



Moorfields
Eye Hospital
NHS Foundation Trust



Agenda item 05
Chief executive's report
Board of directors 2 May 2019



Report title	Chief executive's report
Report from	David Probert, chief executive
Prepared by	David Probert and the executive team
Previously discussed at	Management Executive
Link to strategic objectives	The chief executive's report links to all eight strategic objectives

<p>Brief summary of report</p> <p>The report covers the following areas:</p> <ul style="list-style-type: none"> • CQC update • STARS awards • Finance • Catering supplier • Oriel 							
<p>Action required/recommendation.</p> <p>The board is asked to note the chief executive's report.</p>							
For assurance		For decision		For discussion		To note	✓

MOORFIELDS EYE HOSPITAL NHS FOUNDATION TRUST

PUBLIC BOARD MEETING – 2 MAY 2019

Chief Executive's report

1. Quality

I am pleased to inform the Board that the **CQC** has advised that after further consideration they have amended their recent report so that the trust is now rated 'Outstanding' for the effective domain for City Road services. This improvement has also had a positive impact on our overall City Road location rating which I am pleased to report has increased from 'Good' to 'Outstanding'. This does not have an impact on the overall trust rating which remains as 'Good'. The CQC is in the process of updating their inspection report and website. The Management Executive and divisions are developing a plan to address the 19 action points the CQC has raised.

2. Financial

The trust reported a surplus of £2.51m in month against a planned deficit of £3.92m, a £6.42m positive variance to plan. The year-end position is a surplus of £11.42m, £9.48m favourable to plan on a performance management basis, and thus delivering the £6.70m Control Total surplus. March performance was aided by £3.16m of additional Provider Sustainability Funding being awarded. Activity levels were once again high in March, with NHS income over-performing by £0.58m. Efficiency scheme performance ended the year with delivery of £6.81m – adverse to plan by £1.24m, which represents an improvement of £0.1m on the forecast outturn.

3. People

The **Moorfields' Stars of 2018** annual awards ceremony took place on Wednesday 24 April at Gibson's Hall, London. Moorfields' Stars annual awards scheme recognises staff for their professional and academic achievements over the past 12 months. The awards scheme continues to grow year-on-year and 2018 saw the introduction of a new award category to recognise leadership in the trust. On behalf of the board I would like to thank the exceptional and inspirational staff we have working across the trust to help us maintain our position as the leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education. I would also like to thank the Moorfields Eye Charity for their continued support of this event.

Congratulations go to the winners in the competitive categories who are:

- Chairman's award for an outstanding contribution to Moorfields – Mary Masih, head of nursing (Moorfields North)
- Moorfields star of 2018 – Sandra Pandolfi, clinical nurse specialist
- Moorfields team of 2018 – Resuscitation team
- Moorfields volunteer of 2018 – Tina Etienne, Friends of Moorfields
- The patient choice award (individual) – Nicola Dunlop, nurse consultant
- The patient choice award (team) – Patient advice and liaison service and complaints team
- Moorfields Eye Charity champion – Rob Brooks, strategic workforce development manager
- Moorfields leadership award – Susanna Lui, theatre sister
- Moorfields unsung hero – Peter Wood, secretary
- Moorfields Eye Charity award for innovation and service improvement – Cayton Street clinic, A&E urgent care clinic and glaucoma virtual and optometry-led services

4. Infrastructure

Following feedback from staff and patients, and a comprehensive public procurement process, the trust has appointed Gather & Gather as the **new catering service provider** for City Road, including the third floor staff restaurant, and the Richard Desmond Children's Eye Centre café.

Gather & Gather scored highest in the evaluation process and demonstrated a strong focus on making food fresh on site, incorporating good use of technology, strong health and wellness principles and proactive marketing. In addition to providing the most economically advantageous bid, the evaluation panel, comprised of representatives from clinical staff, facilities, HR and Unison, felt that Gather & Gather's bid would significantly improve the customer experience for staff, patients and visitors. To coincide with the new contract, which starts on 1 July 2019, the third-floor City Road restaurant will be refurbished and the Richard Desmond Children's Eye Centre café will undergo a light touch refresh. Opening hours will also be extended, giving greater convenience for staff and visitors.

To help raise awareness of the new catering facilities and increase use by patients and visitors, directional signage around the campus will be improved; this will be supported by new product promotions and initiatives. All of the in house catering team have been consulted on the change and will transfer over to Gather & Gather at the start of the new contract. This will allow the team to access and benefit from specialist support, expert training and ongoing operational development from subject matter experts.

5. Strategy

The **pre consultation business case for Oriel** has been approved by our regulators; NHS England's Oversight Group for Service Change and Reconfiguration (OGSCR) and NHS Improvement's resources committee. It has also been approved by NHS England Specialised Commissioners, and a Committees in Common meeting convened by 14 Clinical Commissioning Groups. In addition to approving the pre consultation business case, our commissioners have agreed to proceed to a public consultation on our proposal to create a new, purpose-built centre of excellence for eye care, research and education in partnership with UCL and Moorfields Eye Charity.

Spanning 12 weeks, the consultation will invite views about the proposed change, including access to the new site. Staff, patients, carers, foundation trust members and members of the general public will be invited to participate. The consultation is due to start within the first two weeks of May and finish in the first week of August 2019.

An update will be provided later in today's board meeting on our engagement activity over the past few months; the options appraisal refresh and our equality impact assessment.

David Probert
Chief Executive
May 2019