

## Board of Directors' Meeting: 11 July 2024

<b>Agenda item</b>	114/24		
<b>Report Title</b>	June 2024 Board Walks Summary Report		
<b>Executive Lead</b>	Anna Milanec, Director of Governance		
<b>Report Author</b>	Beverley Barnes, Board Coordinator		
<b>CQC Domain:</b>	<b>Link to Strategic Goal:</b>		<b>Link to BAF / risk:</b>
Safe	Our patients and community	√	N/A
Effective	Our people	√	
Caring	Our service delivery	√	<b>Trust Risk Register id:</b>
Responsive	Our governance	√	
Well Led	Our partners	√	
<b>Consultation Communication</b>	N/A		
<b>Executive summary:</b>	<p>Board Walks were undertaken on 13 June, with three mixed groups of Directors (Executive and Non-Executive), visiting the following locations:</p> <ul style="list-style-type: none"> <li>• Hollinswood House: Diagnostics</li> <li>• Hollinswood House: Renal</li> <li>• Surgical Assessment Unit, RSH</li> </ul> <p>These visits form part of the regular programme of Board Walks which take place, across both hospital sites, every other month.</p> <p>The Board Walks provide a valuable opportunity for Board members to observe, first-hand, evidence of the assurances provided in reports to the Board; and to identify and engage with teams on any observations which may not be aligned with information they have read in Board reports, to inform subsequent Non-Executive challenge to Executive Directors.</p> <p>A summary of feedback and findings from each visit is included as Appendix 1.</p>		
<b>Recommendations for the Board:</b>	For Information: The Board of Directors is asked to note and reflect upon the feedback summarised in Appendix 1		
<b>Appendices:</b>	<u>Appendix 1</u> – Board Walks: Feedback Summary Report		

**APPENDIX 1**

**Board Walks, 13 June 2024 – Feedback Summary Report**

<b>Hollinswood House: Diagnostics</b> <i>Visited by Teresa Boughey, Simon Crowther, Rosi Edwards, Hayley Flavell</i>	
<b>Observation</b>	<b>Executive actions and/or triangulation with assurances and information received at Board meetings</b>
<b>Discharge and Hospital Flow</b>	
Staff talked about how space could be used more effectively to reduce waiting times.	
The team were proud of the recent introduction of walk-in x-rays, which had received positive patient feedback.	
<b>Staffing and Team Working</b>	
Positive feedback on the impact of CDU on the rest of the Trust. Flexibility and staff rotation liked by staff as it provides a change of environment.	
Team recognised the value of 'growing our own', ie developing trainees	
The team talked about how lists are compiled to avoid Repetitive Strain Injury (RSI) for staff, particularly sonographers.	
<b>Patient Care, Quality and Compassion</b>	
Staff were clearly thinking about what our patients need, ie being responsive as well as caring.	
A room had been configured which it was noted could be offered out to individuals who have carers, so that they could undertake personal care.	
<b>Environment and Equipment</b>	
Feedback received on good rest spaces for staff	
Porter reported that they have no trolley facilities on site to move equipment.	<b>Action: Acting Chief Operating Officer to pick up.</b>
Staff reported that the card access system requires follow up to mitigate potential health and safety issues in one area.	<b>Action: Acting Chief Operating Officer to pick up with Health &amp; Safety. Assistant Chief Executive to follow up on card access for specific staff.</b>
<b>Feedback received from patients</b>	
Hollinswood House was hard to find.	<b>Action: Estates, through the Assistant Chief Executive, to liaise with local council on improving signage</b>

<b>Hollinswood House: Renal</b> <i>Visited by Sara Biffen, Rajinder Dhaliwal</i>	
<b>Observation</b>	<b>Executive actions and/or triangulation with assurances and information received at Board meetings</b>
<b>Environment and Team Working</b>	
Team seemed engaged, and were well informed on operational and cost challenges.	
<b>Patient Care, Quality and Compassion</b>	
Evidence of good challenge on visibility of dialysis lines.	
<b>Feedback received from patients</b>	
Staff were friendly, polite and kind. Good location, but environment not suited to patient interaction.	<b>Action: Acting Chief Operating Officer to investigate solution, through potential utilisation of recent successful funding bid.</b>

<b>Surgical Assessment Unit: RSH</b> <i>Visited by David Brown, Sarah Dunnett, John Jones, Wendy Nicholson, Helen Troalen</i>	
<b>Observation</b>	<b>Executive actions and/or triangulation with assurances and information received at Board meetings</b>
<b>Environment</b>	
Layout of unit makes visibility difficult for staff to manage, and concern over safety of staff when they experience lively patients in the seated area.	Consistent with Board reporting on the ongoing issues with an ageing estate, and investment required for the future development of both hospital sites, to effectively utilise space and meet clinical demand.
One toilet for 90 staff, which is in the public domain, resulting in IPC challenges.	<b>Action: Director of Nursing to investigate solution.</b>
Concerns regarding sitting times – increasing complexity of patients is one of the reasons for length of stay challenges.	Consistent with reporting to Board on effective management of length of stay in seated areas and appropriate quality of seating – investigations ongoing.
<b>Patient Care, Quality and Compassion</b>	
A real commitment to quality improvement was evident.	Consistent with reporting received at Board on the Trust's ongoing quality and culture improvements, and colleagues' determination to put patients at the centre of everything we do.

<b>Discharge and Hospital Flow</b>	
Staff on the unit are making a real effort to understand how long individual patients have been present in the hospital, but accept this is driven by clinical priority. Discussion took place on use of the Virtual Ward, and Dr Jones offered to arrange for Shropcom colleagues to meet them on the ward.	Consistent with Board reporting on ongoing and developing relationships and shared working with partners across the system (recognising there was still more to do in this space).
<b>Staffing – Personal Development</b>	
Positive discussions on developing their own staff and career progression.	Consistent with Board reporting on the extensive people strategy work underway on development, and recruitment / retention.

Beverley Barnes  
Board Coordinator  
June 2024