### Purpose of Report (Including link to objectives)
The purpose of the Chief Executive’s Report is to highlight key developments within the Trust which have taken place since the last Board meeting.

### Summary of Key Issues for Discussion

#### 2.1 Transforming Urgent and Emergency Care Services in England

The report proposes a fundamental shift in provision of urgent care, with more extensive services outside hospital, and patients with more serious or life threatening conditions receiving treatment in centres with the best clinical teams, expertise and equipment.

Developed after an extensive engagement exercise, it proposes a new blueprint for local services across the country that aims to make care more responsive and personal for patients, as well as deliver even better clinical outcomes and enhanced safety.

Further information on the report can be found via http://www.england.nhs.uk/2013/11/13/keogh-urgent-emergency/

A full paper on this report will be brought to the January Public Trust Board for discussion.

#### 2.2 Hard Truths: The Journey to Putting Patients First
The government issued a further response to Robert Francis QC’s report on 19th November 2013 on the Mid Staffordshire NHS Foundation Trust public inquiry.

These documents build on the government’s initial response: Patients First and Foremost, which was published in March 2013.

They explain the changes that have been put in place since the initial response was published, and set out how the whole health and care system will prioritise and build on this. They also outline the responses to each of the 290 recommendations made by the public inquiry.

Further information on the report can be found via http://francisresponse.dh.gov.uk/
A full paper on this report will be brought to the December Public Trust Board for discussion.

2.3 Chippenham Area Board
Sarah Truelove, Deputy Chief Executive and Jan Taylor, Public Governor for North Wiltshire, attended the Chippenham Area Board meeting on 4th November 2013 at their request. The meeting was arranged to focus on health and social care and they received presentations from Wiltshire CCG, Wiltshire Council, Healthwatch and the Trust.

It was a helpful meeting with the focus on how we make sure that patients do not notice the interfaces between the various organisations. It was an opportunity for Jan Taylor to highlight the role of the Public Governor and the benefits of membership of the RUH.

2.4 Mendip Governors Meeting
The RUH held its first Governor Constituency Meeting in Frome on 13th November 2013.

We had a great response and just over 40 members of the public attended to hear from our Public Governors for Mendip, Mike Welton and Ian Bynoe. As well as hearing from the Governors, I gave an update on the future of the hospital and Helen Blanchard, Director of Nursing, joined me to provide attendees with an update on our recent CQC inspection. The meeting was well attended and feedback has been extremely positive so it is likely that our Public Governors will want to continue with this method of communication in the future. The meeting allowed for the members to hear from the hospital as well as giving their feedback and having their say.

2.5 Ministerial Visit
Health Minister Dr Daniel Poulter visited the Trust on 21st November 2013 to see first-hand the care we provide to emergency patients and sick new-born babies.

Dr Poulter, Parliamentary Under Secretary of State for Health, visited our Emergency Department, where he heard about the care we provide to seriously ill patients and those who have suffered trauma from Dr Dominic Williamson, Consultant and Mandy Rumble, Matron.

He also heard about our success getting patients to give their feedback on the care they have received through the national Friends and Family Test. The test asks patients how likely they are to recommend a ward or Emergency Department to others who require similar treatment. Our Emergency Department is one of the highest performing Trusts nationally, both in terms of numbers of patients responding and the score they give.

Dr Poulter then spoke to nursing staff about our focus on the 6Cs of nursing – Care, Compassion, Competence, Communication, Courage, and Commitment. Afterwards he visited the Dyson Centre for Neonatal Care, where Dr Bernie Marden, Consultant Paediatrician and Debbie Grant, Lead Sister, showed him around the ground-breaking unit which opened in 2011. The Minister heard how research has shown that the
calm, light environment in the unit is one the factors which has helped to improve the care babies receive, and improve the experience for parents and staff.

2.6 NHS Foundation Trust Update
As at 21st November 2013, 6,390 public members have signed up to support the Trust’s NHS Foundation Trust application.

The next Caring for you Event is taking place on 27th November 2013 at 6pm in our Post Graduate Medical Centre (Dept. B20). Consultant and Clinical Lead for Ophthalmology, Richard Antcliff and his team will be leading the session all about our Ophthalmology services and our Eye Department. The team have some exciting demonstrations planned for all attendees, so to find out more and to book your place please contact the Membership Office on 01225 821299.

2.7 Consultant Appointments
Ms Sarah Richards was appointed as a Consultant in General and Emergency Surgery on 14th November 2013. Ms Richards is currently employed by the Trust as a Locum Consultant in this post. Her start date for her substantive post is to be confirmed.

Mr Jaspal Phull was appointed as a Consultant in Urology on 20th November 2013. Mr Phull is currently employed by Aneurin Bevan University Health Board as a Speciality Registrar in Urology. His start date is to be confirmed.

3. Recommendations (Note, Approve, Discuss etc)
The Board is asked to note the report.

4. Care Quality Commission Outcomes (which apply)
Not applicable

5. Legal / Regulatory Implications (NHSLA / Value for Money Conclusion etc)
Not applicable

6. NHS Constitution
None identified

7. Risk (Threats or opportunities link to risk on register etc)
Strategic and environmental risks are considered by the Board on a regular basis and key items are reported through this report.

8. Resources Implications (Financial / staffing)
Not applicable

9. Equality and Diversity
Not applicable

10. Communication
Not applicable
11. **References to previous reports**
The Chief Executive submits a report to every Trust Board meeting.

12. **Freedom of Information**
Public