

**Summary of Matters Considered by the  
Trust Board Meeting: 16.4.20**

**COVID 19 UPDATE**

**Arrangements to Support COVID-19 Cases**

In March 2020 the Trust was required to discharge all hospital in patients who are medically fit to leave hospital. The NHS is also in the process of block-buying capacity in independent hospitals. Their staff and facilities will then be flexibly available to Trusts for urgent surgery, as well as for repurposing their beds, operating theatres and recovery facilities to provide respiratory support for COVID-19 patients. We have weekly calls with Ramsay Healthcare to agree the prioritisation of patients. We are utilising Ramsay Healthcare in Dudley to support cancer work and urgent non-cancer care.

We have put in place, as far as possible, a system to segregate all patients with respiratory problems (including presumed COVID-19 patients) at our front door within our inpatient wards and critical care. Segregation is between those with respiratory illness and other cases. Then, once test results are known, positive cases are cohort-nursed in bays or wards.

**Operational Delivery throughout COVID -19**

The following update provides an overview of the changes in operational service delivery as a result of responding to COVID-19:

**Outpatients**

All outpatient activity in all specialties has moved to virtual, and existing patients waiting to be seen have been triaged via phone. Where a face- to-face assessment is to take place this is following a virtual consultation and based on need as to whether a physical examination is required.

**Diagnostics**

Diagnostics resource has been diverted to support inpatient work, all urgent work and supporting cancer.

**Cancer**

All pathways for cancer will continue as far as they can in light of diagnostic and treatment constraints under COVID-19. Face-to-face clinics have stopped where possible; however virtual clinics have been set up and work is continuing on the governance and process for these.

The Corbett Outpatient Centre and Ramsay (so far) are being used to keep some cancer work, including surgery for plastics, urology and breast. A small amount of very urgent cancer surgery will continue on the second emergency list at the Trust.

#### Elective Procedures

All elective work has been cancelled except emergency surgery and essential cancer work. All cancer work is clinically assessed to understand the risk and benefits of treatment now versus a delayed procedure and the impact.

#### Emergency Department Attendance at the Trust

<b>Week commencing</b>	<b>9.3.20</b>	<b>16.3.20</b>	<b>23.3.20</b>	<b>30.3.20</b>	<b>6.4.20</b>
<b>ED Attendance</b>	1666	1290	1110	1009	987
<b>ED % Patients waited &lt;= 4 hours<sup>1</sup></b>	79.4%	84%	85.8%	89.4%	94.3%

<sup>1</sup> Target of 95%

Emergency Department attendances at the Trust were almost 50% down when compared to the same period in the previous year. Concerns across the sector have been raised that those with chest pain, suspected stroke and other life threatening conditions may not be accessing healthcare as needed. This had prompted a local and national public messaging campaign to encourage people to come forward. The Trust's Emergency Department is currently performing well against the four hour standard and was 4th out of 20 in the Midlands and 24th in the country for performance as of the 15<sup>th</sup> April.

As stated above, procedures have been put in place to ensure that reception and treatment of COVID-19 and non COVID-19 patients has been separated.

#### Personal Protective Equipment (PPE)

A far wider range of staff than usual is involved in directly supporting patients with respiratory needs. Refresher training for all clinical and patient-facing staff is being provided. A cross-specialty clinical group supported by the Royal Colleges has produced guidance to ensure learning from experience is shared across the UK. This includes: a short education package for the entire NHS workforce; a service guide, including for anaesthetics and critical care; COVID-19 clinical management guides in collaboration with NICE.

The availability of PPE is a national concern but at present the Trust has sufficient stock.

#### Supporting our staff and maximise staff availability

We are doing our utmost to support our staff to stay well and at work. We have enhanced health and wellbeing support for our frontline staff by:

- Extending the opening hours and bolstering the staffing in our Staff Health and Wellbeing service (8am-8pm, 7 days a week).
- Setting up a COVID-19 staff helpline, including access to phone and virtual Counselling 24/7 through our Employee Assistance Programme.
- Opening two (initially) Serenity Rooms (located in Hydrotherapy (ground floor) and Library (1st floor South Block, in the Library) to provide staff with a space to recharge during shifts. These are supported with refreshments, toiletries and support materials including worry boxes and displays. Local 'wobble rooms' are also being supported in departments.
- Distributing the food deliveries and donations that we have received from generous local business as widely as possible. Hot food, groceries and wellbeing packs of toiletries have been widely distributed to teams and areas across the organisation, as equitably as possible. We have been overwhelmed by the level of donations and support that we have received from our local community and citizens.
- Providing hot meals to staff free of charge, from the staff restaurant to ensure that all staff can have a hot meal during their shift.
- Arranging a hairdressing service for staff which they can access free of charge.
- Work is also underway on plans for after the COVID-19 peak, to increase access to counselling and ongoing support for staff affected, to mitigate the longer-term impact of this challenging period for our dedicated and committed staff.

As extra COVID-19 testing capability has become more available and responsive we started formally testing prioritised staff and any family Index cases on the 4<sup>th</sup> April 2020.

Alongside the enhanced support we are offering our staff which includes; free access to apps supporting good mental health and wellbeing, food bank service for those struggling to shop and care packages for staff we have also received extraordinary support from our community.

#### Community and Local Business Support to our staff

We have been overwhelmed by the thoughtfulness and kind donations by our community and local businesses. We have received donations of food, shower gels, hand creams, people have been making laundry and wash bags for staff and we had a special surprise Easter egg for everyone kindly donated by Wilkinson's.

A special mention must go to Four Ways Bar and Grill, Rowley Regis who have been sending food every day for our staff. A local pub has donated all the snacks they will no longer be able to sell and children continue to send in thank you cards and pictures as kind thoughts for our people.

We have had thousands of things donated and it is truly heart- warming to see the Dudley spirit in full force as we move through these unprecedented times. The Trust is sharing

some of these donations with local care and nursing homes in recognition of the outstanding work they are doing during the lockdown.

Our staff and volunteers have been innovative in their thinking with volunteers making single use visors with surgeon Mushtaq Ahmed's design and guidance and individuals have started fundraising campaigns to help support us. There really are too many people to mention and here is a list but it is by no means exhaustive as we receive things daily from new people.

Someone has given £1,000 to our charity appeal because they had it set aside for a holiday they can no longer take it really is phenomenal the good feeling and support for all our people and we would like to say a huge thank you to everyone who has given kindly over the past few weeks.

Companies who have donated:

- Fourways Bar and Grill (takeaway)
- Co-operative (Groceries)
- Pizza Hut (takeaway)
- Domino's Stourbridge (takeaway)
- Pret (takeaway)
- King's Kebab and Pizza (takeaway)
- Brockmoor Fryer (takeaway)
- ASDA (Groceries)
- Traffix Ltd
- Liner Motion Ltd
- Footsteps Nursery (Artwork)
- Kingswinford Academy Arts Department (Artwork)
- C-NET Solutions Ltd
- JDS Productions Ltd
- BT
- Dudley College
- Halesowen College
- B&Q
- GF Holding Contractors
- Maple Workwear
- Sainsbury's (Groceries)
- Ellowes Hall School
- Little Daisies Nursery
- Prego's Pizza (takeaway)
- Krispy Kreme (takeaway)
- Sikh Toy Appeal

- Matt the Baker (Groceries)
- Roberts Farm Shop (Groceries)
- Nando's (takeaway)
- Jet Singh Trust (Groceries)
- Wilkinsons Dudley (Toiletries)
- British Airways (Toiletries)
- Foundation DB (Groceries)
- CBS packaging

And so many more!

We have two appeals running through our charitable funds at the moment to harness the power of goodwill and ensure we are getting the things our people really need.

If you would like to make a one off donation and send a message please go to:

[www.justgiving.com/campaign/NHSThankYou](http://www.justgiving.com/campaign/NHSThankYou)

If you would like to do some fundraising for us please go to:

[www.justgiving.com/campaign/Virtual-20-20-Challenge](http://www.justgiving.com/campaign/Virtual-20-20-Challenge)

Current COVID19 position 22.4.20

- Positive cases – 755
- Confirmed inpatients – 82
- Discharges – 277
- Deceased – 199

### **Finance Update**

2019/20 (ending 31<sup>st</sup> March 2020)

The Trust has worked closely with commissioners and other partners throughout the year and through a combination of their support and internal efficiencies we have achieved our control total target and deliver a year end surplus. We are one of the few Trusts in the Midlands to have achieved the control total target.

2020/21 (ending 31<sup>st</sup> March 2021)

For 2020/21 the payment to providers will be made up of three core elements which, when combined, is designed to enable all costs to be met. They are;

- a block element from CCGs based on contracts up to Month 9 (December '19)

- a top up element from NHS England / Improvement to reflect the level of actual costs as per Months 8-10 (winter months)
- reimbursement for specific COVID-19 costs

## **Technology**

Over the last month the Trust has made significant progress with its technology offer including:

- Large-scale mobilisation of over 200 new secure devices for remote working and for clinical areas, such as converting theatres in to high dependency (HDU) areas.
- In combination with the Trust's existing significant mobile device estate, (800+ regularly used devices), over 1000 staff are enabled with secure access to work from home as part of their departmental rosters. This will be further bolstered with 500 devices arriving within a month to replace equipment that was urgently re-purposed, thus producing a net gain of circa 350 laptops across clinical / remote working activity.
- Deployment, training and support of key productivity software packages to facilitate collaborative working including;
- Microsoft Teams (offered free of charge with NHSMail) across over 50 divisional and directorate-wide groups and approaching 4000 staff.
- Webex video conferencing (provided free of charge by the incumbent supplier Cisco).
- Rapid role out of the incumbent Dudley Connected Care (dBMotion) shared borough healthcare record (part funded by HSLI capital approved at Trust board)

## **Interim Governance Arrangements during COVID 19**

The Trust will hold virtual Board meetings as during the lockdown period it will not be possible to hold a public meeting. However, we shall be producing public papers and these will be published on our website, ordinarily 7 days prior to the meeting. We are also introducing a facility for public questions to be submitted on agenda items by sending these to [dgft.foundationmembers@nhs.net](mailto:dgft.foundationmembers@nhs.net)

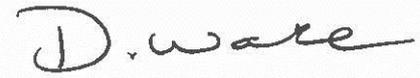
Questions should be kept brief and to the point. Responses will either be posted on the Trust board meeting web page following the meeting or be found in the minutes published in due course.

The Quality and Safety Committee shall continue to meet to provide appropriate assurance in respect of patient safety.

Meetings of the Council of Governors have been stood down and instead a weekly email update is provided with periodic telephone conferences being arranged.

Handwritten signature of Yve Buckland in black ink.

**Yve Buckland – Chairman**

Handwritten signature of Diane Wake in black ink.

**Diane Wake – Chief Executive**