

Great Western Hospital NHS Foundation Trust

Children's Health, Social Care and Education

Overview and Scrutiny

Date: 29th November 2017

Author: Teresa Harding, Divisional Director
Wards: Swindon
Locality Affected: Swindon
Parishes Affected: Swindon

1. Purpose and Reasons

1.1 This report provides the Children's Health, Social Care and Education Overview and Scrutiny with an update of key issues relating to Great Western Hospitals NHS Foundation Trust.

1.2 A key purpose of the Children's Health, Social Care and Education Overview and Scrutiny is to hold providers of healthcare services to account.

As a provider of healthcare in Swindon, Great Western Hospitals NHS Foundation Trust is required to provide information on the planning and provision of healthcare services within the Borough and consult with the Committee on any planned substantial changes or developments.

2. Recommendations

The Committee is recommended to:

2.1 Note the report

2.2 Identify any areas of concern or interest that require further investigation.

3. Detail

3.1 This is a general update from Great Western Hospitals NHS Foundation Trust.

3.2 Latest rating by the Care Quality Commission (CQC)

In August, the CQC published their most recent review of Trust services following a routine inspection in March.

While awarded the same requires improvement rating that followed the 2015 inspection, the Trust has been commended for "significant action" over the last two years.

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Nearly two thirds of services are now rated as either good or outstanding and Emergency Department staff were rated as outstanding for their caring approach to patients.

There was praise for the Trust's culture of innovation, with the Cardiology Department highlighted as leading the way in their field after the team implanted the country's first four-lead pacemaker.

A good rating was also received for being an effective healthcare provider, with the Trust making great strides in getting some of its most essential services, such as mental health support and X-ray, operating across seven days.

There remain improvements to be made. In particular, how we respond and provide safe care during our busiest periods. This will be a growing challenge as the local population continues to grow due to significant house building in and around Swindon and, while recognising there are significant constraints on national monies, we are in the process of developing a case to look at what hospital capacity will be needed to accommodate this growth over the next ten years and beyond.

The Trust is now in a stronger position to implement change and address some of our operational challenges since becoming the provider of community healthcare in Swindon. This creates more opportunities to provide a more seamless experience for patients moving between hospital, the community and home.

The table below gives a detailed breakdown of how the Trust performed in this most recent inspection and below progress on some of the areas.

Our ratings for Great Western Hospital						
	Safe	Effective	Caring	Responsive	Well-led	Overall
Services for children and young people	Requires improvement	N/A	N/A	N/A	Requires improvement	Requires improvement

Safe Children's services did not benchmark its safety performance against similar services – we will therefore work and collaborate with the SW network and benchmark numbers and types of incidents.

Further information on the subject of this report can be obtained from Teresa Harding, Divisional Director, Great Western Hospitals NHS Foundation Trust - 01793 604952, teresa.harding@nhs.net

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Training – mandatory training for medical staff in the children's service was below target in response we are focussing on ensuring medical staff are compliant with their training.

Nurse staffing levels did not consistently meet recommended levels on the children's unit or the special care baby unit as a result we have put together a recruitment plan with an open day for recruitment, recruitment premium also being offered to try to fill the posts on children's unit. For SCBU we will require additional funding to meet the regulatory requirement recommendations.

Well led Engagement with the Executive team – we are now more visible as a team and have open forums, walkabouts and attend staff meetings

Ensure Divisional and Trust information is shared across the area – we have developed a Divisional newsletter that is issued quarterly and ensure any areas outside of this are highlighted with the relevant ward manager for safety briefings and ward meetings

3.2 Community Paediatrics

This is the area of high priority for the Division. The service is delivered by Consultants at the Great Western Hospital and we have historically been paid by a block contract – this means we are paid a set amount no matter how much work is delivered.

We are currently in discussion with Swindon CCG around funding not meeting the workload undertaken and this is causing waiting time problems for some areas of the service, such as ASD. The average wait for a first appointment is 31 weeks, which has improved from the reported wait of 37 weeks in May 2017. However, there is a cohort of 35 patients who have waited longer than the average waiting time for an ASD assessment.

This service formed part of the Children's services review undertaken by the CCG and we are still in negotiation around contract value, referral criteria and other areas to potential reduce the number of children needing to be seen by the service.

We have recently appointed an ADHD nurse who commences later in the year and will be able to support the medication prescribing for these children and alleviate some of the Consultant workload.

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3.3 Opening of Children's Outside Space

Making youngsters' time in hospital more enjoyable. For years, young patients at the Swindon hospital have had to make do with an outdated play area that lacked the colour, equipment and imagination needed to help them forget about their illness.



But thanks to Brighter Futures' successful Space for Play Appeal, which saw local people come together to raise tens of thousands of pounds, the once tired courtyard has been transformed into a vibrant seaside scene, complete with its own shipwreck climbing frame.

As well as playing pirates on the ship, youngsters will be able to pilot a yellow submarine, ride the dolphin balance board and get to grips with the windsurfer seesaw, all while mum and dad keep watch from the new shaded seating area.

Classic playground staples such as hopscotch and noughts and crosses are also present, along with a roundabout, spring rocker and hide-and-seek tunnel for the more adventurous shipmates.

The playground, which is adjacent to the Children's Unit on the second floor of the Great Western Hospital, officially opened during a special gathering of staff, families and fundraisers on Wednesday 5 July.

3.4. Children's ward feedback to staff

A new initiative to gain feedback from Children staying in hospital has recently been introduced. A washing line is displayed on the children's ward to gather feedback from children with children given a top or a pair of pants, top being positive and pants being negative. The feedback cards are then pegged on the line for all to see with feedback coming back into the service to help deliver improvements. This has been well received by children and is another way we seek to engage with children and young people under our care.

3.5. GWH staff send photos and updates to parents

Great Western Hospital's Special Care Baby Unit (SCBU) is one of the first in the region to implement a unique app which allows nurses to send secure photographs and written updates of a baby's progress to their parents.

The New Life Special Care Babies charity donated three iPads to the ward in June for staff to use the Baby Diary app, which works with an internet connection to receive real-time messages.

The app is being launched across the South West and GWH is one of the first neonatal units to put it into action.

Baby Diary can be downloaded to parents' smartphones and tablet devices, and used online, to save photographs and share special moments with family at home.

The app can be used at any time of day but is regularly in action during the ward's night shifts, as a way to reassure parents on how their babies are settling.

3.6. Neonatal Peer Visit 7th November 2017

This is a visit by colleagues from other organisations as opposed to regulators. The visit will cover a large amount of areas from staffing, environment, caring. The visiting team also includes a parent so this really gives a focus on whether the care we're providing is what parents need at this time. There is a lot of evidence that has been provided prior to the visit and we will have feedback on the visit later in the year.

The concerns we have currently are the number of nursing staff on SCBU as they do not meet the regulatory standards. A business case is being drawn up to be presented to the Executives at Great Western Hospitals to address this.

3.7. GWH hosts event for vulnerable teenagers moving into adult care

A special event designed to offer support to families whose children, many of whom have additional needs, are approaching the age of 18, when their care will transfer from children's to adult, was held at GWH in September.

It was a chance for families to speak with staff from the Trust about the upcoming change and the support that's available to them throughout the transition. Representatives from a number of departments, such as audiology, dietetics and occupational therapy, were on hand at the event to chat with parents about the Ready, Steady, Go programme. This new initiative gives young people, as well as those involved in their care, the chance to work closely with staff from the Trust ahead of their move to adult services, while also providing them with a forum in which they can ask questions and receive important information.

This was the second time the Trust had been involved with such an event and is an example of the organisation's ongoing commitment to equality and diversity

3.8. Celebrating staff

Staff Excellence awards

Claire Martin, Ward clerk on the SCBU and Sarah Bates, Consultant Paediatrician received awards at Staff Excellence awards back in the summer.

Special award for long-serving SCBU sister

Toni Starr - 71-year-old nurse from the Special Care Baby Unit at the Great Western Hospital joined the NHS in 1964 and, more than half a century on, and is still as active on the ward as ever.

Winter is coming

Within the hospital both Paediatric Emergency Department and Paediatric Assessment Unit will be supporting the flow of children through the areas during the busiest time of the year. Both areas work together to ensure children wait no longer than necessary for their treatment and care.

4. Alternative Options

4.1 None.

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5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

5.1 None

Legal and Human Rights Implications

5.2 None

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

5.3 None

Diversity Impact Assessment

5.4 None

Risk Management

5.5 None

6. Consultees

6.1 The Director of Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

7.1 None

8. Appendices

8.1 None