CHIEF EXECUTIVE’S REPORT

ACUTE DIRECTORATE

Emergency Care & Medicine & Unscheduled Care

“The Memory Room” is the initiative of Sr Leann Allen and S/N Shauna Tierney following their attendance at a Dementia awareness session. These two nurses have taken a particular interest in driving forward the education for staff on Ward 20 who care for people with Dementia and their families. Shauna and Leanne then completed a two day workshop with the Alzheimer’s Society to promote workshops throughout the Trust. During their time at these workshops it was identified that patients with Dementia become more agitated during visiting, therefore the Memory Room was developed to allow these patients and their families to visit in a quiet peaceful environment. There are lots of activities and old photographs to aid reminiscence.

A Clinical Decision Unit opened on 1st June 2016. Thanks to the support of Capital Development team the unit opened as planned and is located near the Accident & Emergency Department. This unit will assist in improving waiting times within AED and improving patient care pathways.

Cancer Services Division

This quarter saw further advancement of the radiotherapy planning and diagnostic equipment installation, work continues with the Medical physics and Therapeutic Radiography staff commissioning the Linac accelerators, and commencing the applications training to support treatment delivery.

There have been significant developments in staffing across all of the professional groups including Consultant Oncologists, Medical Physics staff and Therapeutic Radiographers and wider Trust Services. Work continues across the Western, Northern and Belfast Health Trusts and with our colleagues in Donegal, Dublin and Galway to develop safe and deliverable patient pathways. The project has reached a very exciting phase.

Diagnostics Division

The Breast Screening Unit at Altnagelvin celebrated its 25th anniversary. To mark this occasion staff hosted an Open Day at the Breast Screening Unit on May 10th. The number of women the service caters for has grown from 16,000 in 1991 to
approximately 48,000 in 2016.

Microbiology has achieved accreditation to ISO 15189 on the 20th June 2016. Altnagelvin and Belfast Trust remain the only 2 Microbiology labs in Northern Ireland to achieve this. The amount of extra work required from all staff to achieve and maintain this should not be underestimated. This achievement is a reflection of the dedication, hard work and the can-do attitude of all staff within Microbiology.

**Pharmacy Department**

Carla Jones, Dr Sharkey and Team won the Health Services Journal Value & Improvement in Pharmacy and Medicines Management Award for the work of the Respiratory Outreach Pharmacist. This work was published in a peer reviewed journal.

The pharmaceutical care of older peoples work piloted in the WHSCT and NHSCT will receive permanent funding and will be rolled out across all 5 Trusts in NI during 2016/17. This will mean that the Trust will have a permanent Consultant Pharmacist-led team of pharmacists with a focus on pharmaceutical care of older people in intermediate care, care homes and domiciliary care. This team will incorporate the acute care at home pharmacist.

**PRIMARY CARE AND OLDER PEOPLE’S SERVICES**

**Community Equipment and Home Delivery of Disposable Continence Products**

The new community equipment service operated by the Business Services Organisation went live on Monday 22 August 2016. The central store is located in Londonderry and all equipment will be delivered to and collected from people’s homes by dedicated vehicles. All recycled equipment will be decontaminated using a purpose built decontamination unit to further reduce the risk of the spread of infection. There will also be two sub-stores, in Omagh and Enniskillen, which will stock frequently ordered pieces of equipment and can be accessed by relevant professional staff as necessary. In addition, a new service will be implemented to deliver continence products directly to the user’s home and the operation of a ring-back system whereby users can ring a dedicated team when they require additional supplies.

**Stroke Information**

A service user event held in 2015 highlighted the fact that more young parents were suffering strokes, with more young families experiencing their parents having a stroke and having to live with the lifetime consequence. The Trust recognised the need to provide additional information for parents to enable them to support their child and also to provide suitable information for children of any age to inform them of what a stroke was and their parent’s outcome.

On this basis, the Trust formed a committee, which also involved Arts Care, Ulster University and both adult and children service users. This has led to collaborative
work with 2nd year ICT students at Magee, who were given the project brief of developing child-friendly information. All committee members and service users attended the University throughout the year to provide insight and give feedback at different stages of the work which was completed in June 2016 with fantastic results.

**WOMEN & CHILDREN’S SERVICES**

**COMMUNITY & PUBLIC HEALTH**

**CAMHS**
A member of the Child and Adolescent Mental Health Team was a guest speaker at the Mental Health and Wellbeing Symposium in Lumen Christi College. The event was organised to help understand some of the issues around the topic of Mental Health and young people, signs to be aware of and how to access support should the need arise.

CAMHS staff have also facilitated presentations externally to Foyle Search and Rescue and internally to the staff of the recently opened Clinical Decision Unit within Altnagelvin Hospital, to increase awareness of mental health issues in young people, signs to be aware of and services available to support.

**ASD**
The Children’s ASD Service has received significant recurring investment to support the reform of Children’s Autism Services with the expressed aim of reducing the waiting time for assessment. This will enable the service to progress significant redesign and improvement in service provision and develop new ways of working based on the assessed need of children, young people and their families.

**Health Visiting & School Nursing**

**Every Child Counts - Regional Audit of the Child Health Promotion Programme**
The Health Visiting and School Nursing teams have taken part in a regional audit to provide assurance that they are complying with universal contacts as set out in the Healthy Child, Healthy Future (HCHF) programme which has been funded and supported by the Guidelines and Audit Implementation Network (GAIN).

The aim of the audit was to review adherence to Healthy Child, Healthy Future and assess service users’ experience of the programme in order to identify areas for further development and improvement.

The audit results and recommendations were concluded and shared with the WHSCT at the end of March 2016. Plans are in place to present the findings and recommendations of the audit to our health visiting and school health teams on 20 June 2016.

Each HSC Trust is to consider the information provided by the audit and a regional action plan will be developed to take forward the main areas for improvement.
HEALTH CARE

Acute and Community Paediatrics

Butterfly Lodge
Butterfly Lodge opened for planned short breaks on 1 July 2016. Since the opening of this new facility there has been development of the workforce following receipt of recurrent funding for children with complex health care needs. This has facilitated the extension of additional support to all our families throughout the Trust. A date for the official opening of the facility has been agreed for 18 January 2017.

Paediatric Assessment Unit
Demographic funding has been secured for the Paediatric Assessment Unit in Altnagelvin. Advanced Paediatric Nurse Practitioners will be trained, medical input will increase and opening hours will be extended.

Transitions Co-ordinator
A Trust wide Paediatric Transition/Discharge Co-Ordinator has been appointed to work on facilitating complex Paediatric discharges from acute hospital wards. She will also focus on facilitating the transition process for young people and children with complex health care needs.

LEARNING, DEVELOPMENT, GOVERNANCE & ADULT SAFEGUARDING

We have just welcomed another intake of Social Work students who will be placed across all Directorates within the Trust until December 2016. This is a great opportunity for the students. The Social Services Learning and Development Programme has been completed and put on the intranet for all Social Work and Social Care Staff to access training.

Ms Louise Hunter has been appointed as the new Head of Adult Safeguarding and commenced her post at the beginning of August 2016.

CORPORATE PARENTING & SAFEGUARDING [CHILDREN]

The Sub Directorate has had an incredibly busy summer with numbers of children Looked After rising to 603, this is a 50% increase since 2011. Numbers on the Child Protection Register have also increased significantly to 329, which is a 13% increase from March 2016. As a result there is considerable pressure on placements with no available Foster Carers in the Trust Area. Unfortunately, this has resulted in ‘Out of Trust’ placements being used. The Directorate will continue to keep this under review.

The Directorate is currently involved in the ‘Care Proceedings Pilot’ which ensures children’s cases are progressed through the court in a more efficient way. The Trust is leading the way in Northern Ireland on this project, and is working closely with the Family Policy Department at DoH to evaluate this.
ADULT LEARNING DISABILITY

Official Opening of Sensory Garden at Lackaboy Day Centre
The sensory/leisure garden for Killadeas Day Care at the Lackaghboy site was officially opened by Her Royal Highness The Duchess of Gloucester on 26th July 2016 and was also attended by the First Minister, Arlene Foster.

Official Opening of Maybrook Courtyard
The Maybrook Centre Courtyard was officially opened by Alderman Hilary McClintock, Mayor of Derry City and Strabane District Council on 10th August 2016.

Following an innovative idea from a staff member the enclosed courtyard area in the Centre was recently rejuvenated. The Courtyard now has beautiful summer seating, picnic tables, window boxes, outdoor games, water feature, garden shed and lots more. The client groups and staff are now enjoying this safe, enclosed area.

ADULT MENTAL HEALTH SERVICES (AMHS)

Big Lottery WRAPP Portfolio of Projects
The Catalyst Project, Time Out Project, Supporting Families Supporting Communities Project and the QUEST Project are continuing to address the harm of alcohol misuse on the individual, family and communities across the Western Trust area due to the additional £250k awarded by the Big Lottery Fund to extend the successful portfolio of projects. With regards to the evaluation of the Portfolio, data collection from the projects continues on an ongoing basis.

ImROC (Implementing Recovery through Organisational Change)

Recovery Café
The launch of a Recovery Café took place in June 2016. The Café offers service users and carers an opportunity to come together in an informal social setting on a fortnightly basis to avail of peer support, connect with their communities to share information about other community activities and support their recovery journey. The Recovery Café also offers an opportunity to mentor new facilitators and plan new prospectus.

Recovery College/Training
Two day Train the Trainer courses took place in both Omagh and Derry in early June. These were well attended with a total of sixty staff and seventy service users across both venues.
Rathview (Rehabilitation, Recovery & Crisis House)
Planning approval was granted in June for the new build in the Southern Sector. Building works are scheduled to commence in September 2016 subject to final approval by Trust Board.

ADULT PHYSICAL & SENSORY DISABILITY & ASD SERVICES

PD Needs Analysis
The Programme is in the process of completing a needs analysis in conjunction with HSCB on adult physical and sensory disability services. When complete this will influence future commissioning of services.

Daycare Review
The POC will be undertaking a consultation process on the future model of daycare/day opportunities in the coming months.

PERFORMANCE AND SERVICE IMPROVEMENT

Emergency Planning & Business Continuity
A comprehensive review of the Trust’s Major Emergency Plan has been completed, a small working group was established comprising of nominations from Directors as well as reviewing all the learning which has come out of incident debriefs which have taken place following major incidents in both acute and community over the last 3-4 years. The outcome of this review was the need to replace the current Trust Major Emergency Plan with separate plans for Acute Major Incidents and Community Incidents. These plans have been developed and issued to directorates for consultation and workshops are underway to seek further feedback prior to seeking Trust Board approval.

Equality & Involvement Team
From April 2016 the Team worked on the Trust Annual Equality Report for the Equality Commission for Northern Ireland and the Annual PPI Report as well as the normal. When completed and approved these reports will be available via the Trust website.

As with previous years a PPI self-assessment monitoring return was completed and submitted to the Public Health Agency (PHA) on 31 March 2016. The PHA then visited the Western Trust on 18 April 2016 to undertake a follow-up verification visit. A final report and recommendations from the visit was received in May 2016 from the PHA and the Trust is considering the recommendations.

Health Improvement

Physical Activity Fortnight
Western Trust and lead partners Public Health Agency, Causeway Coast and Glens Borough Council, Derry City and Strabane District Council, Fermanagh and Omagh
District Council, Bogside and Brandywell Health Forum and Derg Valley Care Healthy Living Centre developed the campaign to promote the importance of physical activity for physical and mental health and well-being. Activities Programmes were developed listing lots of free and low cost physical activity opportunities and events throughout Physical Activity Fortnight.

**Breastfeeding Awareness Week June 2016**

Breastfeeding Awareness Week took place on the 20 – 26 June 2016. This year local businesses, organisations and communities throughout the Western Trust were asked to show their commitment to breastfeeding and demonstrate how they could support a woman to breastfeed. Seven events were also held throughout the Western Trust to normalise breastfeeding and highlight the range of help available to breastfeeding mums.

**Neighbourhood Health Improvement Project – 2015/2016 End of Year Report**

The Neighbourhood Health Improvement Project (NHIP) End of Year Report 2015 - 2016 documents the impact the project has made on improving health and wellbeing in the 6 Neighbourhood Renewal areas in the North West. The project, managed by a partnership drawn from the community/voluntary and statutory sectors, is core funded by the Department of Communities (administered by the Health Improvement Department WHSCT) with some additional funding provided by the PHA which is administered by Derry Healthy Cities.

During 2015-2016:

- 5096 individuals living in the Neighbourhood Renewal Areas engaged with the project which delivered 83 programmes.
- The number of people in the communities describing their health as good to very good increased from 60% to 73%.
- 95% of participants registered an improvement in the mental health and wellbeing and 64% of participant’s lost weight.

**Information Governance & Records**

*Improving Medical Records Accessibility (RFID)*

The Trust secured an investment of £245,000 to take forward the implementation of Radio Frequency Identification Device (RFID) technology within the Medical Records Library, Altnagelvin. Radio Frequency Identification Devices (RFID) works by placing an electronic tag on charts which can then be tracked to ensure full visibility of case notes at any stage of the process. This is an exciting new development and once fully implemented will support improvements in terms of reducing clinical risks associated with unavailability of patient charts at the point of care and will also support improved storage and performance alongside reducing health and safety risks.

An added benefit of RFID is the ability to move to location based filing, where a chart can be scanned and placed on any available space in the library. This will dramatically reduce the number of hours currently used in this process, releasing
staff to perform other tasks such as weeding and disposal of records to free up further storage space.

**Facilities Management**

**Estates**

**Minor Capital Works Projects**

Recently completed projects include the Clinical Decision Unit in Altnagelvin Hospital and the Community Stores Facility in Campsie.

Projects currently on site include refurbishment works to Ward 6 (Paediatrics) and the Admin Building, Altnagelvin Hospital, remedial works to the Bridge at the Tyrone & Fermanagh Hospital and the Extension to Woodlea House, Gransha. These projects are due for completion in early Autumn.

Projects which are in the design and planning stage include Altnagelvin Tower Block Replumbing Works, Boiler Upgrades and the SANDS funded bereavement suite.

On the Tyrone & Fermanagh Hospital site the refurbishment of Grove House is due to be issued to tender in September and projects approved to proceed in year include the records storage facility in the Great Hall and the relocation of administration accommodation from TCH.

Works are ongoing to support the preparation of Business Cases for 2016-2017 schemes including: Ophthalmology Expansion, ENT relocation and the relocation of Ward 4.

**Information, Communications and Technology**

The ICT Department continues to support a number of major projects which are currently being implemented throughout the Trust as follows:-

- **Radiotherapy Unit Altnagelvin**
  The ICT Department continues to support various work streams of the Radiotherapy Capital Development programme. The ICT medical Grade network is being installed and will enable third parties to commission modalities and any other building management systems. All ICT hardware identified has been sourced and procured and an agreed rollout programme will commence when room handover has been provided. All physical and virtual server requirements have been commissioned and ICT staff are providing support to Radiotherapy technical leads on interfacing between the various information systems.

  ICT staff are actively working on shared network links between the Western and Belfast Trust and are also working to expand the VPN network link to the HSE/Letterkenny University Hospital.
• **Omagh Hospital and Primary Care Complex**
  The ICT Department continues to support the Omagh Hospital and Primary Care Complex project in conjunction with the DBS Project Team. An ICT Commissioning Programme has been developed and will be presented at the next Omagh Commissioning Group meeting on 13 September.

• **CIS – Community Information System**
  The Community Information System, PARIS, is currently implemented in the Community Brain Injury Service, Community Children’s Nursing, CAMHS, Treatment Rooms, Oxygen Service and TB Service.

  Autism Spectrum Disorder service is scheduled for a September 2016 implementation with Community Respiratory and Pulmonary Rehabilitation teams to follow in October 2016 and November 2016. Planning is underway for a number of mental health services that will go live together early next year.

  Pre-engagement tasks continue with other services that are next on the Implementation Plan.

• **NIECR**
  The implementation of the Northern Ireland Electronic Care Record (NIECR) continues to progress within the Trust. The following are the main themes over the last quarter.

  • **e-Referrals Triage Management Solution** – rollout continues and Phase 2 TCH/SWAH commences in September 2016 to replicate the existing services using e-triage in Altnagelvin. **Radiology Ordering** – Users are moving from Sectra Ordering Management System to NIECR Ordering. 70% of Western Trust have access to ordering and training continues.

  • **Diabetes Pathway** – Development is now complete and a plan will be agreed for implementation in WHSCT.

  • **Problem Lists** – to highlight alerts/allergies/problem. This has been developed and pilot to commence in areas agreed by NIECR Project Board (WHSCT). Pilot expected to commence Oct/Nov 2016

**Communications**

During this period the Communications Team supported a number of successful campaigns on digital channels including: Physical Activity Fortnight, Infant Mental Health Awareness Week, Infection Prevention Society Hand Hygiene Torch Relay, Men’s Health Awareness Week, and Breastfeeding Celebration Week.

For the two month period June and July 2016 the Corporate Communications team posted 81 stories on the Western Trust Facebook page. On average each story reached over 5,400 people and people engaged with the stories over 45,000 times. By the end of July 2016 the Trust had over 10,970 followers on its Facebook site.

The Trust issued 130 tweets during this period and has gained 224 new followers to its Twitter channel. We also issued 7 short video clips on Twitter to support various
campaigns. The Twitter channel at the end of July 2016 had reached 2,712 followers.

The Corporate Communications Team released 4 new video clips and the Trust’s YouTube channel had over 3,370 views during this period. The total number of views of Trust videos on YouTube has now reached over 153,000. The Trust’s website attracted over 43k people and had over 147,000 page views during this period.

The Corporate Communications team issued 57 Trust Communications and processed 59 intranet uploads during this period.

During this period the 20th MLA eBrief was issued as well as the 5th Radiotherapy eBrief and 1st Omagh Hospital and Primary Care Complex update.

The Western Trust responded to 102 media enquiries between 1 June 2016 to 31 July 2016.

The Western Trust issued 30 positive news stories during this period. All of the releases issued between 1 June 2016 to 31 July 2016 were printed or broadcasted by one or more media outlet.

MEDICAL DIRECTORATE

Medical & Dental Education
Up-To-Date Launch
Up-to-date Anywhere was launched in Altnagelvin and SWAH in April 2016. Access is now available on smartphones and tablet or computer providing access to medical staff when and where they require it. Up-to-date is an evidence based clinical database and is accredited and recognized by colleges, associations, and authorities from around the world, and is a globally accepted information resource and learning tool.

GMC recognised Trainers
Medical Education facilitated Teach the Teacher, Trainee Support and Supervisory Skills courses for Trainers to meet GMC deadline of July 2016 of recognised trainers.

FY0 ASSISTANTSHIP PROJECT DAY
A student assistantship is a type of clinical placement. It is designed to increase the preparedness of the medical student to start practice as a Foundation Year 1 (FY1) doctor. The 9-week Assistantship for final year QUB students of Medicine began in mid-March, receiving praise from the students and acknowledged by the GMC as an example of good practice. All students were assigned a project or audit during their placement gaining additional non-clinical skills that will be useful in life as a doctor.

FY1 & FY2 Doctors
The Trust has secured an additional 11 Foundation Year 1 (FY1) doctors that will join us in August 2016, which will bring the total complement to 45 FY0/FY1 doctors and an additional 15 FY2 doctors in August 2017.
IMPACT COURSE
Medical Education facilitated IMPACT course on behalf of NIMDTA on 19 & 20 May 2016. This was the first time the course was facilitated outside Belfast. The faculty consisted of 15 medical staff and 3 nurse observers and was hosted by Dr Siddhesh Prabhavalkar. The course ran extremely well and this will be hosted again next year.

HUMAN FACTORS TRAINING
Medical Education facilitated 2 sessions on Human Factors on 23 June 2016 for staff. Approximately 50 people attended the training. Feedback was excellent and the training was enjoyed immensely by all. It is envisaged that this will facilitated again in the New Year.

Research & Development

Interreg V Application
In conjunction with the Ulster University, the WHSCT together with Letterkenny University Hospital, Letterkenny Institute of Technology, University of the Highlands and Islands and various commercial enterprises has developed a €8.5m funding application to establish a Centre for Clinical Decision Making and Patient Safety under the interreg VA call. The application has now passed phase 1 assessment and has been invited to submit a detailed final application. The outcome is expected in autumn.

Quality & Safety

The Children’s Perioperative Group has been re-established and a Sepsis Group has been set up, both supported by the Quality & Safety Department.

Planning is ongoing in relation to the introduction of a regional Morbidity & Mortality System with preparatory work underway.

A Quality Improvement Sharepoint site has been developed to provide staff with information and tools to build knowledge and capability.

Risk Management

Datix

The enhancement of the Datix system and in particular the incident reporting form is the focus of the Medical Directorate’s Quality Improvement initiative for 2016/17.

Using the Plan-Do-Study-Act method of improvement, process mapping has been completed; areas for improvement identified and measurable targets have been set to improve the efficiency and effectiveness of incident reporting.

Monthly audits are in place to monitor improvement, the first of which shows that the first core target has been met i.e. 95% of all incident reports to have person affected details included. The Datixweb Incident reporting form has been revised to improve the ease and speed of reporting. Communication functions on Datixweb have been
enhanced to support reporters and incident managers. Roll out of local trend reporting by managers has commenced.

**Moving & Handling**

In June the Trust hosted the Northern Ireland National Back Exchange forum where all Trusts attended and learning and best practice was shared on a number of issues including a discussion on Single Carer handling.

A Trust manual handling advisor (Breige Harkin) is a member of a new working group to develop a regional based elearning Manual Handling Awareness package that is transferrable between Trusts. A first meeting took place in June to agree content that will then be developed, piloted and released for all organisations in the HSC.

**Bereavement Services**

Sands (Stillbirth and Neonatal Death Charity) agreed to fund £60,000 total costs of a maternity bereavement suite within the ante natal ward, Altnagelvin Hospital; Expected completion autumn 2016.

The Bereavement Care SharePoint site which was launched March 2015 has had 2,000+ visits from 931 wards / individuals in first 15 months.