



99% - NOT Your Average Weekend

The Director's Chair:
Dr JACQUIE SMITHSON

A weekend of exceptional figures and exemplar efforts delivered a performance of 99% across the weekend and 98.18% for Sunday 30 September. Unheard of. Keen observers may have noticed a recent shift in the colour palette on the familiar Pattie dashboard. It's a refreshing shade of **GREEN** which shows the Trust is delivering in terms of the vital 4-Hour Access Standard.

At 91.37% HEY MADE THE QUARTER

Why the sudden change? It's maybe not so sudden - as ED Consultant Simon Long said, "This weekend may have been the final hurdle for the challenge but we have had a marathon's worth of hurdles to get here."

The answer - **SYSTEMS WORKING**. The combined efforts of the Urgent and Emergency Care Pathways Programme. A whole slew of improvement cycles across Medicine, Surgery, Family & Women's, Clinical Support Services and Estates Health Groups. Ideas from frontline staff. Trying new things. Taking seriously the actions of OPEL Level 3 rather than acceptance of pressure as the new norm.

DGM Matt Storey:

"We've proved we can do it even when the odds are stacked against us. We need to push this forward and we are maintaining this focus on patient safety through a policy of Zero Tolerance for non-clinical breaches. I am hugely proud to be the DGM of such a great team."

Greater elasticity between teams has been the real win. Rather than prolonged discussions over patient

responsibility the conversation is shifting towards "How can I help? What can I do?" On the few occasions when AMU has found itself with beds, Senior Matron for Acute Medicine Wendy Magee and the team have been coming into ED Majors redirecting suitable patients. Meanwhile Consultant Acute Physician Dr Yaser Abu Subhq has been scanning ECA for appropriate patients for ambulatory care pathways.

As for me, this weekend is part of a long "journey" we have been on but it is good to see it all coming together. I feel much more confident for winter than we have done for some time.



Tea On Terry

AND 10% OFF FOR LIFE!

Fancy a chance to tell the Chairman exactly what's on your mind? The things you can see that would make a difference? Your opportunity awaits.

CHAIRMAN TERRY MORAN will be awarding a member of staff or one of our health and social care partners with a cup of tea on him and a 30 minute tea break each week. The award goes to someone who has made a significant contribution to improving patient flow through our system.

The Gift that Keeps on Giving... 10% Off

In addition to Terry's listening ear, the winner will be given one of the Catering Teams reusable mugs – good for 10% off in any of the Trust cafes.

The Trust Catering Team have graciously donated 60 reusable cups and the first cuppa to support the initiative. Trust Catering Services Manager Neil Woods said, "This is an important initiative. We are happy to recognise staff from any service who are ready to serve our patients' best interests." As I met with Neil, he even hinted there may be a bonus round to come!

The first fifty-two champions and their contributions will feature on Pattie – and in an inspiring Improvement Yearbook. Best of all, we hope you agree that Tea on Terry is a vital chance to get your voices heard. The tea and time won't hurt much either.

