

# Chairman's Letter



Dear Member,

I am delighted to be writing to you again and hope you have all been able to enjoy some time away over the summer either in our wonderful county or further afield.

As a provider of community and acute services we are very proud that, for the first time ever, we have extended our provision of services outside Yorkshire as we are now providing 0-19 Universal (community) Children's Services in Middlesbrough, County Durham and Darlington. This means that we are the largest provider of community children's services in the country. We have warmly welcomed new colleagues to the Trust and new members, not only from the north east but other areas across England. We have extended our membership boundary to enable all those people who use and have used our services, wherever they reside in England, to stay in contact with us.

As you can imagine much has been happening at the Trust and I want to take this opportunity to share some of the key highlights with you below.

## Care Quality Commission (CQC) Inspection Report

I am really pleased to report that the CQC say the Trust is 'Outstanding' at providing 'Caring' services!

Overall the CQC has rated us as 'Good', which we are naturally very pleased and proud about. These results are a reflection of the compassion and dedication of each and every member of staff at the Trust.

The 'Caring' domain is scored by how well staff involve and treat people with compassion, kindness, dignity and respect. The CQC noted that "across the Trust we found staff kind, caring and taking extra steps to improve their patients' experience of the services."

Several of the Trust's services were rated 'Outstanding'. At Harrogate District Hospital, both Critical Care and Outpatients and Diagnostic Imaging services scored this highest possible grade. The Trust's Community Adult Service and Community Dental Service were also rated 'Outstanding'.

Our CQC inspection team have commented very positively on our inspection and, although they found the Trust 'Requires Improvement' in the 'Safe' domain, they recognised that many of the issues they picked up in February have already been addressed and an action plan is in place to address the remaining points raised. The Trust welcomes the CQC's findings in these areas as we are committed to continuous learning and improvement. Our regulator, NHS Improvement, has also been very complimentary about our report citing us as not only one of the best Trusts in the region but also as one of the best in the country from their perspective.

This is a very positive report for us and I am delighted that the hard work and commitment of all our staff, working both in the community and hospital, has been reflected in the report. Our Trust values of 'Respectful, Responsible and Passionate' shine through.

The full report can be accessed on the CQC website or by following this link: <http://www.cqc.org.uk/provider/RCD>

## New Care Models (NCM)

The pilot of the New Care Models' Community Care Team operating in the Knaresborough, Green Hammerton and Boroughbridge locality is going well. Our community staff are working closely with colleagues from North Yorkshire County Council and Tees, Esk and Wear Valley NHS Trust to help support our patients to remain at home rather than being admitted to hospital. Working in the same team as colleagues from our partners is allowing our nursing and therapy staff to work more effectively, learn new skills, and to get the right support in place for our patients more promptly.

The next stage of the NCM development is to roll this model out across the wider Harrogate and Rural District area and therefore we plan to launch three more Community Care Teams in the autumn. Over the coming months we will also be piloting some new services including the introduction of a night sitting service which we believe will allow more people to remain at home, and we know we all feel better when we sleep in our own beds.

### Dates for your diary

There are many events taking place in the Trust to which you are warmly welcomed:

Please join us at our **Annual Members' Meeting** to reflect on 2015/16 and continue the conversation about **'What matters to you? Continuing the journey'**

**Tuesday 13 September at 6.00 – 8.00pm with registration, tea and coffee from 5.30pm  
Cedar Suite, Cedar Court Hotel, Park Parade, Harrogate, HG1 5AH**

To book your **FREE** place, visit:  
<https://amm16sept.eventbrite.co.uk>

Alternatively, you can email [Members.Event@hdfnhs.uk](mailto:Members.Event@hdfnhs.uk) or call the Foundation Trust Office on 01423 554489.

Book your place for the next **Medicine for Member's Event**. Staff will be talking about 'how the Trust plans to achieve excellence for older people with frailty'.

**Thursday 13 October at 6.00 – 7.15pm or Friday 21 October at 1.00 – 2.15pm.**

Both presentations will take place in the Lecture Theatre, Strayside Education Centre, 3<sup>rd</sup> Floor, Harrogate District Hospital. Tea, coffee, juice, and biscuits will be served in the Enterprise Room 30 minutes before each presentation.

**To book your FREE place, visit: Thursday 13 October**  
<https://m4m13oct.eventbrite.co.uk>

**Friday 21 October** <https://m4m21oct.eventbrite.co.uk>

Alternatively, you can email [Members.Event@hdfnhs.uk](mailto:Members.Event@hdfnhs.uk) or call the Foundation Trust Office on 01423 554489.

The Trust will be hosting our **Showcase Open Event** on **Thursday 29 September** from **3.30 – 7.00pm**. The event is open to everyone and free refreshments and parking are provided. There is no need to book.

See the Governors you elected in action at our next public Council of Governors' meeting:

**Wednesday 2 November at 5.45 – 8.00pm  
The Hatcher Room, next to Constance Green Hall, St. Aidan's Church of England High School, Oatlands Drive, Harrogate, HG2 8JR**

**Are you interested in finding out more about becoming a Governor?** We have Governor Elections commencing in the autumn. For more details, visit our website at <https://www.hdfnhs.uk/about/council-of-governors/governor-elections/> or contact Angie Colvin, Corporate Affairs and Membership Manager on 01423 554489 or by email at [angie.colvin@hdfnhs.uk](mailto:angie.colvin@hdfnhs.uk).

Our monthly Board of Director meetings are held in public at Harrogate District Hospital. Please check on the website for the time and venue of future meetings using the following link:  
<https://www.hdfnhs.uk/about/board-meeting/>

**For more details on these and future meetings and events, visit our website at**  
<https://www.hdfnhs.uk/about/membership/calendar/>

I look forward to meeting you at one of the many events taking place in the autumn and welcome feedback from you, our members, at these events or when you see me either on Trust premises or out and about in your neighbourhood. Please introduce yourself and share your comments and views with me.

Kind regards

*Sandra*

**Sandra Dodson**  
Chairman

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