1. **Operational Plan 2017-18**

There has been a positive start to the new financial year. The emergency department 4-hour standard has improved for 7 consecutive weeks and is above our local plan but we are yet to consistently achieve the national 95% standard. We have managed to de-escalate our operational status on some days in May to Level 1 (green) for the first time in over a year. There is still fluctuation in performance and we continue work with our health and care partners on improving patient flow overall.

Nationally benchmarked mortality indicators have continued to reduce (positively). However, operational challenges and equipment downtime have had an adverse effect on waiting times for diagnostic investigations and cancelled operations during April.

A renewed focus on reducing the incidence of falls includes the introduction of a new national initiative to identify dementia friendly bays on the Trauma unit, ensuring a member of staff is always present in areas with high risk patients.

Delivery against our financial plan is broadly on track after month one, including a very pleasing continued reduction in the amount spent on agency staffing. However, there is a substantial savings programme to be delivered during 2017-18 and a further capped expenditure programme to be agreed across the Cornwall & Isles of Scilly health economy.

Due to proactive management, RCHT and Cornwall NHS, for which RCHT provides IT Services, was unaffected by the cyber-attack which recently hit some parts of the NHS. IT systems, and the cyber security that protects them, are continually updated to minimise the risk of a successful cyber-attack. Our specialist teams are constantly reviewing cyber threats to make sure that the protection is in place to ensure patient care is not affected or disrupted by cyber-crime in the future and their added vigilance through this approach should be applauded.

2. **Improvements to stroke care**

Patients are benefitting from improved stroke care following the opening of a hyper-acute stroke unit (HASU) on Phoenix Ward and the expansion in late 2016 of the specialist stroke nursing team to cover a 24/7 rota. The HASU has two beds dedicated for acutely unwell stroke patients who have received stroke thrombolysis (clot busting treatment). As a result of the changes there has been a significant reduction in time between patients arriving at hospital and being admitted to the stroke ward. More than three-quarters of patients are now spending most of their admission time on the ward despite bed pressures.

3. **Celebrating our nursing and midwifery teams**

International Day of the Midwife and Nurses’ Day presented opportunities to highlight the work of our nursing and midwifery teams during May. In support of The Cornwall Birth and Baby Appeal, midwives staged a 1960’s ‘Call The Midwife’ themed promotion, collecting almost £900 in donations from patients, visitors and staff. Nursing teams used their national day to engage in social media to celebrate and highlight the amazing work of nursing ‘super heroes’ (this year’s national theme) at RCHT.

4. **Specialist dietician shortlisted for national award**
RCHT’s Specialist Children’s Dietician for Weight Management, Rachael Brandreth, has been shortlisted for a national Complete Nutrition Award in recognition of her work. Rachael set up the tertiary weight management service for young children, six years ago. The Lifestyles Eating and Activity for Families programme is central to the service, reaching out to troubled families and helping towards safeguarding the lives of vulnerable children. Rachel also took on the role of Children’s Lead for the Obesity Group of the British Dietetic Association where she has been involved in national campaign activity and was also instrumental in the Chuck the Junk at the Checkout campaign with the Children’s Food Campaign. Winners of the awards are being selected through a public vote and will be announced later in the Summer.

5. **New Provider Board set up by Royal Cornwall Hospitals and Cornwall Partnership NHS Foundation Trust**

Royal Cornwall Hospitals NHS Trust and Cornwall Partnership NHS Foundation Trust held the first meeting of the new Provider Board on 5th May 2017. As the two biggest local providers of NHS services, there is huge potential to share skills, expertise, knowledge, resources and facilities to make sure citizens get the very best care in the right location, by working more closely together.

The Provider Board includes Directors from both organisations to oversee the delivery of shared work and priorities, placing the citizen at the centre of care.

The shared priorities and areas for closer collaboration are:

- Urgent and Emergency Care (so the Emergency Department and Minor Injuries Units are more closely aligned)
- Onward Care for more effective discharge and homeward care
- Frailty services for improved and more seamless care
- Stroke services for improved outcomes for patients
- Rehabilitation services for improved pathways and integrated care after hospital
- Children and young people services for more integrated care and support services

The Provider Board will focus on the work that both organisations can do together to improve care and aims to unite clinical and non-clinical work. It is not a ‘merger’ between organisations but a joint effort to integrate services wherever possible in a way that benefits people and their clinical outcomes.

6. **Cornwall and Isles of Scilly bid to be amongst first Accountable Care Systems**

To give an added impetus to our Shaping Our Future objectives of keeping people healthier at home, or close to home for longer, Royal Cornwall Hospitals and partners has put forward a bid to NHS England that would enable Cornwall and the Isles to become one of the first Accountable Care Systems in England.

The ‘Next steps on the NHS Five Year Forward View’ published in March 2017, provided the opportunity for local areas to establish new ways of working through an Accountable Care System. In Cornwall and the Isles of Scilly, we want to create an integrated health and care system that will provide better outcomes for the local population. One plan, one budget, one system is our aim that puts the best outcome for the citizen first.

Our Accountable Care System would comprise a small integrated strategic commissioning function which would set the overall goals and budget and an Accountable Care Partnership which would operate as a single provider for acute, mental health, community, primary care, children’s services, ambulance, wellbeing and social care services. Within the partnership could be a range of public, independent and third sector organisations all led by a leadership team with collective responsibility. It would operate as a single provider but could still comprise
individual legal entities and work with partners who chose to stay outside of the Accountable Care System.

The intended benefits for patients and staff include:

- Helping the system to work together to meet future demand better than could be done separately
- Improved provision of integrated care outside of hospitals
- Improved support to care homes and more effective out of hours services, helping to keep people out of hospital
- A consistent and more seamless approach to pathway management for the entire patient experience
- Improved urgent care linking up with primary care, mental health and other providers;
- Workforce planning and recruitment on a greater scale to better manage demand and support career development.

We expect to hear the outcome of our application in June/July 2017.

7. **Health and care teams partner for Royal Cornwall Show**

RCHT staff will be joining colleagues from NHS Kernow, Cornwall Partnership Foundation NHS Trust and Cornwall Council in a joint exhibition area on Stand 95 at the Royal Cornwall Show from 8-10 June. This year our teams will be highlighting midwifery and neonatal care and the BABA Appeal, careers – with a specific focus on allied health professions, the benefits of barcoding technology in healthcare through the Scan4Safety programme, organ donation, and the world-wide battle against antimicrobial resistance.