# Harrogate and District NHS Foundation Trust RGB BLUE

Summary Annual Report and Business Plan 2017/18

The Trust is the principal provider of acute services from hospitals in Harrogate and Ripon and outreach services from our community locations. During 2017-18 we also provided community children’s services to North Yorkshire, Middlesbrough, County Durham and Darlington, representing a catchment population of approximately 1.2m people.

A Message from the Chairman

It is a pleasure and a privilege to introduce the Annual Report and Accounts for the financial year 1 April 2017 to 31 March 2018. I took up my appointment as Chairman in November 2017 following on from Sandra Dodson who had been Chairman for nine years. I would like to pay tribute to Sandra’s extremely effective leadership of the Trust and thank her for her support in introducing me to the role.

I have been extremely impressed with the great care and professionalism shown by members of staff. They are tremendously hardworking, as demonstrated by the way we continued to maintain high standards throughout the pressures of winter. One of my happier duties is to present Making A Difference Awards to individuals and Team Of The Month Awards to teams who have gone the extra mile to ensure that the Trust lives up to our values. They are proud and enthusiastic about their considerable achievements.

I would like to thank the Board of Directors for their leadership of the Trust during a year which has presented a number of challenges, and in particular Mr Neil McLean, who left us after three years of exceptional service to the Trust as a Non-Executive Director. We are all most grateful to the Council of Governors for their oversight of the work of the Board and their fantastic support for the work of the Trust. They provide a vital link with our Foundation Trust members, who are very generous with their comments, suggestions and feedback.

**Angela Schofield**

**Chairman**

Chief Executive’s Introduction

I’m delighted to introduce our 2017/18 Annual Report. Everyone at Harrogate and District NHS Foundation Trust (HDFT) wants people who use our services to feel safe, to be treated with dignity and compassion and to have an excellent outcome. HDFT staff work tirelessly to live up to our ‘You Matter Most’ pledge and ensure care and services of the highest quality. This report summarises our achievements and challenges over the past 12 months, our ambitions for 2018/19 and the context in which we have operated. It also includes our Quality Account, which is a fabulous representation of our approach to quality and our improvement priorities.

The past 12 months have been described as the most challenging year in the NHS’s 70 year history. The continued financial squeeze in all sectors, coupled with growing levels of demand, has culminated in unprecedented demands across the entire NHS.

I am immensely proud therefore of the outstanding care provided by colleagues in our hospital and community services throughout the year, made all the more remarkable in the face of these challenges.

**Dr Ros Tolcher**

**Chief Executive**

 A Look Back at 2017/18

Here are just a few of the things we are proud to have achieved in in 2017/18:-

* Delivered on all of the key national operational performance standards including more than 95% compliance across the year against the 4-hour waiting time standard in the Emergency Department and met all of the national cancer pathway waiting time standards
* Were ranked joint first in the National Emergency Department Patient Survey 2016
* Were ranked third in National Cancer Patient Survey 2016
* Established Harrogate Healthcare Facilities Management Ltd to manage facilities and estates in a wholly-owned subsidiary company
* Completed improvements in the Emergency Department and updated our Children’s Outpatient facilities
* Hosted our first annual Quality Conference
* Attained UNICEF Baby Friendly Gold Award for maternity and Special Care Baby Unit
* Recorded higher admissions in both elective (+2.5%) and non-elective (+3.9%) categories
* Extended our on-line presence, using social media to communicate with the public promoting health and wellbeing messages
* Implemented the Accessible Information Standard to improve communication with those requiring information in different ways
* Introduced a lift-sharing scheme for staff, to help colleagues save money, to free road capacity and reduce CO2 emissions
* Introduced ‘chattermatters’ to encourage staff to report incidents as part of our approach to quality improvements.
* Accredited more than 200 staff as ‘Quality of care Champions’ at bronze, silver, gold or platinum level
* Received more than £1m in to our Hospital and Community Charity through the generosity of local people and businesses

Our Plans for 2018/19 and Beyond

Here are just some of the things which we are working on or have already completed in 2018/19:

* We have opened our new Endoscopy Unit
* Commenced delivery of our new contracts for 0-19 community children’s services in Stockton-on-Tees, Gateshead and Sunderland, making HDFT the biggest provider of 0-19 Children’s services in England
* Developing the first NHS Natural Health School at the Sir Robert Ogden Macmillan Centre
* Working with partners in the West Yorkshire and Harrogate Integrated Care System to ensure sustainable high quality clinical services.
* Tacking workforce challenges through new and innovative approaches to recruitment, skills development and workforce flexibility.
* Continuing to roll out improvements to our IT systems and support for agile working in community settings.
* Continuing to play a major role at the heart of the communities we serve, through our Council of Governors, Foundation Trust members, our Annual Members’ Meeting and our independent Patient Voice Group

Membership and Governors

The Trust is accountable to the local population that it serves through the Council of Governors, and encourages local ownership of health services through its membership. Membership has many benefits including: receipt of a Foundation News members’ magazine: a discount card for many services and retail outlets; invitations to Medicine for Members’ events; and the opportunity to participate in service developments via consultations and discussion groups.

Becoming a member is free, quick and easy – simply join online at [www.hdft.nhs.uk](http://www.hdft.nhs.uk) or telephone the Foundation Trust Office on 01423 554489 and request an application form.

