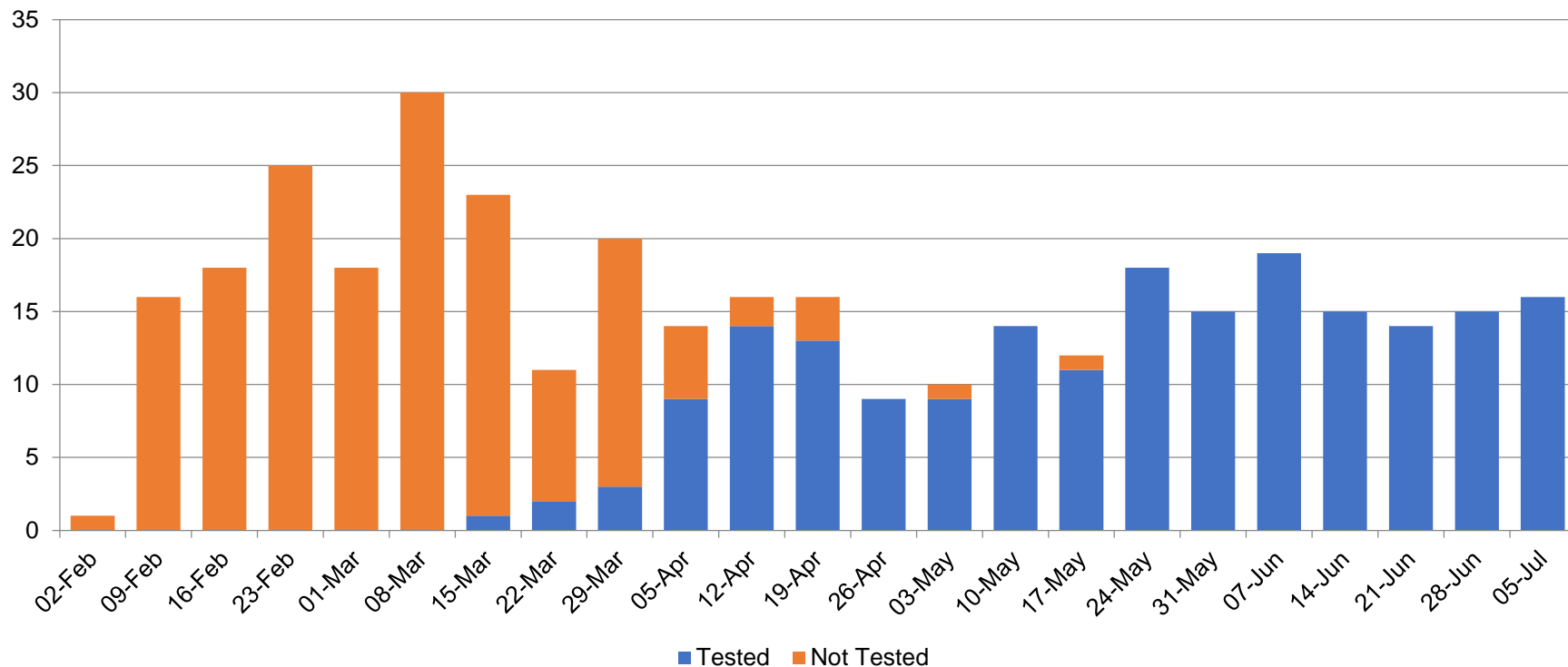
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Discharges to care homes – tested and not tested



Our staff response



Quality

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A new social contract



A new social contract



Quality

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Operation: Restart

Julie Anne Smith
Chief Operating Officer

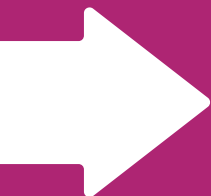
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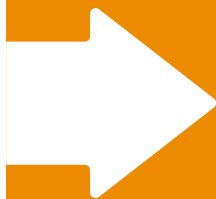
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Provide the best care for all our patients; changes required in the hospital



Support our staff as they responded to change and worked through one of the hardest times

Cancer
operations and cancer
therapies sustained
throughout
the
pandemic

Emergency
Department
– triage pod
and
potential
Covid and
Non –Covid
departments
set up

Diagnostics
maintained to
support our
urgent and
cancer
patients

Outpatients
transformed
via innovative
digital
solutions –
Attend
Anywhere

Maternity
services
adapted to
ensure
access to
maternity
care

Quality

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Operation: Restart

- We need to **restart services** for patients and meet the needs of our local populations
- We need to **maintain capacity** for potential future surges in COVID-19 in our populations
- We must be able to **accommodate COVID-19 inpatients** within the hospital – in a way which keeps all of our patients, and staff, as safe as possible
- We must restart our services in a way which supports progress towards our medium and long-term **strategic priorities**.

Operation: Restart - services today



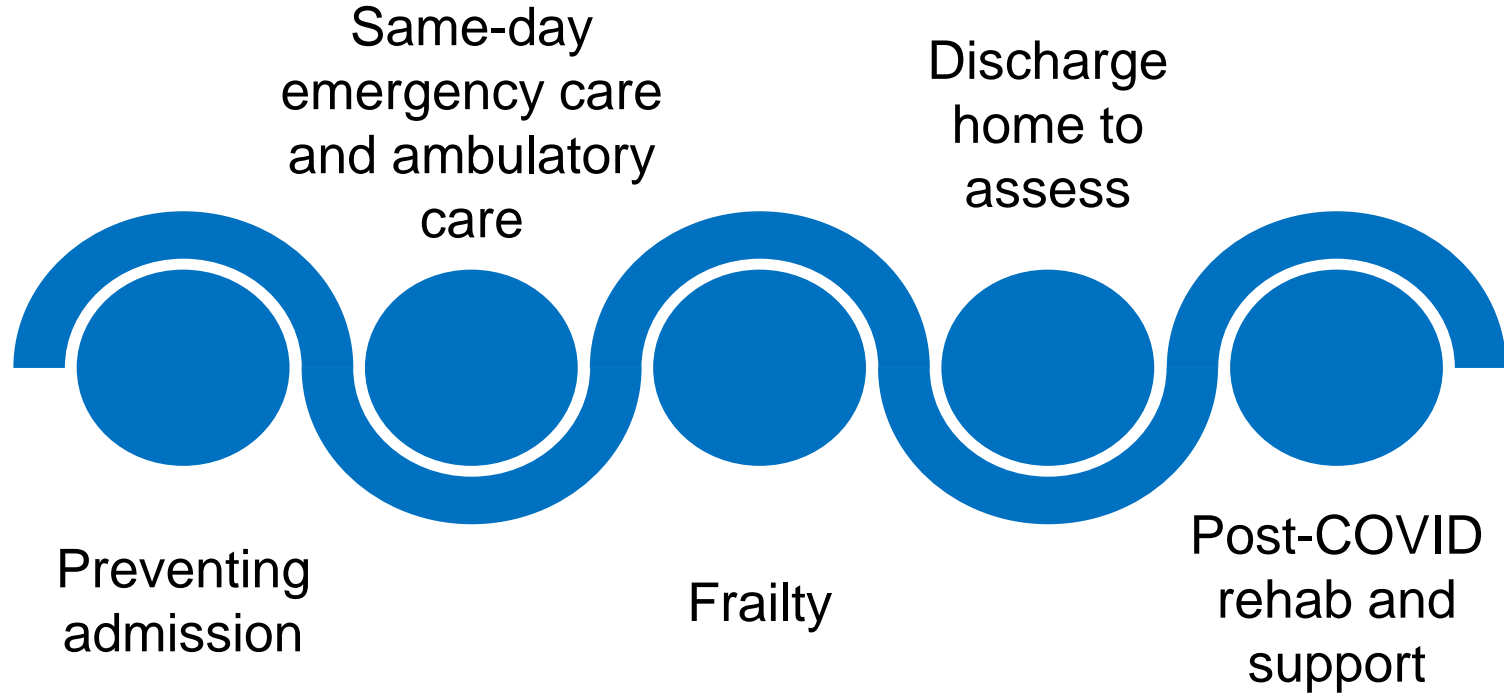
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The way forward



Questions

- Ellen Schroder, Chair
- Nick Carver, Chief Executive
- Martin Armstrong, Deputy Chief Executive and Director of Finance and Information
- Julie Anne Smith, Chief Operating Officer
- Rachael Corser, Chief Nurse
- Dr Michael Chilvers, Medical Director

Thank you for watching.