



**NHS**

**Solent**  
NHS Trust

# Annual General Meeting 2019

#SolentNHSCommunity

16 September 2019



# Welcome

Catherine Mason, Chair

#SolentNHScommunity

A photograph of a dentist in blue scrubs and a purple lanyard examining a patient's teeth. The patient is wearing dark safety glasses and has blue dental wax or a similar material in their mouth. The dentist is using a dental instrument. The background shows a dental clinic setting with various equipment and a cartoon character on the wall.

# Review of 2018/19

Sue Harriman, Chief Executive

#SolentNHScommunity

# About us

Established on...



Nearly 1.14 million service user contacts



4,932

We employed 4,932 clinical and non-clinical staff in 2018-19

Over

£193m

Annual income for 2018-19



Portsmouth, Southampton and specialist services pan Hampshire and Isle of Wight



## Our Strategy

At Solent NHS Trust we all share an ambitious vision to **make a difference** by keeping more people **healthy, safe** and **independent** in, or close to their own homes.

**People, values** and **culture** drives us. The best people, doing their best work, in pursuit of our vision. People dedicated to giving **great care** to our service users and patients, and **great value** to our partners.

We aspire to be the **partner of choice** for other service providers. With them we will **reach even more people**, and care for them through even more stages of their lives. Ultimately it is the **people** we care for who will tell us if we are successful and who **will help shape our future care**.

# Our values

The infographic displays five core values, each represented by a colored icon and a list of associated sub-values:

- Honesty** (Light Blue):
  - Courage
  - Openness
  - Trust
  - Integrity
- Everyone counts** (Purple):
  - Voice
  - Inclusive
  - Supportive
  - Recognition
- Accountable** (Teal):
  - Ownership
  - Learning
  - Empowerment
  - Performance
- Respectful** (Yellow):
  - Communication
  - Self-awareness
  - Person-centred
  - Compassionate
- Teamwork** (Pink):
  - Leadership
  - Collaboration
  - Team Spirit
  - Shared Purpose

# The Heart of Solent



## Our 2018/19 priorities



### Deliver great care

- Involving service users in shaping care and always learning from their experiences
- Working closely with partners to join up care
- Treating people with respect, giving equal emphasis to physical and mental health
- Ensuring we provide quality services which are safe and effective



### Make Solent a great place to work

- Supporting people to look after their health and wellbeing
- Improving the workplace by listening to ideas and acting on feedback
- Supporting and developing leaders who enable people to be at their best



### Deliver the best value for money

- Working with partners to spend money wisely
- Involving people in decisions about spending money
- Enabling services to have more time to provide care



# 2018/19 Achievements

Highest number of patient  
Friends and Family responses

Career progression framework

Digital advances

Veterans Programme

St Mary's Community Hospital  
Campus investment

Solent Awards

Research league tables

Celebrating NHS70

# Our 3 Greats



Great  
care



Great place  
to work



Great value  
for money

# Great care- CQC inspections: our improvement journey

**June 2016:**  
Comprehensive  
inspection of all 15

Overview and CQC inspection ratings

Rated: 'Good'  
'Outstanding'  
Every service  
'Good'/'Outstanding'  
overall

**Overall  
Good**  
  
Read overall  
summary

Safe	Good ●
Effective	Good ●
Caring	Outstanding ☆
Responsive	Good ●
Well-led	Good ●

Overall  
Overall

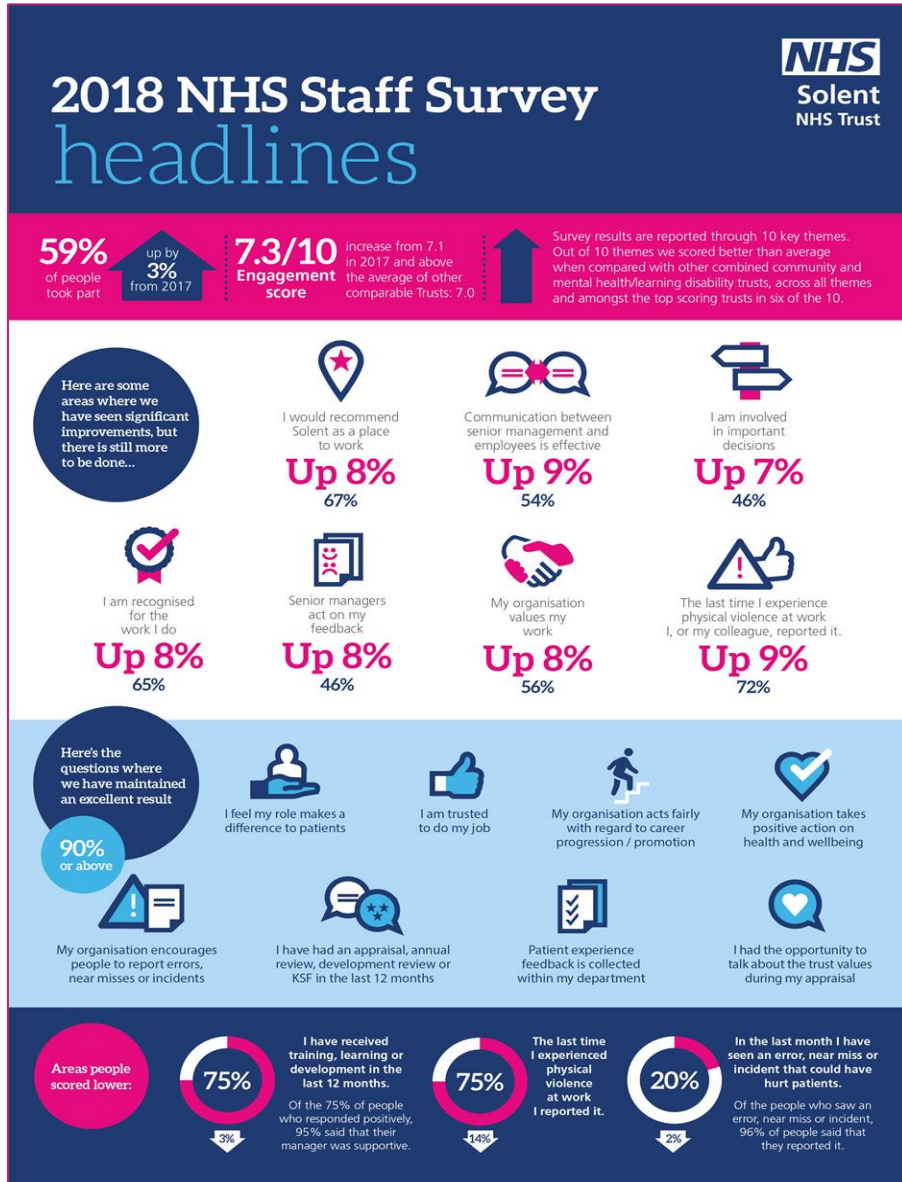
**October 2016:**  
Core service inspection (of  
services rated 'RI' in 2016)  
Well-led inspection

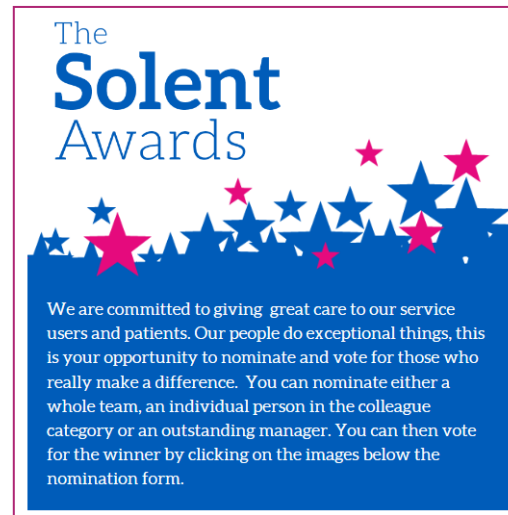
Inspection of CAMHS and  
Substance Misuse  
Inspection of CYP

# Great care- CQC inspections: Our improvement journey

2016						
OVERALL	RI	RI	G	G	RI	RI
Domains	Safe	Effective	Caring	Responsive	Well Led	Overall
<b>Community Services Rating</b>						
CHS – Adults	RI	G	G	G	G	G
CHS - CYPF	I	RI	G	RI	RI	RI
CHS – inpatient	G	G	G	G	G	G
End of life	G	G	G	G	G	G
Sexual Health	G	G	G	G	G	G
<b>Overall</b>	RI	G	G	G	G	G
<b>Mental Health Rating</b>						
PICU	RI	G	G	G	G	G
Long stay/Rehab	RI	G	G	G	G	G
OPMH – Inpatient	RI	RI	G	G	RI	RI
CMH - AMH	G	G	G	G	G	G
MH Crisis	G	G	G	G	RI	G
CAMHS	I	RI	G	RI	RI	RI
CMH- OPMH	RI	RI	NR	G	RI	RI
LD	G	O	O	O	O	O
SMS	I	RI	G	RI	RI	RI
<b>Overall</b>	RI	RI	G	G	RI	RI
<b>PMS Rating</b>						
Adelaide	G	G	G	G	G	G

# Great Place to Work – Our NHS Staff Survey results





CuriosiTea 

# Great value for money - Our year end position



# System working – Portsmouth and South East Hampshire

**Clinical Commissioning Group**

Joint posts

**Portsmouth City Council**

Co-located and integrated services

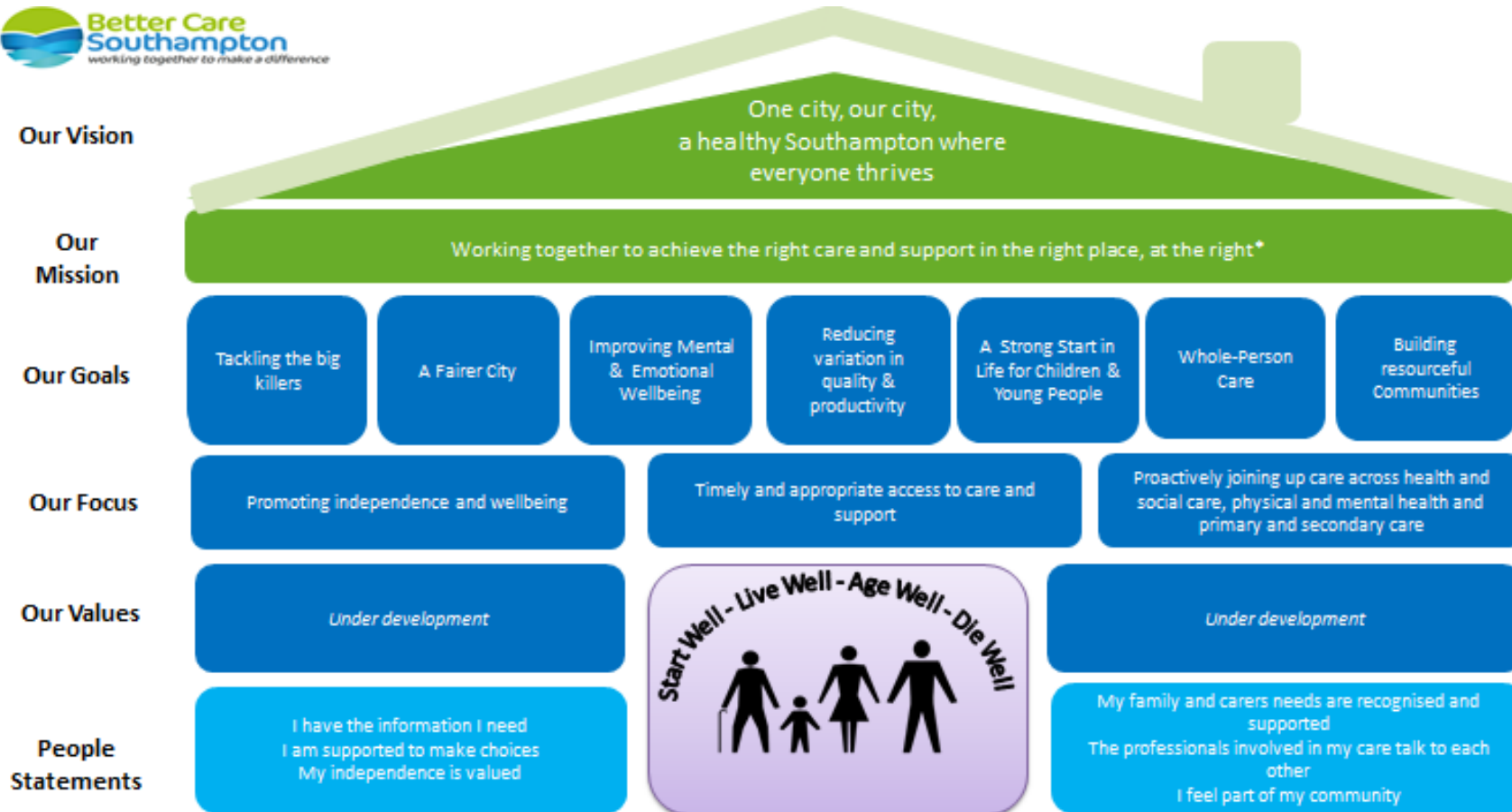
**Portsmouth Primary Care Alliance**

Corporate service support

**Health and Care Portsmouth**

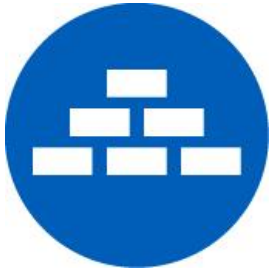


# System working – Southampton

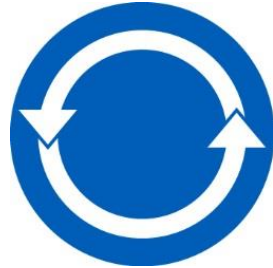


\*Alternative Mission: Effective system partnerships delivering safe, sustainable, coordinated care with people

# What makes us proud



Our shared purpose



Our learning culture



Embracing quality improvement



What our service users tell us



Our 'outstanding' care



What our employees tell us



Our innovation



Our relationship with partners



Our integration



Our values



# The Quality Account 2018/19

Jackie Ardley, Chief Nurse

#SolentNHScommunity

# Delivering 'Great' (Outstanding!) Care

Our Quality Priorities for 2018/19

**Involving people**

**Ensuring safe care**

**Learning and  
improving**

**Sharing excellence**

**Supporting vulnerable  
people**

**Looking after each  
other**

# Our priorities for 2019/20

## Trust wide priorities



## Service line priorities


# Our focus for 2019/20- Service line priorities

Service	Safe	Effective	Experience
Adults Portsmouth	<ul style="list-style-type: none"> <li>Dressings process</li> <li>NEWS process</li> </ul>	<ul style="list-style-type: none"> <li>Pilot LTC hub</li> <li>Pilot Leg Ulcer Hub</li> </ul>	<ul style="list-style-type: none"> <li>Pilot Intermediate Care Practitioner</li> <li>Reduce discharge delays Jubilee</li> </ul>
Adults Southampton	<ul style="list-style-type: none"> <li>Red and Green Days RSH</li> <li>COPD and Pulm. Rehab Audits</li> </ul>	<ul style="list-style-type: none"> <li>Assess and manage pain Snowdon</li> <li>Woman's Health Project</li> </ul>	<ul style="list-style-type: none"> <li>My Medical Record</li> <li>Improved pathway for My City Patient</li> </ul>
Children's	<ul style="list-style-type: none"> <li>Childhood Sexual Exploitation risk assessment</li> <li>Care Planning with Children</li> </ul>	<ul style="list-style-type: none"> <li>Advance Care Practitioner careers</li> <li>Children with depression pathway</li> </ul>	<ul style="list-style-type: none"> <li>Remote consultation and digital advances</li> <li>Client involvement in treatment</li> </ul>
Mental Health	<ul style="list-style-type: none"> <li>Physical health monitoring in SMS</li> <li>High Dose Antipsychotic Treatment (HDAT) monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Recovery goals</li> <li>Improving DNA rates in A2i</li> <li>Psychology input in OPMH</li> </ul>	<ul style="list-style-type: none"> <li>Care planning in community</li> <li>Carers engagement in OPMH</li> </ul>
Dental	<ul style="list-style-type: none"> <li>GA pathway on IOW</li> <li>Intraoral Radiography</li> </ul>	<ul style="list-style-type: none"> <li>Inhalation Sedation (IS) on IOW</li> </ul>	<ul style="list-style-type: none"> <li>Oral healthcare training package</li> <li>AI champions</li> </ul>
Sexual Health	<ul style="list-style-type: none"> <li>Monthly patient safety quality assurance process</li> <li>Risk Assessment Tool for &lt;18yrs</li> </ul>	<ul style="list-style-type: none"> <li>Treatment by post – Chlamydia</li> <li>Online platform for partner notification</li> </ul>	<ul style="list-style-type: none"> <li>Patient Portal</li> <li>referral pathway between Sexual assault referral centre (SARC) and Sexual Health</li> </ul>
Primary Care	<ul style="list-style-type: none"> <li>“multi chair” Podiatry Clinics</li> <li>Podiatry clinic locations</li> </ul>	<ul style="list-style-type: none"> <li>Increase patient engagement</li> <li>Review workflow management</li> </ul>	<ul style="list-style-type: none"> <li>Solent GP Surgery transformation</li> <li>Develop MPP digital platforms</li> </ul>

Ella Reily

Solent Young Shaper

Table discussion and  
time for questions

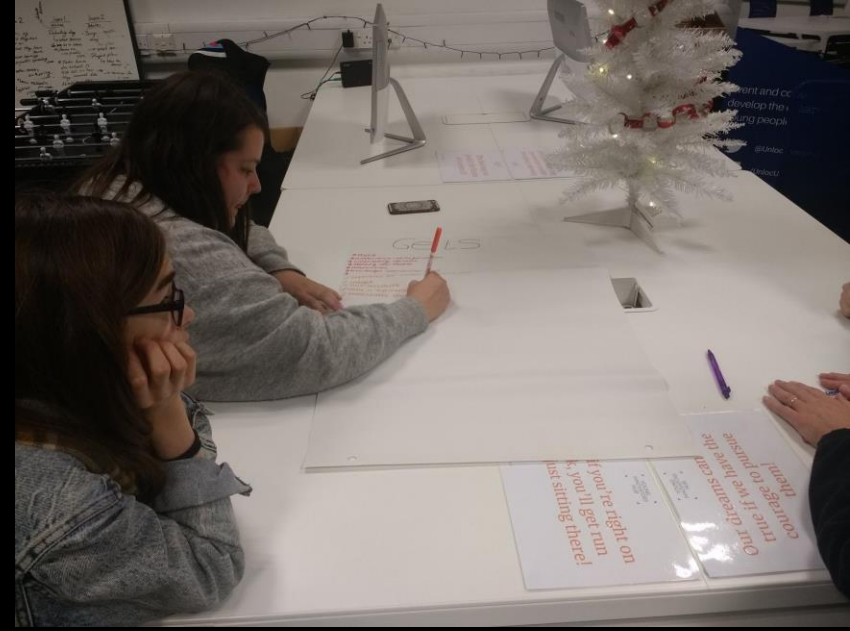
 Your question...  
How are Solent NHS  
Trust getting children  
involved in shopping  
services?

NHS Young Shapers



# Who are we?





# What do we do?



**Solent PULSE**

Are you worried about your health or problems you may be having?

Text **Solent Pulse** on **07491 163278 (School Nurse Service)** in confidence to get help from a qualified nurse.

**Health and wellbeing  
Text messaging service  
for young people in Southampton**

For more information visit [www.what0-18.nhs.uk/solent](http://www.what0-18.nhs.uk/solent)

**What we see as priorities for our community  
services**

**Leaflets for services**

**Social media outreach**

# **What we discuss**

**What prevents us from asking for help or  
seeking services**

**The physical appearances of service buildings**

**How the NHS can reach out to us**

# School Nursing

**'Just ignore them'**

**'Stick a wet paper towel on it'**

**'Come and see me at lunch time if it still hurts'**

**'You'll be friends again tomorrow'**

# Waiting room artwork

**'I mean I've never seen a crocodile in a tree....'**

**'There are like 6 suns in this picture, how does that work?'**

**'You don't want to feel like you've walked into a nursery'**

**'Isn't a crocodile with a fish in its mouth a bit too much for younger ones?'**

# Engagement through social media

**'We probably follow the ones that give the wrong advice'**

**'Just don't try too hard to make it cool'**

**'It's instinct to turn to the internet'**

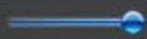
**'That's something my parents would use'**

# Why we decide to get involved

....for reasons other than the pizza



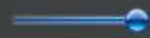
00:00







00:01





# Financial overview

Andrew Strevens, Deputy Chief Executive and  
Director of Finance, Performance and Estates

#SolentNHScommunity

# Delivering Great Value for Money

## Our financial performance 2018/19



Original Plan deficit	(1.0)
Improvement to plan	0.4
STF over performance	<u>2.0</u>
Year- end surplus	1.4



Achieved £6.1m of operational savings



Head of Internal Audit opinion:  
Generally satisfactory with some  
improvements required  
Internal auditor: PwC



Achieved 4 out of 4 statutory duties.  
(cumulative breakeven duty)

Unqualified accounts, and unqualified  
Value For Money opinion from external  
auditors, Ernst & Young



Invested £9.8m in our estate

# Investing in the patient environment



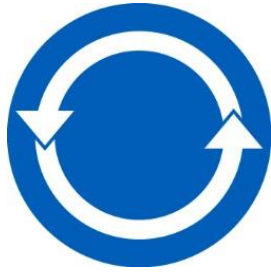
A photograph of a woman with long brown hair, wearing a maroon lace top, smiling as she interacts with a young girl with long brown hair wearing a bright pink hoodie. They are sitting on a red mat in a playroom, surrounded by colorful blocks (red, blue, yellow, green). In the background, there is a white sink mounted on a green wall and a white table with a black trash bag hanging from it. A large blue circular graphic is on the left side of the image.

# Looking ahead 2019/20

Sue Harriman, Chief Executive

#SolentNHScommunity

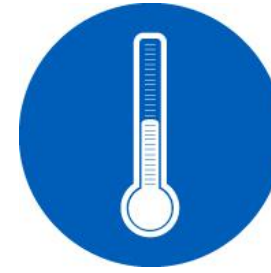
# The year ahead in context



During times of change we are open to risk



Safe and sustainable workforce



Rising demand, including winter pressures



Financial pressures



Investing in our employees



Investing in our buildings and the environment



More partnership working



Enhancing the quality of our services

# The Solent Difference









A group of nine healthcare professionals and one patient in a wheelchair standing outdoors in front of a brick building. The staff are wearing blue and grey scrubs. The patient is wearing a patterned top and green socks. A large, semi-transparent purple banner is overlaid on the image, containing the text 'Table discussion and time for questions'.

# Table discussion and time for questions



Thank you