

BOARD OF DIRECTORS MEETING

Wednesday 7 September 2016 at 2.00pm
Training Suite, 3rd Floor, St. Catherine's Health Centre

AGENDA PART II

No	Time	Item (10 minutes)	Action	Reference
1.	10 mins	Patient Story - Physiotherapy Director of Nursing & Performance	To assure	WCT16/17-061 (d)
STATUTORY BUSINESS: (55 minutes)				
2.	15 mins	Apologies for Absence		WCT16/17-062 (v)
3.		Chairman's Announcements		WCT16/17-063 (v)
4.		Declaration of Interests		WCT16/17-064 (v)
5.		Minutes of the previous meeting: • 6 July 2016	To approve	WCT16/17-065 (d)
6.		Matters Arising: • 6 July 2016	To assure	WCT16/17-066 (d)
7.	20 mins	Chief Executive's Report	To assure	WCT16/17-067 (d)
8.	20 mins	Committee Reports - July & August 2016	To note	WCT16/17-068 (d)
PERFORMANCE (15 minutes)				
9.	15 mins	Integrated Performance & Risk Report - July 2016 Chief Executive	To assure	WCT16/17-069 (d)
QUALITY GOVERNANCE: (10 minutes)				
10.	10 mins	Quality Strategy Annual Review Director of Nursing & Performance	To approve	WCT16/17-070 (d)
CORPORATE GOVERNANCE: (10 minutes)				
11.	10 mins	Well Led Framework Self-Assessment Quarterly Review Director of Nursing & Performance	To approve	WCT16/17-071 (d)
STRATEGY & PLANNING: (30 minutes)				
12.	10 mins	Quarterly Communications, Marketing & Engagement Strategy Update for reporting period April - June 2016 Director of HR & Organisational Development	To assure	WCT16/17-072 (d)
13.	10 mins	Healthy Wirral – Whole System Integration Update Director of Integration & Partnerships	To assure	WCT16/17-073 (d)
14.	10 mins	Annual Report on Emergency Preparedness, Resilience & Response (EPRR) Assurance & Self-Assessment against the EPRR Core Standards 2015/16 and Review of the Major Incident Plan Director of Business Development & Strategy	To approve	WCT16/17-074 (d)
POLICIES: (5 minutes)				
15.	5 mins	Emergency Planning, Resilience & Response Policy Director of Business Development & Strategy	To approve	WCT16/17-075 (d)
COMMITTEE REPORTS: (5 minutes)				
16.	5 mins	Staff Council: • 21 July 2016 (draft)	To note	WCT16/17-076 (d)

ITEMS FOR INFORMATION

17.		Any Other Business		WCT16/17-077 (v)
18.		Invitation for Public Comments: The public meeting of the Trust Board is a meeting held in public, rather than a public meeting. At the discretion of the Chairman there will be an opportunity at this point for attending members of staff and the public to make relevant points.		WCT16/17-078 (d)
19.		Items for Risk Register		WCT16/17-079 (v)
20.		Summary of actions and decisions		WCT16/17-080 (v)

Date and Time of Next Meeting:

The next Public Trust Board meeting will take place on **Wednesday 2 November 2016** at 2.00pm

Patient Story - Physiotherapy

Meeting	Trust Board		
Date	07 September 2016	Agenda item	1
Lead Director	Sandra Christie, Director of Nursing and Performance		
Author(s)	Anna Simpson, IG/Governance Officer		

To Approve <input type="checkbox"/>	To Note <input type="checkbox"/>	To Assure <input checked="" type="checkbox"/>
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Link to the Board Assurance Framework:

This patient story provides assurance to Wirral Community NHS Foundation Trust (WCT) board regarding the delivery of high quality, safe and effective patient services. It links to the board assurance framework and provides assurance to the board on the following principal risks:

01c. Failure to deploy the right number of staff with the right skills
 02a. Patient experience is not recognised, reported or acted upon.

Identified risks:

None identified

Financial implications:

None identified.

Has an Equality Impact Assessment been completed?	Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
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Does this proposal represent any service improvement or redesign?	Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
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Paper history		
<i>Has a committee of the board reviewed this paper?</i>		
Submitted to	Date	Brief Summary of Outcome
No history		

Link to strategic objectives - 2014-19 (please tick those supported by this paper)			
We will deliver safe and effective patient care	✓	We will further develop and maintain a competent, caring and flexible workforce	✓
We will deliver a positive experience of our services	✓	We will continuously develop the organisation including leadership at every level of the organisation	
We will engage effectively with the patients and communities we serve	✓	We will effectively engage with our staff to deliver our strategic objectives	
Reducing health inequalities will be integral to all service developments and delivery	✓	We will optimise the use of our resources	
We will effectively manage and develop our relationships with our current and new commissioners and stakeholders		The delivery of sustainable clinical services will be supported by corporate services	
We will defend and grow our core business	✓	We will effectively manage our finances and fully deliver our efficiency programme	
We will lead the delivery of out of hospital integrated care		We will deliver transformation supported by innovation and research	
We will deliver to the expectations of our commissioners and demonstrate quality and value	✓		

Patient Story - Physiotherapy

Purpose

1. A person's story enables the Board to hear directly from patients, their families or carers about their experience of care services. Patient stories engage service users, their families or carers in ways that use their knowledge and experience to directly influence the provision of care services.
2. The patients telling their stories have consented to the board hearing their stories and also to their photographs being used within the presentation. The patients have consented to their stories being shared publicly and with care provider organisations.
3. These patient stories specifically focus on musculoskeletal (MSK) physiotherapy provided by the trust.
4. The two patient stories this month describe how staff who work within the trust, have accessed the MSK service through a line manager's referral and as a result have been supported to remain in the workplace.

Executive Summary

5. MSK physiotherapy is an out-patient clinic service used to treat pain, stiffness and weakness which has resulted from problems with joints, muscles, ligaments, bones and the nervous system.
6. The MSK service has a full range of treatments that can help restore movement and function. These include manual therapy (hands on treatment), exercise, home exercise programmes, acupuncture, electrotherapy, pilates classes, rehabilitation classes (back, shoulder, knee and ankle), specialist gym and education and advice.
7. Patients receive a treatment plan tailored to the individual with the aim of achieving long term recovery.
8. The two members of staff in this month's presentation have suffered with MSK problems.
9. Within the trust MSK problems are the second highest reason for sickness absence. Staff suffering from such problems that could benefit from physiotherapy can be referred to the trust's in house service. This ensures that early intervention support is started without delay and this should consequently support staff to stay in work longer or return to work sooner.
10. The patient stories have been mapped against the CQC key lines of enquiry to determine if their care was safe, effective, responsive and caring:

Safe

All physiotherapists within the trust have the qualifications, competences, skills and experience to ensure patients are safe.

Effective

The staff describe the support they have received from the physiotherapy service which has helped them to manage their pain, increase their range of movement and keep them in work.

Responsive

The staff describe how the service was quick and easy to access and how responsive support from their line manager can help keep staff in the workplace.

Caring

The patients describe how staff involved in their treatment have been supportive, kind, caring and helpful.

Board action

11. Wirral Community NHS Trust Board is asked to be assured of the delivery of high quality, safe and effective MSK services.

Sandra Christie
Director of Nursing and Performance

Contributors:
Anna Simpson, IG/Governance Officer

1 September 2016

Appendix 1: Patient Stories Action Plan

Service: Patient stories

Subject:

Key (Change status)

- 1 Recommendation agreed but not yet actioned
- 2 Action in progress
- 3 Recommendation fully implemented
- 4 Recommendation never actioned (please state reasons)
- 5 Other (please provide supporting information)

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 9- Person centred care

NHS Outcome Framework 2013/2014: Domain 4 Ensuring patients have a positive experience of care

Date action plan developed:

Date action plan completed: Monitored via Quality, Patient Experience and Risk Group

Recommendation	Actions required	Action by date	Person responsible (Name)	Comments/ action status	Change stage/ Evidence	Lesson's Learned If applicable following stage 3
Use the patient story as part of the action plan to reduce absence rates	Share staff story with line managers	30/09/2016	Deputy Director of Performance			2

Appendix 2 Story transcript

Staff member 1: 'I work for Wirral Community Trust... I'm going to talk about my experience of our physiotherapy service... for some time now I've had a problem with my right shoulder... my injury stemmed from a car accident for a long time ago but it just became as I've got older it's become more affecting the use of my arm which has become an issue for me in work...the process for a referral was through my line manager... this was a really supportive thing... and I think this really supports staff within Wirral Community Trust.. the process was quite slick in that I got an appointment very quickly and I was able to actually take less time away from my job because I could go to St Catherine's for physiotherapy... it was a really positive experience for me... I had three sessions with my physiotherapist... with exercise plans to take home and this did actually improve my shoulder considerably... I do think that this is an invaluable service and we're very lucky to actually have that support for staff...this service actually supported me to stay in work and not have to take time off...'

Staff member 2: 'I work for the Safeguarding Team in Wirral Community Trust... my experience of the physio service began in April this year when I had a car crash on the way to work... I had quite a painful back injury and really bad pain in my shoulders... came back to work the following week and was referred straight to physio by my manager... so I was seen within I would say 10 days of the accident... the first physiotherapist I saw was lovely...think her name was Rachel... and she told me straight away that she was leaving in two weeks but made it clear to me that if I wanted to have a different person to see my right through then I could change... but I was just happy to see anyone at that point because of the pain... so saw Rachel for two appointments... she was lovely... went through all of the exercises I need to do to try and improve my mobility... manipulated my back and everything to try and get my muscles back working properly because they were in spasm... and then after Rachel finished I was referred on to a physio called Chris who was also excellent... gave me more exercises to do... made me work a bit harder which I wasn't pleased with really but it did actually help a lot... saw Chris for I think three appointments and then I was discharged...but discharge advice was if you needed to come back at any point I could just call down and just ask for Chris again to see if I could make an appointment... I only needed two days off work after this accident which I thinks quite reasonable because in the past when I've had back injury I've been off work for a couple of weeks...I think having physio straight away made a huge difference because I didn't stiffen up and it managed the pain a lot better... he gave me exercises to do at my desk and everything so it made me more aware of getting up and moving about instead of sitting still all of the time... it's just an excellent service...'