NHS Fife Annual Review
25 November 2013

Allan Burns
Chairman
Annual Review 2012-13

- Review our commitments given in 2012
- How has your health board performed in 2012-13
- Patients, Staff and our reputation
- How your health board will support you in the coming year (2013-14)
- Scottish Government future ambitions for the NHS
Our commitments from 2012

- Implementation of:
  - the Quality Strategy
  - Health and Social Care Integration

- Reduce instances of Healthcare Associated Infection

- Sustain performance against all HEAT targets and standards

- Reduce the numbers waiting for, and the time for IVF treatment

- Meet the March 2013 insulin pump provision target for under18s

- Deliver the 12 week Treatment Time Guarantee and other waiting time standards

- Sustain performance against the 62 and 31 days cancer access standards
  - implement the local Detect Cancer Early programme

- Improve performance on staff sickness absence

- Improve performance against the Dementia standard

- Achieve in-year and recurring financial balance;
  - implement the local efficiency savings programme
Our commitments from 2012

• Implementation of:
  – the Quality Strategy
    • Safe, Person-Centred, Effective
  – Health and Social Care Integration
    • Shadow Board in place
Our commitments from 2012

- Reduce instances of Healthcare Associated Infection
Our commitments from 2012

- Sustain performance against all HEAT targets and standards
  - 9 red
  - 4 amber
  - 23 green
  - 1 blue

Performance figures from April 2013

- Reduce the numbers waiting for, and the time for IVF treatment

- Meet the March 2013 insulin pump provision target for under18s

NHS Fife: In Vitro Fertilisation (IVF)

![Graph showing patients waiting for IVF treatment over time.](image)
Our commitments from 2012

- Deliver the 12 week Treatment Time Guarantee and other waiting time standards
- Sustain performance against the 62 and 31 days cancer access standards
  - Recruited consultants
  - Developed theatre space
  - implement the local Detect Cancer Early programme
Our commitments from 2012

- Improve performance on staff sickness absence
- Improve performance against the Dementia standard
  - Successful dementia standard programme
- Achieve in-year and recurring financial balance;
  - implement the local efficiency savings programme
How has your health board performed in 2012-13

- We provide a safe environment as evidenced by
  - Standard Mortality Ratios
    - Reduction greater than Scottish Average
  - Scottish Patient Safety Programme
  - Patient complaints and feedback
  - Staff feedback
How has your health board performed in 2012-13

• Waiting Times

NHS Fife: 18 Weeks Referral-to-Treatment (RTT) Performance

- Monthly Performance
- Standard

NHS Fife: Unscheduled Care, 4-Hour Waiting Time

- Monthly Performance
- Annual Performance

• Responded to challenging needs of A&E
How has your health board performed in 2012-13

- ICASS / Hospital@Home
- Tackling Public Health issues
- Investing in communities throughout Fife
  - Adamson Hospital
  - Dementia Assessment Centre, Stratheden
  - Glenwood Health Centre
  - Primary Care Centre, Queen Margaret Hospital
  - Updated X-Ray, Glenrothes Hospital
What do we need to improve?

The problem of delayed discharges

- Effective management through Winter
  - Patient experience & flow
  - Discharge Hub
  - Alternatives to admission
  - Additional acute and community capacity
  - Additional clinicians

- Scaling up of hospital@home

- Greater linkage with primary care
What do we need to improve?

- Improving communications for patients and staff
- Build trust in the community
- Ensuring that our staff feel they are listened to and can be ambassadors for the organisation
- Much more effective partnership working
Patients, Staff and our reputation

• What are patients saying about us, and how we can use that to better effect?

• What are our staff telling us?

• What are the public and press saying about us?

VIC winning battle with superbugs
- Newspaper Headline

NHS urged to suspend out-of-hour proposal - Newspaper Headline

“I feel let down by the Health Service, if I had been made aware that I still had this and had been advised of what to look for, I could have avoided all this.” - Patient Feedback

Dramatic improvement in waiting times
- Newspaper Headline

Hospital stay compared to prison
- Newspaper Headline

What an excellent team they are. They made every patient feel “special” which is a rarity these days. - Patient Feedback

Building the Trust
Patients, Staff and our reputation

• What are patients saying about us, and how we can use that to better effect?
• What are our staff telling us?
• What are the public and press saying about us?
How your health board will support you in 2013-14

- Implementing our new clinical strategy
- Integration of Health & Social Care
- Raising the profile of patients and families within our services
- Create an environment where our staff can deliver the best care
- Work more closely with Primary Care to improve health in Fife
- Innovation and Quality Improvement
Scottish Government future ambitions for the NHS in Fife

- National Quality Strategy
- 20:20 Vision Route Map
- Employee Engagement
- Developing the Strategic Framework
- Health & Social Care Integration