

**BOD 109/2015**

(Agenda item: 15)

# Report to the Meeting of the

# Oxford Health NHS Foundation Trust

# Board of Directors

**29 July 2015**

**Business Plan 2014/15 Quarter 1 Report**

**For: Information**

This report summarises the progress of the Trust’s Business Plan in FY16 Quarter 1 (April 2015 – June 2015). The content of this report has been approved by the Director of Finance.

The commentary in the report outlines key achievements for Quarter 1 for each project. The milestone maps show plans and progress for each of the projects. This report has also been developed as an interactive report available on our intranet pages. Icons can be selected to view each plan and links move between them. Within the interactive report it is also possible to review each quarter to get a picture of achievements against our business plan throughout the year.

The following paper provides the highlights from Quarter 1.

**Driving Quality Improvement**

* **DQ1 Safer Care** Directorate-level meetings are underway to review progress in harm reduction work using Institute for Health Improvement (IHI) methodology. Audit programme of actions to ensure national standards are met to reduce healthcare acquired infections (HCAI); Q1 report will be preseted at infection control and safeguarding committees.
* **DQI2 PEACE** curriculum drafted and peer review underway, pilot courses commencing on 13th July.
* **DQI3 Improving Patient Experience** a project manager has been appointed to lead this work from August. This will include the extension and further adoption of Patient Opinion online feedback.
* **DQI4 Embedding the 5 CQC Quality and Safety Standards** 58 peer reviews completed up to May 2015. Coordination centre testing is underway. Large amounts of information have been submitted to CQC in advance of the inspection in September.
* **DQI5 Safer Staffing** a weekly system is in place to report on staffing levels across all 34 wards and monthly reports are being provided to the Board of Directors.

**Delivering Operational Excellence**

* **DOE1 Adults Directorate**: Consultation on Complex Needs (DOE 1.1) has been extended by 1-month due to concerns raised by Bucks CNS. The new model for the Early Intervention Service (DOE1.2) has been agreed by Board of Directors and implementation will begin in July. The Forensic Clinical Model (DOE 1.3) has been completed and a workshop with frontline staff is scheduled for July 2015. 136 Street Triage (DOE 1.5) is now part of the Oxfordshire contract following its success in Oxfordshire and is being set up in Buckinghamshire.
* **DOE2 Children and Young People Directorate**: Adolescent Eating Disrders (DOE2.1) QED quality assurance completed and unit rated as ‘excellent’ a further improvement plan is under review. School Health Nursing (DOE2.4) recruitment for a named Band 6 nurse in every secondary school is on track. Health Visitor Plan (DOE2.6) recruitment is on track and commissioning arrangement discussions regarding transition and move to geographical focus are under way.
* **DOE3 Older People Directorate**: business plans are being reviewed and developed for Fulbrook Centre, MSK pathway and Oxfordshire Memory Clinic re-modelling. At quarter 2 further detail will be available.
* **DOE4 Cost Improvement Programme**: at Month 3 CIP delivered £826k against a target of £1,275,00. There are plans in-place projected to deliver CIP of £4.6m and further plans are under development that will deliver the £5.1m target savings.
* **DOE5 Business Intelligence**: Patient Level Costing (PliCs) (DOE5.1) service directory has been developed, report layout has been designed and roll-out plan has been developed. Need to ensure that PLiCs and Service Line Reporting (SLR) works with CareNotes. Information Management business plan is being reviewed and integrated with IT and will be up-to-date by Q2 following the line management moving to Director of Informatics.

**Delivering Innovation, Learning & Teaching**

* The Trust is planning to submit a Biomedical Research Centre (BRC) Application (ILT1.2). Discussions are underway regarding the content of a BRC and a meeting between senior staff from OHFT and the University is scheduled for 30th July. The Clinical Record Interactive Search (CRIS) Tool (ILT1.3) will undergo live testing using patient data once ethics approval is in-place (anticipated for July).

**Developing Business Through Partnerships**

* **DBP1 Oxfordshire Mental Health Partnership**: DBP1.1 Recovery Colleges OHFT became a member of ImROC (Implementing Recovery through Organisational Change) at end of 2014. Planning to launch the college in Q2. DBP1.2 Outcomes measures to be used across the partnership have been agreed; it is anticipated that the contract will be signed in July and formal partnership can commence. DBP1.4 Acute to Community Services the single assessment process has been delayed but will begin as soon as the contract has been signed.
* **DBP2 Oxfordshire Integrated Care**: DBP2.1 Oxfordshire Integrated Locality Teams’ new ways of working have begun. In West Oxfordshire social care and health care have relocated together. The end date for this scheme has been extended from September 2015 to December 2015.
* **DBP3 CAMHS Partnership Model**: Project structures and governance arrangements have been established and implementation is underway.
* **DBP4 Communications**: Communications Development (DBP4.1) the web strategy was approved by Executive and first re-design of website is complete. New social media policy publication is under review with HR.

**Developing Leadership, People & Culture**

* **LPC3 Staff Wellbeing – Staff Recognition and Awards** have been re-launched and presentations to take place at the AGM in September.
* **LPC4 Organisational Development, leadership and team-based working**:Improving the Appraisal Process (LPC4.3) new PDR system has been Alpha tested and demonstrated at Extended Exec. Values work is being embedding into the system.

**Getting the Most out of Technology**

* **GMT1 Next Generation Electronic Health Record**: good progress has been made in Q1 and work is ongoing. The main concern is that the supplier is experiencing delays in building required functionality to support the Trust’s community services. The revised go-live date is 17th August.
* **GMT4 IT Support** during Q1 a total of 10,118 incidents and 8,113 service requests were received. The average time to answer has significantly improved and the service desk’s ability to resolve issues first time is high at 83% (average).

**Using our Estate Efficiently**

* **EE3 suitably located, functional services accommodation**: an initial rationalisation plan has been developed and reviewed with Service and Clinical Directors. A more detailed review of South Bucks estate is being undertaken as well as a response to changes in podiatry services. Consultation and communication about solutions for car parking have begun.
* **EE4 High quality facilities services**:Facilities management services are being reviewed to include skill mix, productivity and quality of cleaning services. Organisational change for move to cook-chill has been completed.
* **EE5 Develop and implement environmental strategy** policies are scheduled for review at Quality Committee in July. Options to reduce energy usage and green travel plans are being developed.

**Recommendation:** The Board is asked to note the Quarter 1 report.

**Author and Title:** Daniel Leveson, Head of Strategy and Programmes

**Lead Executive Director:** Mike McEnaney, Director of Finance

1. A risk assessment has been undertaken around the legal issues that this paper presents and there are no issues that need to be referred to the Trust Solicitors.
2. This paper (including all appendices) has been assessed against the Freedom of Information Act and the following applies: [delete as appropriate]

* THIS PAPER MAY BE PUBLISHED UNDER FOI