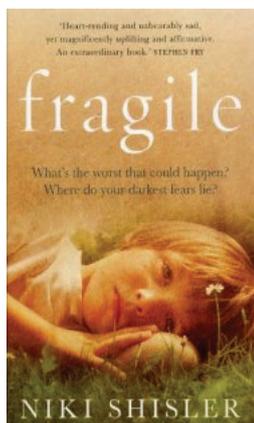


Board Matters

from the chairman

Joe Liddane

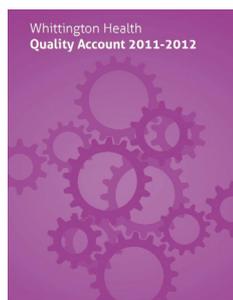
June 2012



Felix's story

Niki Shisler spoke movingly about her son Felix, born with a rare form of muscular dystrophy called Nemaline Myopathy. He is fully ventilated and has been looked after by our complex care team for twelve years. Niki explained how Felix's package of care is provided by a combination of support workers and highly trained paediatric nurses. They enable him to attend school and live an active, rich life. Photographs showed Felix participating in a wide range of activities.

Teresa Coe, from the Community Children's Nursing Service, gave the inside story on this latest example of the NHS and the Whittington at our best. Many parts of our organisation come together to care for Felix. Despite highly complex health needs he has had very few admissions to hospital or episodes of illness. Niki stressed the positive contribution that this makes to the life of the whole family.



Quality account 2011/2012

Each year Whittington Health is required to produce a quality account that reports quality achievements and identifies areas for improvement. Consultation for this year's account included surveys with staff, commissioners and patients as well as scrutiny of incidents, complaints and our detailed performance. Our three main goals for quality for the coming year are effective care, patient experience and patient safety. To read the report on the Whittington internet site [Click here](#) or contact the communications office if you would like a hard copy.



Foundation Trust (FT) update

During the past month we have been examined by three external reviewers as part of our FT journey. Two of those have now reported - very favourably. Ernst and Young reviewed our governance arrangements against 11 criteria. RMS Tenon examined our arrangements for delivering high quality care against 10 standards. In both cases examination was rigorous and challenging. Many people were interviewed and supporting documentation examined in detail. Both companies are performing similar reviews across the country and confirmed that we are amongst the best that they are seeing. They each pointed out areas for improvement but we have now safely negotiated these stages of our journey. Many people are shouldering exceptional burdens during these reviews. The day job doesn't go away. The board formally recognised the work being done by many across the organisation and thanked all staff for their continuing dedication to quality care. It's great to have the fruits of these efforts recognised by outside experts.

The continuing challenges

Maintaining high quality while responding to major cost pressures continues to preoccupy the executive team. Last year we delivered a cost improvement programme of £20 million. This year we need to aim for £13 million and it gets tougher each year. The director of finance reported slippage against the target for month two and the board discussed in depth the processes and actions that are needed to bring us back on track. We know that just about every acute provider in the country is struggling similarly. In our case the impact on our FT process is very important.

