

# Annual General Meeting

2012 / 2013

**Ian Gordon**  
**Interim Chairman**

**Welcome**

**Steve Shanahan**  
**Interim Director of Finance**  
**Annual Account 2012/13**

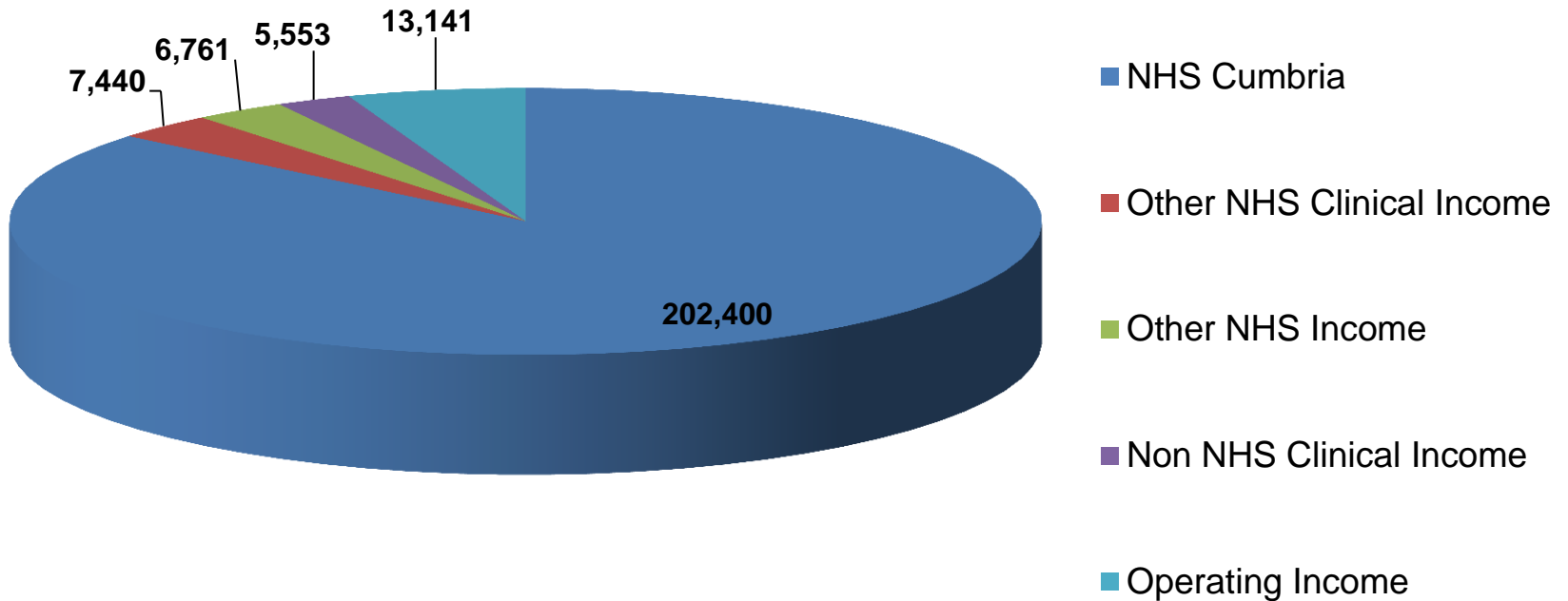
# Financial performance

- Delivered a surplus of £203,000 from an income of £235.3 million
- Income included £20m strategic support plus £6.3m PFI support
- Achieved £5.4 million Cost Improvement Programme (against a original plan of £16.9 million)
- Committed £14.3 million of a planned £97 million in the redevelopment of West Cumberland Hospital
- Annual Capital Programme invested £2 million in new medical equipment (scopes; theatre monitors; a special camera for eye care; equipment for retinal surgery; ultrasounds for both hospitals; replacement operating trolleys and birthing beds; and £0.1 million towards the expansion of the Heart Centre to provide 24/7 care

# Summary performance

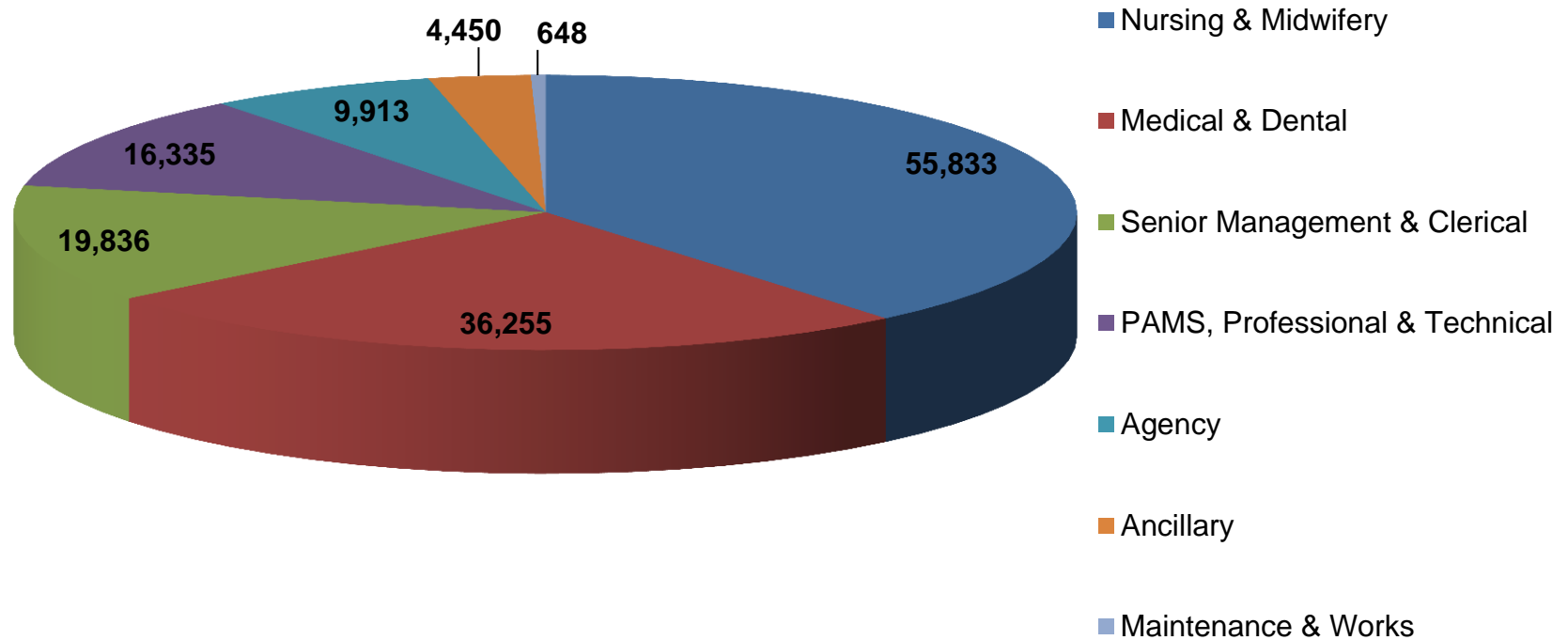
Target	✓ Achieved X Failed
Break-even	✓
Capital cost absorption rate	✓
External finance limit	✓
Capital resource limit	✓
Better payments practice code	X

## Trust Income 2012/13 in £000



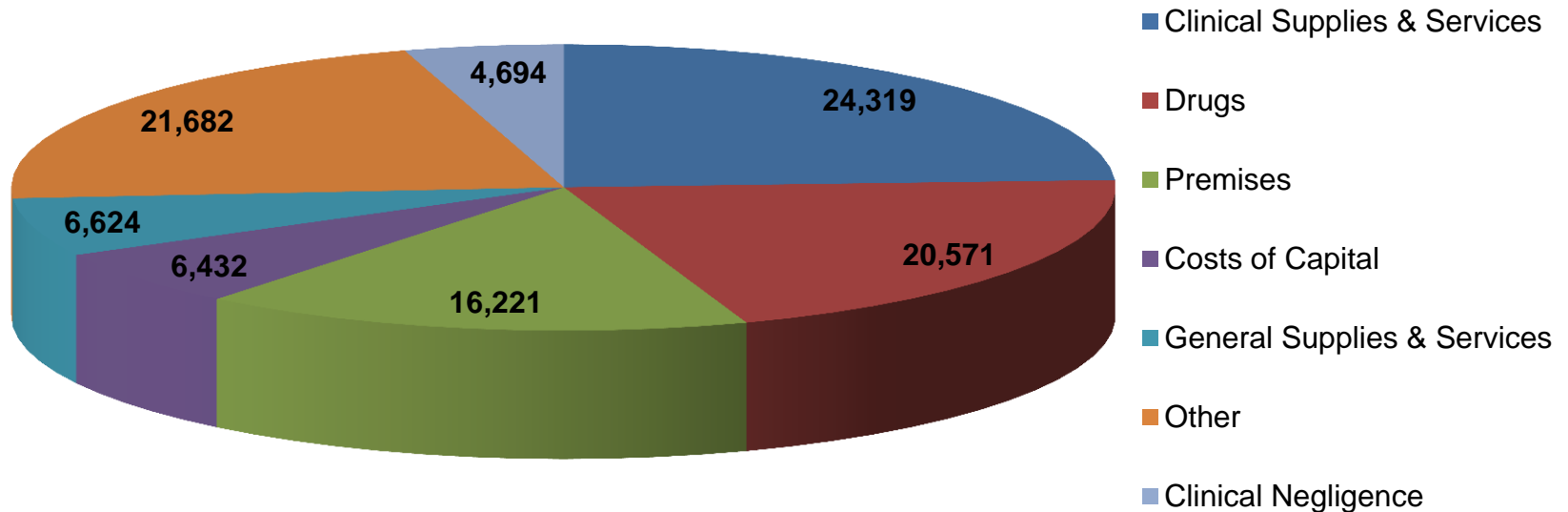
Total Income = £235.295 million

## Pay Expenditure 2012/13 in £000



Total Pay £143.270 million

## Non Pay Expenditure 2012/13 in £000



Total Non Pay £100.543 million



# Our activity

	2010/11	2011/12	2012/13	
A & E Attendances	71,414	72,474	75,385	↑
Day Cases	29,385	27,479	28,216	↑
Elective Inpatients	7,842	7,584	7,167	↑
Non Elective	36,318	36,585	33,286	↓
Outpatients New	71,560	67,010	65,646	↓
Outpatients Follow-up	168,510	151,145	147,942	↓
Outpatient Procedures	43,038	58,151	67,475	↑

# 2013/2014

- The Trust continues to be financially challenged
- We must improve productivity to reduce our cost base
- Cost Improvement Plan (CIP) is £16.8 million
- This is the first year of a 3 year CIP strategy

However...

- The financial challenge will not constrain us from providing high quality care

**Ann Farrar**

**Interim Chief Executive  
Annual Report 2012/13**

# Review of the year

- It has been challenging
- Sustained pressure in emergency care – more emergency attendances
- Higher than expected mortality rates for two consecutive years – Dr Foster
- The Keogh Review and Rapid Response Team
- Care Quality Commission visits (CIC in March)
- Staff concerns
- Patient experiences
- Improvements are taking place and are significant
- The pace of change is fast

## What we are doing - our journey of improvement

- Leadership – focus on quality, being visible and supportive
- Safety and quality is the focus of our Board
- New Clinical Business Units – clinicians at the forefront of delivering and continually improving care
- Improvement plans in place for our higher than expected mortality rates – agreed by clinicians; worked through by clinicians
- Gathering real time patient and staff experience so that we know what matters the most to them and can act
- We have a clear vision for the future – new values supported by our staff
- Working together – improving ward leadership and communication
- Being open – serious incidents and complaints and embedding actions
- Nursing staffing – right number, right skills, right time

# “We provide person centred world class quality healthcare services”



## 1. Patients First

- Patient care will be the best we can deliver
- We show compassion, empathy and respect
- We respond to the needs of all patients
- We provide excellent services
- We ensure physical comfort and emotional support
- We provide the right information at the right time for patients and their families.

## 2. Safe and high quality care

- Quality and safety is at the heart of everything we do
- We set clear standards and report against them
- We will encourage new ideas and innovation
- We will continuously improve to ensure our standard is the highest it possibly can be.

## 3. Responsibility and accountability

- We take personal responsibility for our actions
- We actively build relationships within and across teams
- We measure performance and act on facts.

## 4. Everyone's contribution counts

- We all have a part to play in delivering excellence
- We encourage education and personal development
- We all take responsibility for developing others.

## 5. Respect

- We lead by example
- We aim to be good role models
- We respect everyone's contribution
- We support individuals to succeed.

# OUR VALUES

# Some highlights



Expanding the Heart Centre to deliver 24/7 care



Developing emergency care and supporting admissions with a new Acute Physician Model



Improving patient discharge – now over 80% of patients and GPs have a discharge summary



Work is underway on the new hospital for West Cumbria – expected completion December 2014



Started piloting the Friends & Family test to gather experience of our patients in real-time – 96.8% said our care was excellent, very good or good in June 2013



Food, privacy & dignity and the environment scored well in PEAT assessments – good and excellent



# Acquisition

- Trust Board chose Northumbria Healthcare NHS Foundation Trust as its preferred bidder following a competitive evaluation process
- Stakeholders were fully engaged and involved
- Interim management posts in place and significant improvements are taking place
- The transaction should be completed soon
- Membership campaign, stakeholder and staff engagement drive continues – over 8,000 members and shadow governors in place

Thank you

Any questions?