

JULY 2017



CHIEF EXEC'S MONTHLY UPDATE

Stockport Together listening events: to hear public views on changes to health and social care in the borough

The Stockport Together partner organisations - Stockport Clinical Commissioning Group (CCG), Pennine Care (mental health services), Stockport Council, Viaduct Health (Stockport GP federation), and our Trust - are changing health and social care services in the borough.

Over time we need to be moving resources out of hospital to support more care in the community. Plans have been developing for some time with input from patients and carers, clinical staff, social workers and others.

Some changes have already been made, however before firm decisions are made on other significant areas, local people are being asked to give their views.

Six week listening period – with public listening events

We need to ensure that we are making the right changes, in the right way, for local people. A listening period started on 19th June and representatives from Stockport Together will be going out to communities across Stockport to talk about the plans they are working on until the end of July.

They will be inviting ideas about how the plans could work in local areas and asking for help in identifying the impacts of any changes on local people.

There are public events about this which are open to everyone across Stockport. [You can find the events here.](#)

An 'issues document' that describes what has driven these changes has been produced and [can be viewed here](#).

Outline business cases going to Stockport Together partner boards: over June and July

Five outline business cases around the new models of care – which will change health and social care services in the borough - are going to the five Stockport Together partner public boards over June and July.

These outline business cases were approved by our board on 26th June, after detailed discussion in our public board meeting.

The final approval is subject to the learning from the listening period (see item 1 above).

In the meantime, transformation funding from the Greater Manchester Health & Social Care Partnership will enable us to continue to develop and test our thinking. Changes won't happen overnight and there will be continual adjustment of ideas as we implement them.

You can read the outline business cases: [here](#). They include a summary economic case, and are as follows:

- 1: Neighbourhood teams (bringing together health, social care and voluntary sector professionals into eight neighbourhood teams)
- 2: Intermediate tier services (between hospital and home – bringing many different services into less teams, under one management structure)
- 3: Ambulatory Care (care for people coming to hospital who do not need to be admitted)
- 4: Outpatients (more outpatient services delivered out-of-hospital)

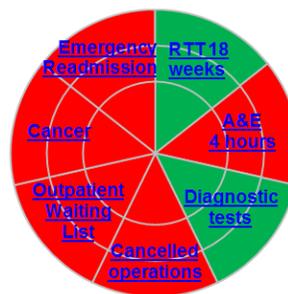
5: Enablers - eg: IT (including our electronic patient record), HR, estates

Performance for May: update on key areas where we failed to hit the target

A&E FOUR HOUR WAIT (four hours until admission/referral/discharge, 95% target):

We achieved 86.7% for May, which is above the improvement trajectory agreed with NHS Improvement.

We had an average of 271 people come through our emergency department each day in May, with 87 admitted each day. There was an average of 33 delayed transfers of care each day in May.



CANCER (62 days from urgent GP referral to treatment, 85% target):

We achieved 74.5%. Following two consecutive months of particularly strong performance, we had a significant fall in May.

This was due to a number of factors; such as more patients, complex patients who needed more tests, patients delaying appointments and treatments due to holidays, and longer waits for the first appointment and some diagnostic procedures.

CANCELLED OPERATIONS (no more than 0.85% patients cancelled a the last minute for non-clinical reasons; cancelled operations not treated with 28 days, 0 target):

In May, we cancelled 59 operations for non-clinical reasons. 23 of these were due to more urgent cases taking priority following the Manchester Arena attack.

One general surgery patient was cancelled twice due to no high dependency unit (HDU) bed available.

EMERGENCY READMISSION (emergency readmission rate within 28 days of discharge - not higher than national average rate):

We were 8% for the last data available (Feb 2017), and the national average rate was 7.7%.

OUTPATIENT WAITING LIST (patients having follow-up appointment within timescale):

We still face problems in four areas: ophthalmology, gastroenterology, respiratory medicine, cardiology.

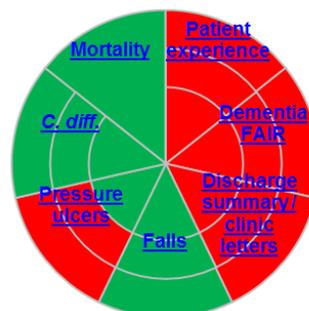
Quality for May: update on key areas where we failed to hit the target

PATIENT EXPERIENCE (Friends & Family test, 40% target response rate for inpatient & day cases):

93% patients said they were 'extremely likely' or 'likely' to recommend us in May (4558 responses), but we had a low response rate (34%).

DISCHARGE SUMMARY (95% published within 48 hrs) & **CLINIC LETTERS** (95% within 14 days):

Discharge summary was 85%. Clinic (outpatient) letters were 70% for May.



Dementia is on red because there no data around the dementia finding question, assessment, referrals etc. due to technical issues.

Manchester Arena Attack: more thank-you's, praise and Royal invitations

The thank-you's and even Royal invitations continue - over a month after the Manchester Arena attack on 22nd May.

Three hospital representatives invited to Manchester Town Hall reception with Prince Charles and Camilla, 26th June

Three of our nurses – who all played an important part in treating and caring for the victims of the Manchester attack – met Prince Charles and Camilla in The Great Hall at Manchester Town Hall.

They were Charlotte Brownhill, emergency department matron, Jean McMonagle, critical care sister and Jill Flynn, operating theatres sister. Jean is quoted in the Manchester Evening News story about their visit: [here](#)

Hero pharmacist invited to meet Prince William, 2nd June

Haseeb Khan, one of our clinical pharmacists was invited to a special reception with Prince William at Manchester Cathedral. The event was to thank volunteers and representatives from St John's Ambulance, Northern Rail and the British Red Cross who helped people at the Manchester Arena the night of the attack.

Haseeb heard about the attack after his plane landed at Manchester Airport at 3.00am, just a few hours after reports of the explosions on 22nd May. After first checking if any pharmacy support was needed, Haseeb and his twin brother filled his car with food and drink for police, paramedics, reporters and others on the scene at the Arena. They then made separate trips to nearby hotels where survivors had gone to offer further food.

Prince William described the heroes as 'Shining lights for the community in Manchester.' You can read our press release: [here](#)

Nurses representing the NHS at the Manchester Day Parade, 18th June

Seven of our nurses took part in the annual Manchester Day Parade which had around 2000 performers, with around 100,000 spectators.

Our nurses were part of a special tribute to the victims of the Manchester Arena attack at the front of the parade, which also honoured the efforts of the emergency services. They were from our emergency department: Laura Henshall, Lucy Grimwade, Ashley Challinor, Paula Toppel, Jennifer Mather and Joel Evans.

MedEquip4Kids funding AccuVein scanner

Our emergency department now has a state-of-the-art new scanner thanks to a generous donation from MedEquip4Kids and Vinci construction.

They wanted to support our children's emergency department in recognition and thanks for our response to the Manchester Arena attack. The new 'Accuvein' scanner maps out a patient's veins in a fluorescent light, making treatment easier and less uncomfortable for our young patients. You can read our press release: [here](#)

Theatre nurse in Cosmopolitan magazine feature

In addition to the national and international media coverage in the days after the attack - Harriet Sharpe, one of our operating theatre practitioner who worked that night has featured in a special Cosmopolitan magazine feature about the attack:- [here](#)

Thank you cards from schools and hand-made hearts from all over the world

We have received hand-made thank you cards from neighbouring high schools to a primary school as far away as Leicester, alongside many other thank-you cards from across the country. We have also been sent hand-made hearts from all over the world

US well done tribute sent from emergency department in Boston, USA

A special well done tribute has been sent to us from Tufts Medical Centre, a major hospital in Boston, USA – with kind wishes and signatures from people in their emergency department team

Specialist C-spine neck surgery delivering great results: *one of only two hospitals undertaking this in Greater Manchester*

Our specialist form of neck surgery to provide swifter treatment for patients with spinal cord or nerve compression is delivering great results.

In Greater Manchester, this specialist surgery was previously only available at Salford Royal Hospital. We are only the second hospital in the area to perform these operations.

The cervical spine (C-spine) neck surgery involves the removal of discs, ligaments or bones to treat these disabling conditions. They can be caused by slipped discs pressing on the nerves which can cause arm pain, or directly on to the spinal cord. This can cause people to become unsteady and fall over, and in severe cases, even paralysis.

You can read our press release, which includes a life-saving patient story, [here](#)

Events and visits

Chief officer for the Greater Manchester Strategic Health Partnership visit

Jon Rouse, chief officer for the Greater Manchester Strategic Health Partnership spent a full morning at our hospital on 15th June. He visited our emergency and stroke services, the new transfer hub, and other areas to see all the new developments we have put in place for improved patient care.

Jon Rouse publicly described the visit as “superb”, adding “What I saw at Stepping Hill Hospital was a great deal of innovation and cooperation in developing services for the future.” You can read our press release about the visit: [here](#)

Chinese doctors spending seven weeks with us

We are sharing our skills with doctors from China, who are spending seven weeks with our clinical teams. The seven doctors, who work at a number of hospitals across China, will observe treatment and care in different areas including our Tree House children’s unit and the emergency department, to learn from their expertise.

We have previously hosted doctors and surgeons from the USA and across Europe. You can read our press release: [here](#)

Health Talks for the public

You are invited to attend any of our Health Talks which run every three months. They cover cancer, operating theatres (with a tour) and diabetes for this year. More information is: [here](#)