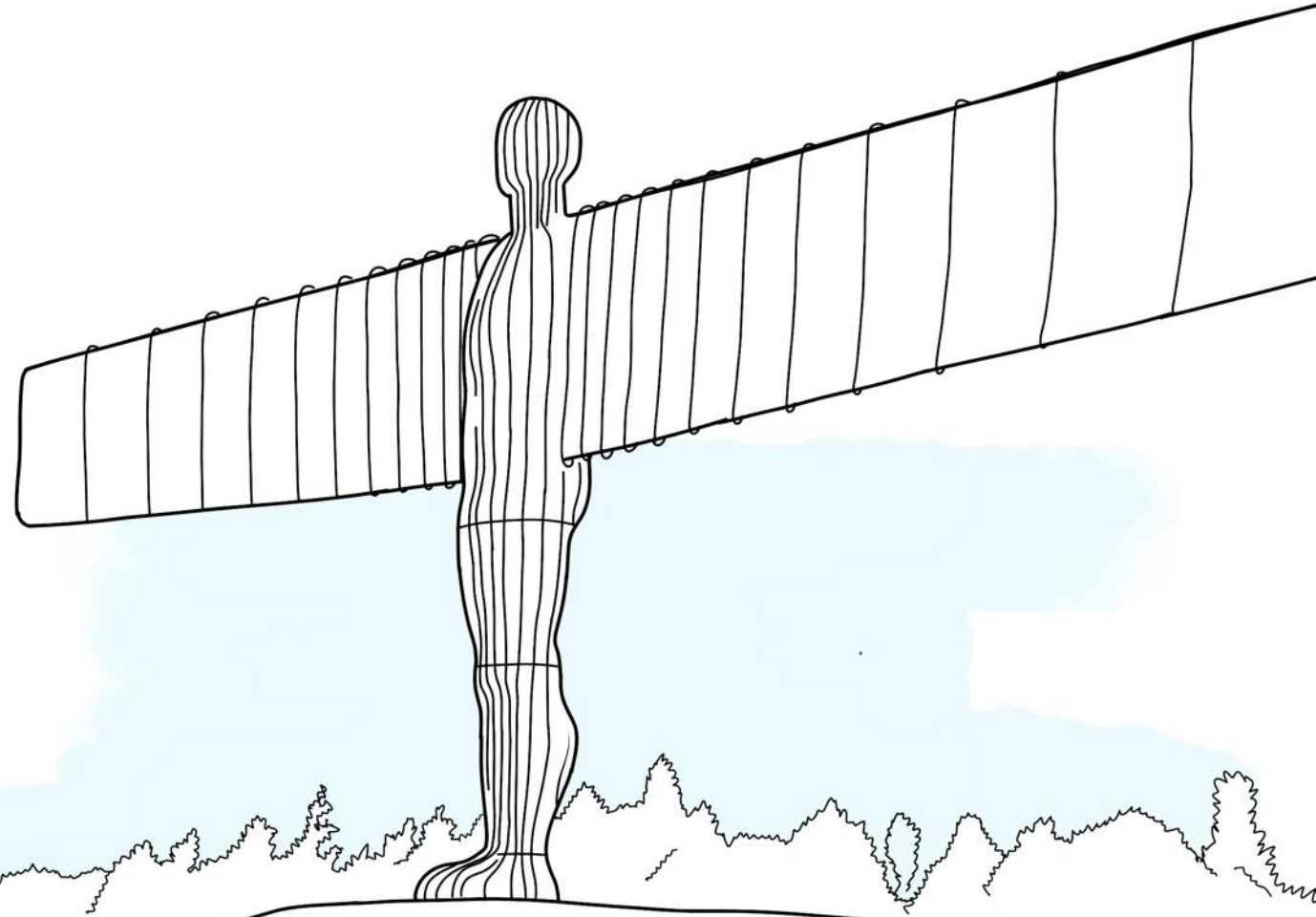


Annual General Meeting and Annual Members' Meeting

The Year in Review – 1 April 2022 to 31 March 2023

20 September 2023





Who we are – Gateshead Health
NHS FT and QE Facilities Ltd





**Performed
8,815
surgeries**

Purpose of our AGM and AMM

Formally present Annual Report, Annual Accounts and Quality Accounts

Opportunity to reflect and look back over the achievements and challenges from 2022/23

Opportunity to look ahead to 2023/24 and beyond, including our vision to be a Women's Health Centre of Excellence

Opportunity to engage with our members, Governors, colleagues and stakeholders

A few facts and figures



Performed our first robotic-assisted operations – increased precision, less pain, smaller scars and quicker recovery



Ranked 8th in England for our maternity services in the national CQC maternity survey



110,364 attendances at A&E – a 13% increase on the previous year. There were 10,000 attendances in December 2022 alone



International nurses welcomed throughout the year.

Our operational performance

Indicator	Target	2022/23	Trajectory	2021/22	2020/21
Urgent & Emergency care 4 hours maximum waiting time	95%	73.3%		81.6%	91.4%
2 week wait for 1 st cancer outpatient appointment	93%	84.7%		83.2%	67.3%
2 week wait for breast symptomatic referrals	93%	95.6%		96.2%	91.8%
62 day wait for 1 st definitive cancer treatment	85%	59.9%		64.4%	68.1%
RTT incomplete pathways – waiting < 18 weeks Aggregation of month end positions.	92%	73%		78.6%	69%
6 week wait for diagnostic procedure. Aggregation of month end positions	99%	81.3%		70.6%	55.8%



Innovations, improvements
and awards





CQC ratings – inspections in 2022/23

Our amazing colleagues and volunteers



Partnership working

NHS
The Newcastle upon Tyne Hospitals
NHS Foundation Trust



citizens
advice
Gateshead

NHS
North East and
North Cumbria



**GATESHEAD
COLLEGE**



**GATESHEAD
CARES**

GATESHEAD CARES
Workforce Partnership
**GATESHEAD HEALTH & CARE
academy**

**Gateshead
Council**



Gateshead Health
NHS Foundation Trust

QE Charitable Fund



Showcase presentation: Gateshead Fertility

Isaac Evbuomwan and Sophia Jewitt

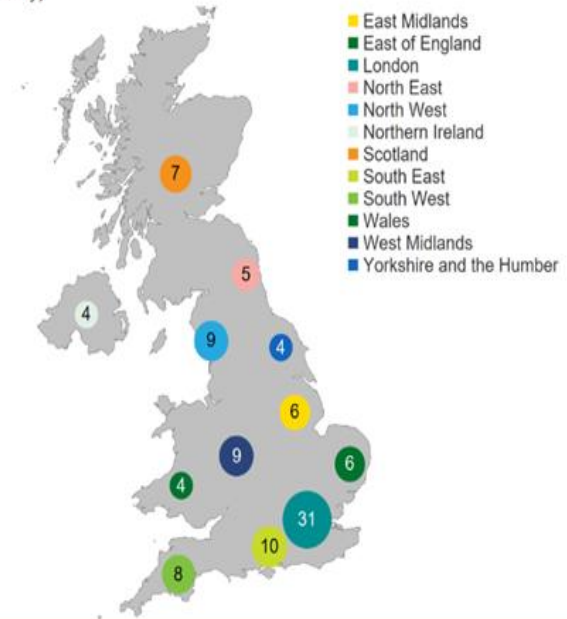


About Gateshead Fertility

- Providing specialist fertility treatment at QEH since 1996
- NHS and private-patients, from the whole northern region
- Regional Units are Newcastle, Middlesbrough, Darlington (pp)
- Expansion from 60 IVF cycles/year to providing 600 treatment cycles to a diverse range of patients.
- Ambition: to proactively seek patient groups who are not accessing treatment and develop the range of services provided

Figure 3. London is the region with the highest number of fertility clinics

Number of clinics licensed to provide fertility treatment by geographical area, 2020/21 (excluding storage and research only)

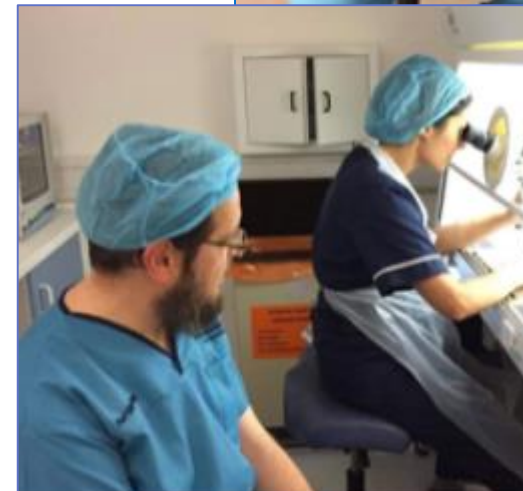


Strict Orthodox Jewish community

- Bensham is the 3rd largest community in UK
- Historically, patients chose to travel to Manchester or London
- Idiosyncratic, faith-related barriers to accessing services
 - Menstrual timing, sperm production issues, witnessing IVF

IMPROVE ENGAGEMENT & EMBRACE DIVERSITY

- Period of engagement with local Jewish leaders
- Understanding of Halachal laws ie. “code of conduct”
- Negotiate an adapted pathway for fertility investigations, treatment and laboratory procedures

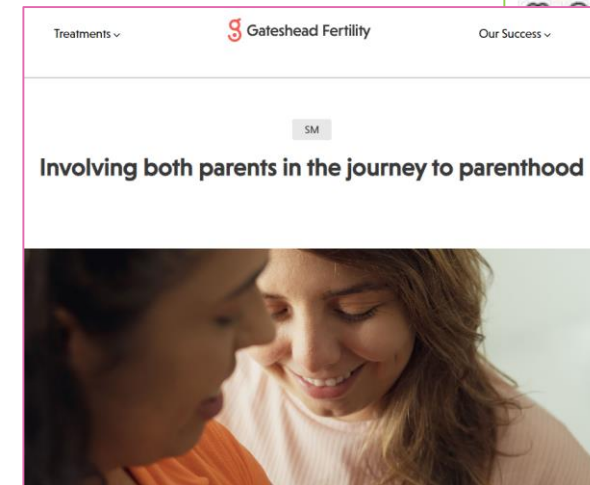
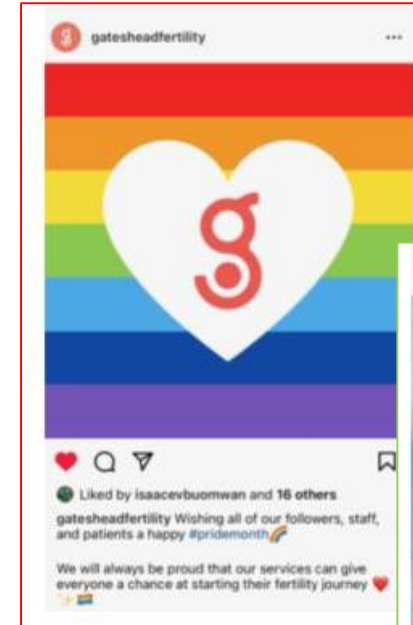


LGBT+ community

- Desire to achieve parenthood via regulated fertility clinics
- Dramatic increase in demand nationally since 2019
 - +22% increase in donor sperm treatments
 - Female same-sex couples undergoing IVF has increased by +33%

• IMPROVE ENGAGEMENT & EMBRACE DIVERSITY

- Via our social media and website
- Patient-patient recommendations
- Shared-motherhood treatment, legal parenthood issues, INCLUSIVE gender-neutral literature, WC signage, staff education



Evaluation

1. Increased demand for fertility services
 - 60% increase in donor sperm treatments since 2019
 - 25% of all website enquiries are from LGBT+ people

2. Increased income generation
 - £107K donor sperm treatments (£39K in 2018-9)

3. Enhanced reputation
 - Recognition from Jewish community and increased referrals

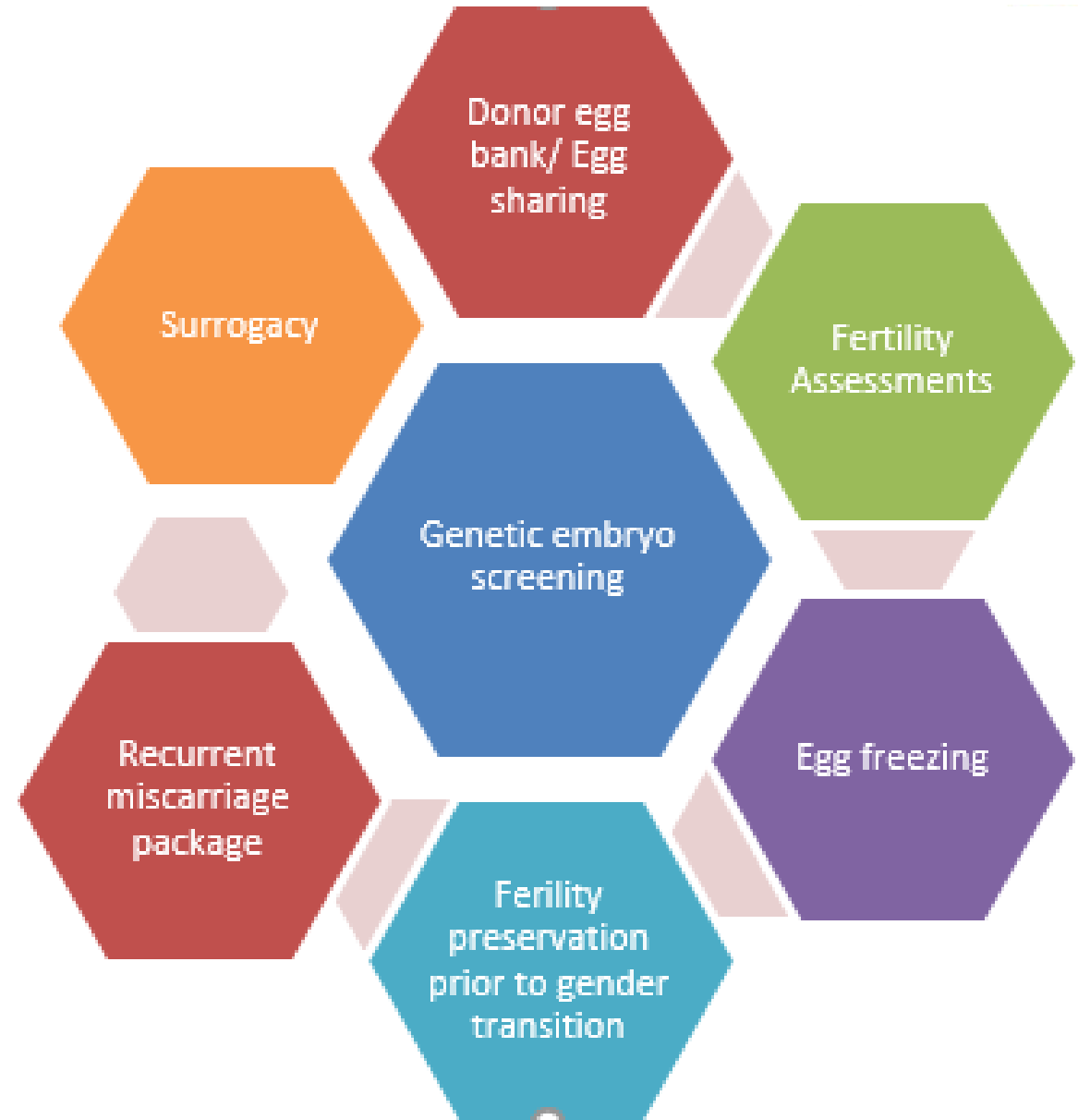


Patient feedback
“cloud”



Ambition

To proactively seek patient groups who are not accessing treatment & develop the range of services provided



www.gatesheadfertility.com

We're here for you on
your fertility journey

[Find Out More →](#)



Quality Account 2022/23

Dr Gill Findley, Deputy Chief Executive/Chief Nurse

Quality Account Priorities – Patient Experience

1. Reinvigorate the volunteers service

- Recruited an additional 50 volunteers
- Produced new volunteer communications material
- Undertaken an evaluation of our volunteer programmes
- Shared experiences at Board and committee

•**Priority achieved**

2. Understand and improve the experiences of service users with learning disabilities and mental health needs

Implemented an alert function on our patient administration system, with further work to do

Training workshop delivered by Lawnmowers

Conversion of information leaflets to easy read format

Priority partially achieved

3. Working with patients as partners in improvement

Co-design workshops

Patients represented on key groups

Patients took part in ward visits for 'Your time to shine'

Worked with NENC ICB to set up a jointly-facilitated patient forum with a focus on long term conditions

Priority achieved

Quality Account Priorities – Staff Experience

1. We will focus on the health and wellbeing of our staff

- Over 200 managers completed the Managing Well Programme
 - New appraisal documents include check-ins
 - Wellbeing initiatives including the Listening Space, food and drink in times of pressure
 - Health and wellbeing strategy launched
- Priority partially achieved**

2. We will advocate for equality, diversity and inclusion for all of our staff

- Objectives and action plan developed through to 2024
 - Developed links with community groups and schools
 - Recruitment training incorporates this
 - 9 cultural ambassadors in place
 - Work of staff networks
- Priority partially achieved**

3. We will promote a just, open and restorative culture across the organisation

- Dedicated Board session on the Patient Safety Incident Response Framework
 - Links developed between People and OD and patient safety
- Priority partially achieved**

Quality Account Priorities – Patient Safety

1. To maximise safety in maternity services through the implementation of the Ockenden recommendations

- Compliant with all immediate and essential actions
 - Cycle of audits developed
 - Monitoring built into the Maternity Integrated Oversight Report
- Priority achieved**

2. Staffing – calculate clinical staffing requirements based on patients’ needs and recruit 50 nurses in 12 months

Bi-annual assessment completed with recommendations approved at Board

Welcomed 38 international nurses

Priority partially achieved

3. Undertake improvement work to agree a safe method of processing clinical results

Improvement workshop held in March 23 with a number of agreed actions

Priority partially achieved

Quality Account Priorities – Clinical Effectiveness

1. We will revisit the core fundamental standards of care

- Professional leadership and development days reinstated
- Revised audit tool of the six essential safety criteria implemented
- Implemented phases 1-3 of our CQC monitoring approach
- **Priority partially achieved**

2. We will encourage, help and support all staff to engage with research

Promotion of 'research is everyone's business' campaign
Increased research capacity secured
Priority partially achieved

3. We will support the continual improvement of clinical record keeping (both paper and electronic) throughout the Trust

Revised methodology for our documentation audit in Feb 23
Audited 45 sets of notes in the first quarterly cycle
Priority achieved

Quality Priorities for Improvement 2023/24

We will work with our volunteers service to develop new roles

We will improve the way we learn and make improvements following complaints

We will strength our partnership working with collaborative patient forums to enhance patient engagement and involvement

We will improve the way we listen, act upon and learn from concerns

We will listen to staff experience in relation to waste and duplication

We will focus on safe staffing, including reducing the movement of staff between clinical areas

We will reduce length of stay

We will implement the Patient Safety Incident Response Framework (PSIRF) with further work streams on falls and civility

We will undertake improvement work around the safe processing of clinical results

We will implement a maternity and neonatal improvement plan

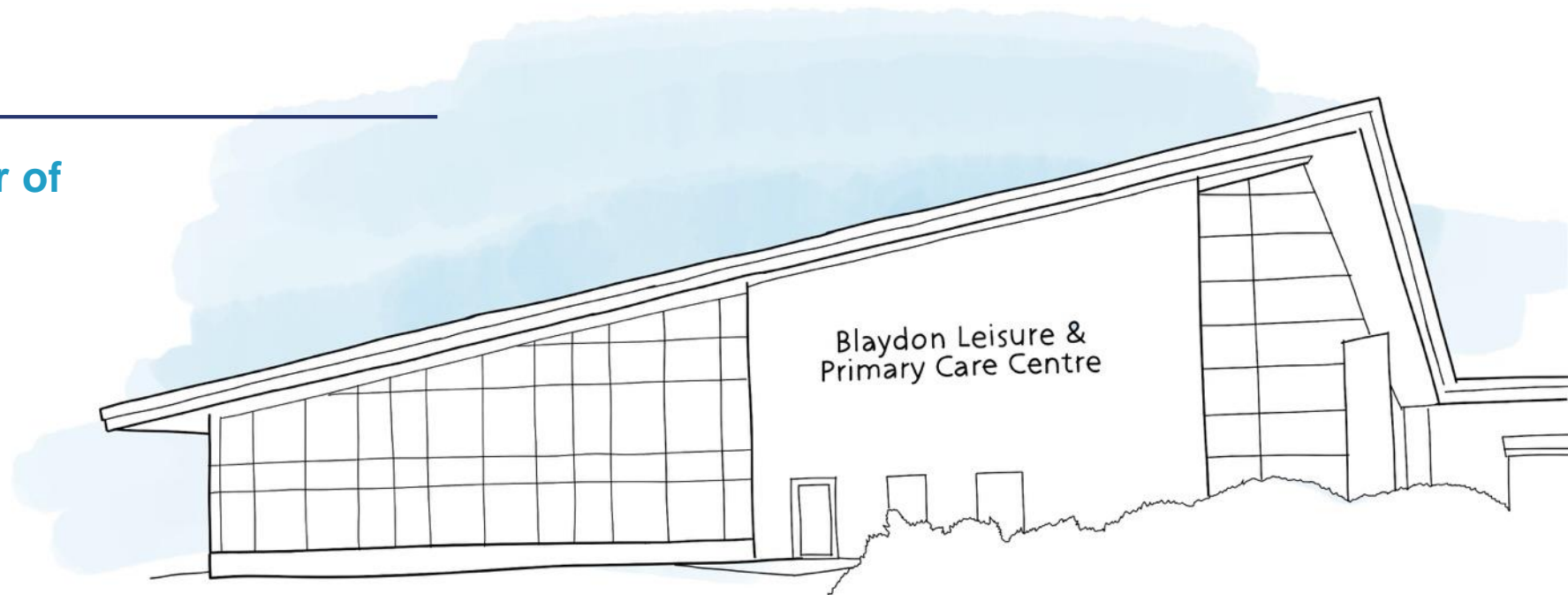
We will embed a culture of research in the Trust and make 'research everyone's business'

We will strengthen how we learn from deaths

We will work with our clinical effectiveness team to improve the experiences of people with a learning disability, mental health or autism

Annual Accounts 2022/23

**Kris Mackenzie, Group Director of
Finance and Digital**



Key headlines



Outturn position
Group deficit = -£0.3m

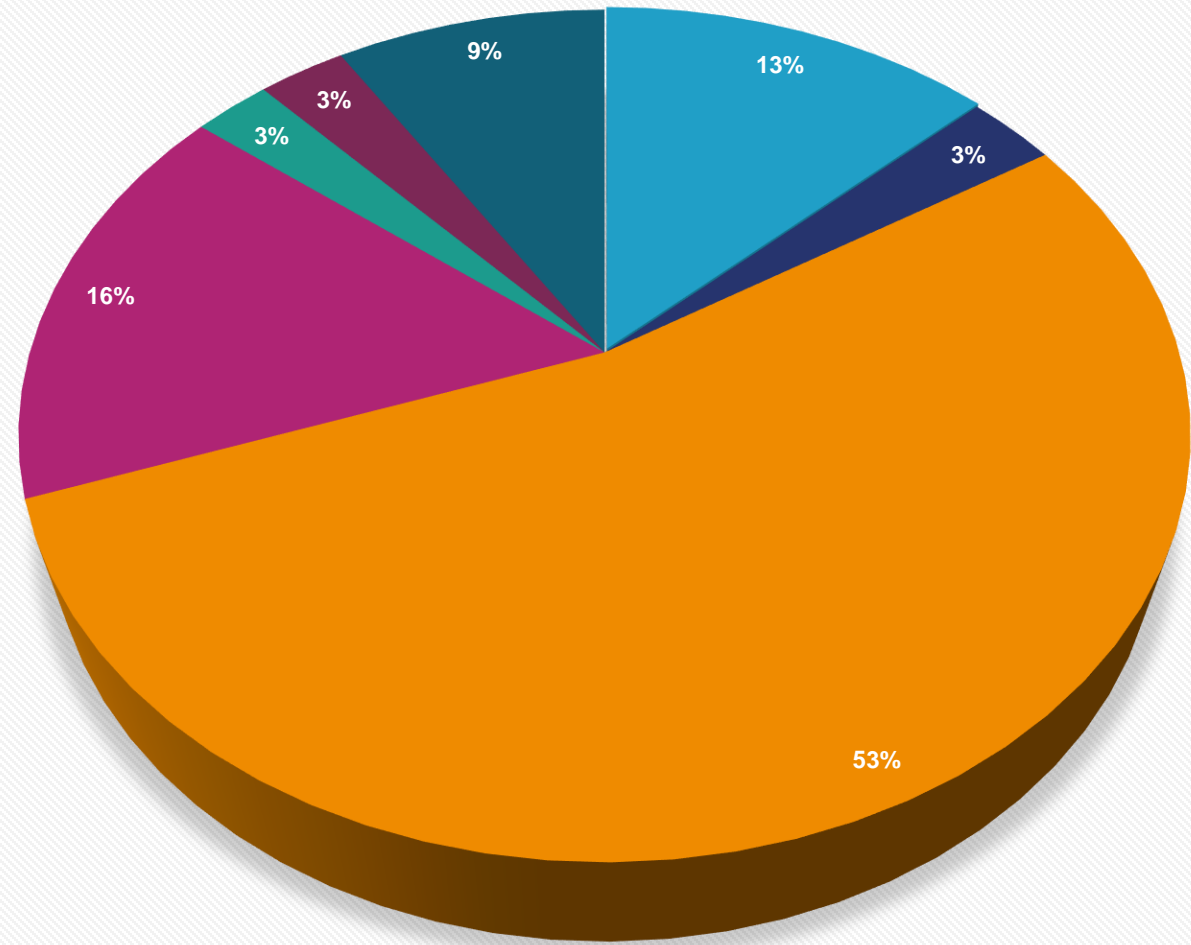


Cash
Group cash position = £50.6m



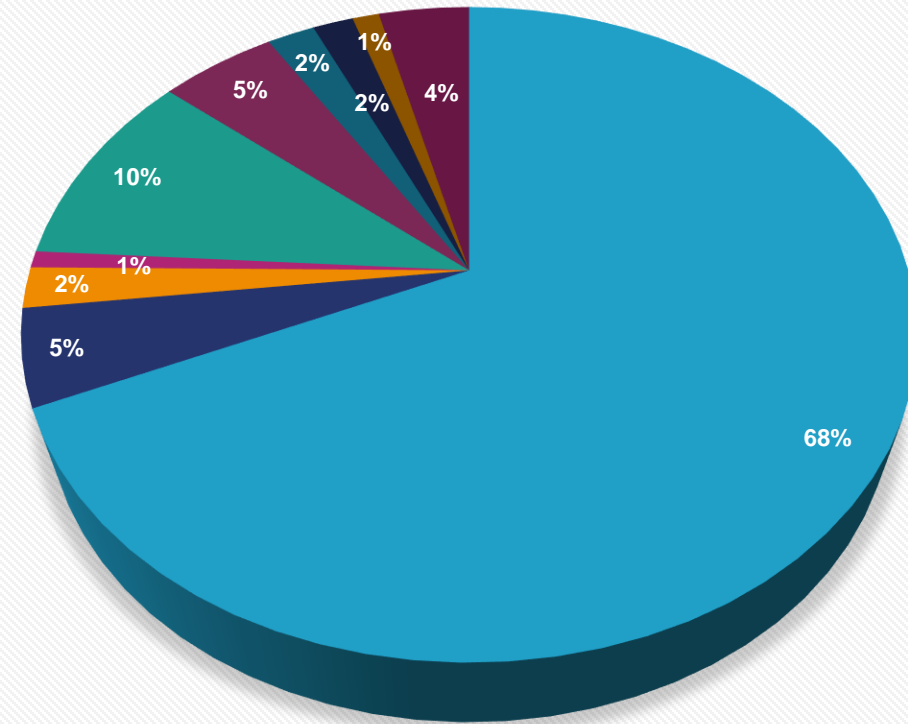
Capital
Total capital expenditure = £13.3m

Financial headlines - income

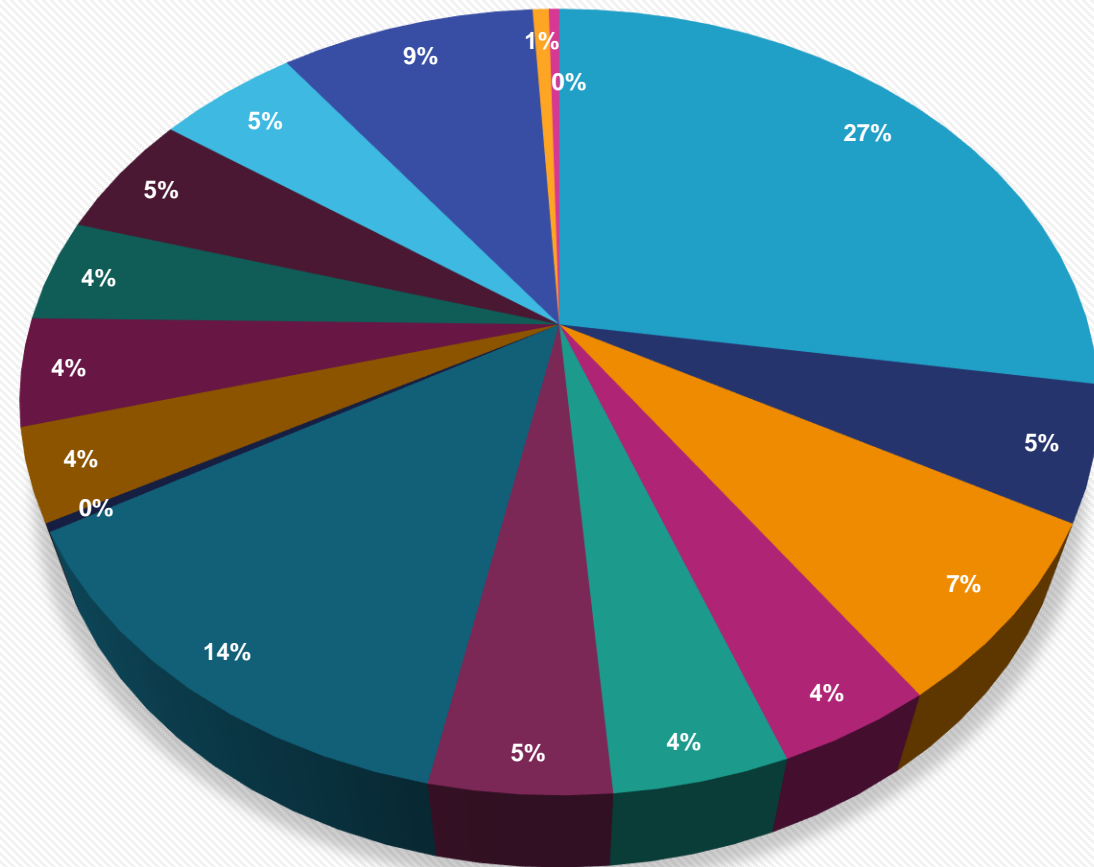


- Newcastle Gateshead CCG
- North East & North Cumbria ICB
- Health Education England
- Other
- Other CCG's
- NHS England
- South Tyneside & Sunderland Foundation Trust

Financial headlines - expenditure



Financial headlines – capital



- New Operating Model
- Building and Engineering Maintenance
- Equipment Replacement Programme
- Endoscopy
- Small Schemes
- Regional Digital Programme
- Decarbonisation Schemes
- IT Infrastructure
- Donated Assets
- Bowel Cancer Screening
- Digital Diagnostics
- Maternity Theatre
- Front Line Digitalisation
- Community Diagnostic Centres
- Breast Screening
- Cyber Security Enhancements

Financial accounts – the work of the external auditor

mazars



External auditor conclusions

Audit opinion

- The financial statements
 - Unqualified opinion
 - give a true and fair view of the financial position of the Trust as at 31 March 2023 and of the Trust's income and expenditure for the year then ended;
 - have been properly prepared in accordance with the Department of Health and Social Care Group Accounting Manual 2022/23; and
 - have been properly prepared in accordance with the requirements of the National Health Service Act 2006.

Going concern, other information and arrangements for securing economy, efficiency and effectiveness

- Use of going concern basis of accounting was appropriate.
- Nothing to report in respect of any material inconsistencies between the annual report and accounts.
- Staff report and remuneration report properly prepared in accordance with the NHS Act 2006.
- Satisfied there is not a significant weakness in the Trust's arrangements in relation to:
 - Financial sustainability
 - Governance
 - Improving economy, efficiency and effectiveness

Other matters

- Trust's consolidation schedules were consistent with the audited financial statements
- Auditors identified a number of audit differences in the financial statements. Uncorrected misstatements did not have a material impact on the accounts.
- One internal control recommendation raised relating to leases requiring supporting lease / tenancy agreements.



Showcase Presentation: Cervical Screening

Time to talk: Cervical Screening...

Miss Sharon Denise Clark

Joint Colposcopy Clinical/Service Lead

Lead Colposcopy Nurse Specialist

NHSE Regional Professional Clinical Advisor – North East

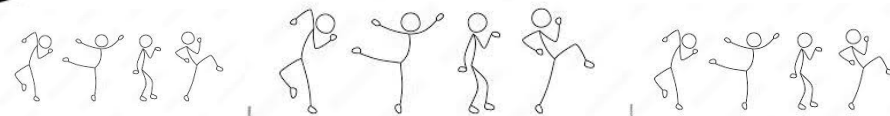
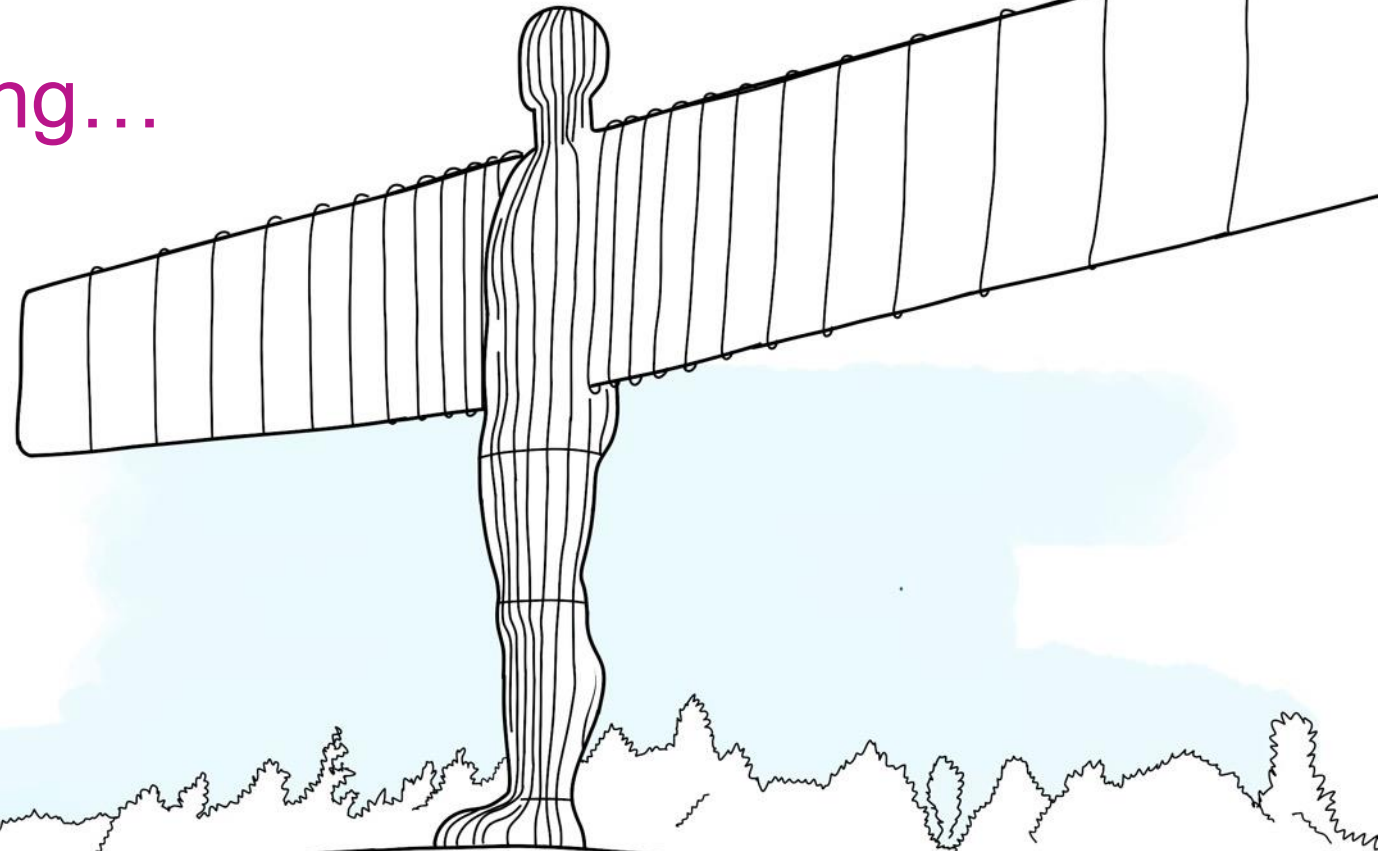
Ask the Expert Advisory panel member – Jo's Cervical Trust

Trudy Johnson

Regional HPV/Cervical Screening Pathology Manager

Gateshead Health Foundation Trust

AGM 20.09.2023



For those who don't know who we are..

- South of Tyne region - population of 693,379 in Gateshead, South Tyneside and Sunderland. Colposcopy services are based at:
 - Queen Elizabeth Hospital Gateshead
 - Sunderland Royal Sunderland
 - South Tyneside Hospital
- Since June 2014, cervical screening and histology services consolidated into The Pathology Centre at Gateshead Pathology (thepathologycentre.org)
- As of 2019 – the Gateshead Cervical Screening service became one of 8 national laboratories providing Cervical Screening for the whole of the North East and Yorkshire.



Regional information..

In Gateshead, the latest NHS data shows that nearly 28,000 women between the ages of 24-49 years, and more than 10,000 between the ages of 50-64 years, are not up to date with their cervical screening.

These figures are in line with the latest national figures from the DOHSC Care which show nearly 30% of women and people with a cervix aged between 25 and 64 years are not up to date with their cervical screening. There is a broad and complex range of reasons why women and people with a cervix do not attend their cervical screening.

Cervical cytology uptake is consistently higher than national average in the North East. Most recent figures from 2021-2022 show the local coverage:

CCG	25-49yrs age	50-64yrs age
Newcastle/Gateshead	68.5%	75.7%
South Tyneside	76.5%	75%
Sunderland	73.4%	77.2%

Most recent national figures from 2021 show 75.5 % age appropriate cytology coverage for those with a cervix in the North East, which still falls under the 80% recommended population coverage

Gateshead were chosen as part of a pilot scheme to encourage attendance and raise awareness. As part of the wider campaign, educational leaflets and posters were circulated to GP practices throughout Gateshead.

A campaign website was built providing credible information, together with a film containing open and honest discussions about cervical screening: [Let's talk cervical screening \(cervicalcancer-risk.com\)](http://cervicalcancer-risk.com)

Colposcopy

- Review over 2000 patients per annum from the Gateshead and South Tyneside area – ever increasing referrals into the service. Referrals consist of direct screening referrals, 2ww and other urgent/non urgent referral from both primary and secondary care colleagues
- More than screening. We undertake diagnostic biopsies and LLETZ treatments for both pre invasive CIN/CGIN and diagnostic LLETZ for as well as treatments for early stage 1A1 cervical cancers. We review and monitor and treat pre invasive and early stage invasion of the whole lower genital tract – Encompassing the cervix, vagina and vulva
- We also complete follow up for the early stage cancer cohort back within the colposcopy service. A true success of the NHSCSP screening programme as we have aided to avoid more extensive cancers requiring more surgical, physiological and psychological resources
- Annual patient satisfaction survey 2022 – 87.7% (154 responses) rated the service Excellent! 11% rated this as good!

Albeit with long term struggles with poor estate which is not deemed fit for purpose - Service overcomes challenges and provides high quality care with frequent positive patient reviews
SQAS quality assurance service review January 2023 - ‘The service is a credit to the trust!’

HPV Primary Screening...

- Primary HPV screening launched nationally in 2020
- All cervical screening tests initially tested for one of 14 strains of human papilloma virus
- Only require cytology slide if HPV positive
- At minimum a 60% increase in referrals noted nationally in pilot sites
- Anticipated decrease of these referrals... however broadly this has not yet been seen and referral figures continue to increase into Colposcopy clinics
- Gateshead used to run 4-6 colposcopy clinics per week in 2015 – Now providing 10-12 per week and the service is looking at requiring to provide 14 clinics per week

ROCHE – Lets talk cervical screening....

Trusts first open days – staff & local community
Female Muslim faith group
Family Health Day June 2023
Flash Mob June 24th 2023
PRIDE July 2023

Regular annual involvement with January, June & September screening and cancer awareness months

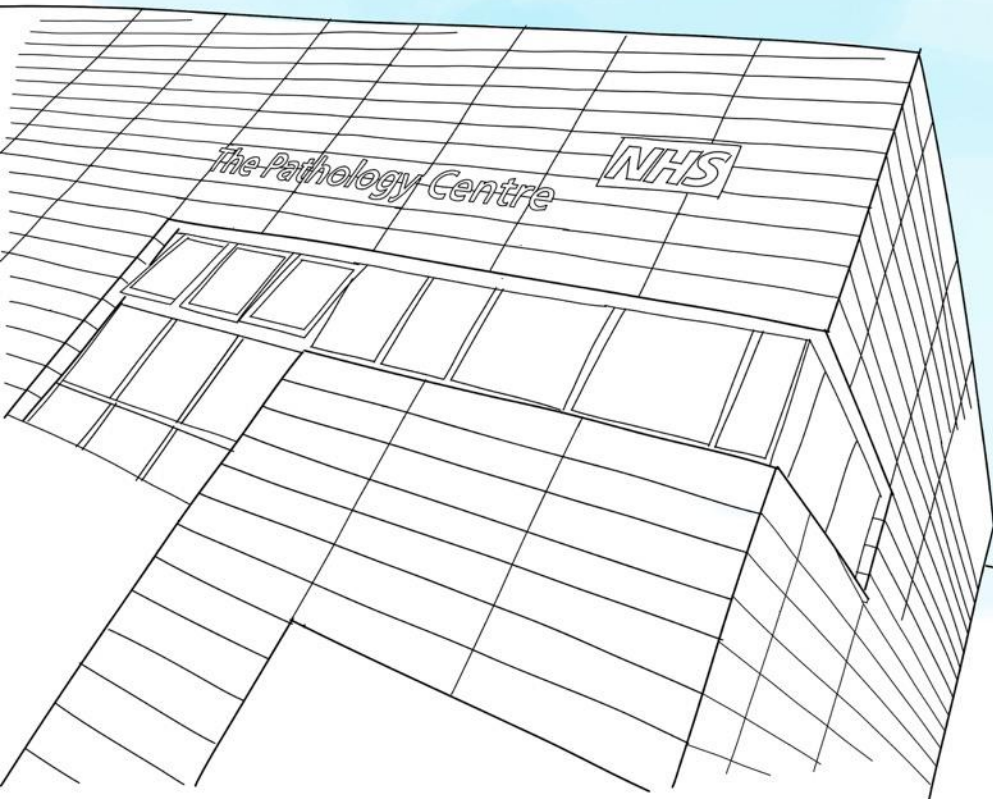
ROCHE Work....



Flash mob

flash mob /'flʌʃ ,mɒb

a group of people who assemble suddenly in a public place, perform for a brief time, then quickly disperse, often for the purposes of entertainment, satire, and artistic expression.



Innovative idea to help improve awareness of screening in the region

No history of this being completed prior nationally in relation to cervical screening

Lead nurse enjoys competing nationally in ballroom and latin dancing – stress relief – Positive initiative to get colleagues involved for some fun and fitness!

Initial idea back in 2019...Pandemic caused delay

Flash mob...

Gateshead Health NHS Foundation Trust Staff, in partnership with Roche Diagnostics UK and Ireland took part in a "Flash Mob" at The Angel of the North.

The Flash Mob was held at on 24th June 2023 and was staffed by the Lead Colposcopy nurse and screening staff to hand out information and answer any questions people may have had.

Part of an ongoing public awareness campaign called Let's Talk Cervical Screening

The campaign aims to educate women in Gateshead and the surrounding areas about HPV and cervical screening as well as helping alleviate any concerns when it comes to booking an appointment.

The flash mob was a creative way to remind of the importance of the test and share information that can help reduce some of the anxieties that exist. We need to dispel the myths around cervical screening and break down apprehensions, and this was a great and fun way of communicating these messages.

Event planning...

- Weeks leading to the event: Lead nurse worked with local DJ whom volunteered his time and SDC collated a list of songs that talked through the process of screening from receiving the letter to book the appointment...embarrassment...fear of results... through to a reminder to re attend when recalled
- Work with the trust communications team to ensure council permits, press statements reviewed alongside ROCHE and also to ensure trust communications were placed out to raise awareness/support for the event. Work with estate team to ensure we had power also for the event
- Lab staff organised mini training session in lunch break to go over 'the moves' SDC had completed a video demonstrating the moves required so those wishing to be involved could practice
- Day Before – NO SOUND. Sound technician could not get his £14k kit to play. Cue an emergency dash to Teesside for SDC to pick up a specific cable. Sound all confirmed on the morning of the event.
- Day of the event; Fantastic turnout and the sun shone! Regional colleagues also turned up to support the event. Positive articles in both regional and national press about the event.

Video Clip.....

Award winning....



Roche Diagnostics UK & Ireland

8,904 followers

2mo • Edited •

We won! Our 'Let's Talk Cervical Screening' campaign scooped the coveted Communique Award for Excellence in Engagement Through Social Media/Digital Channels at last night's ceremony. 🙌🙌🙌💙

Future plans

- Ongoing awareness work and regional networking with colleagues and the local community to increase screening and attendance
- Work with local Transgender groups 'T&Coffee' to improve access and reduce fear and/or anxieties in attending screening and colposcopy
- Successful NHSE capital bid for further equipment for Colposcopy to aid with on going increase of demand within the service
- Further bid made to regional NHSE re development of a Colposcopy website; interactive videos to encompass engagement and improvements to the service and reduce health inequalities – awaiting update
- SDC - Development of staff cervical screening programme within the trust – Equally this will bring internal development and opportunities for B5 nursing staff to develop skills that will help them with career progression and aid retention within the women's health remit

Future plans ctd...

- SDC - Service improvement project to look at the development of psychosexual services for those with pre-invasive conditions of the lower genital tract – Large group not necessarily supported
- Development of nurse led vulval review clinics (currently x1 experienced nurse undertakes reviews of MZIN/Vulval patients as part of colposcopy activity)
- SDC current Lead trainer for the service – both medical and nursing staff – Aim to increase department trainers and ensure quality assured consistency remains as part of this
- SDC – Long term aim to work alongside Honiton and local colorectal/surgical colleagues – to look at the introduction of Anoscopy to the service. This will allow us to become a further regional specialised centre for multi zonal abnormalities
- Estate - Clinic facilities deemed not fit for purpose by both trust and SQAS team – action plan.

Thank you for Listening!





Council of Governors

Abe Rabin, Lead Governor

Council of Governors' Elections 2022/23

Central:

Abe Rabin – 3rd term
Steve Connolly – 1st term
(previously a Staff
Governor)
Helen Jones – 3rd term
Mark Learmouth – 1st
term

Staff:

Mr Kiran Singiseti -1st
term
Lynsey Curry – 1st term



Held elections for 2 Staff and 10
Public Governor seats

Eastern:

Des Costello – 2nd term
2 vacancies remain

Western:

Les Brown – 2nd term
Ray Dennis – 1st term
Gordon Main – 1st term

Thank you



Sincere thanks to those
Governors who left the Council
in 2022/23:

- Eileen Adams
- Alan Dougall
- Barry Turnbull
- Claire Ellison
- Chris Hulley

Key achievements of the Council 2022/23

Ratified re-appointment of the Chair and 2 Non-Executive Directors following the recommendations of the Governor Remuneration Committee

Approved appointment of the Chief Executive

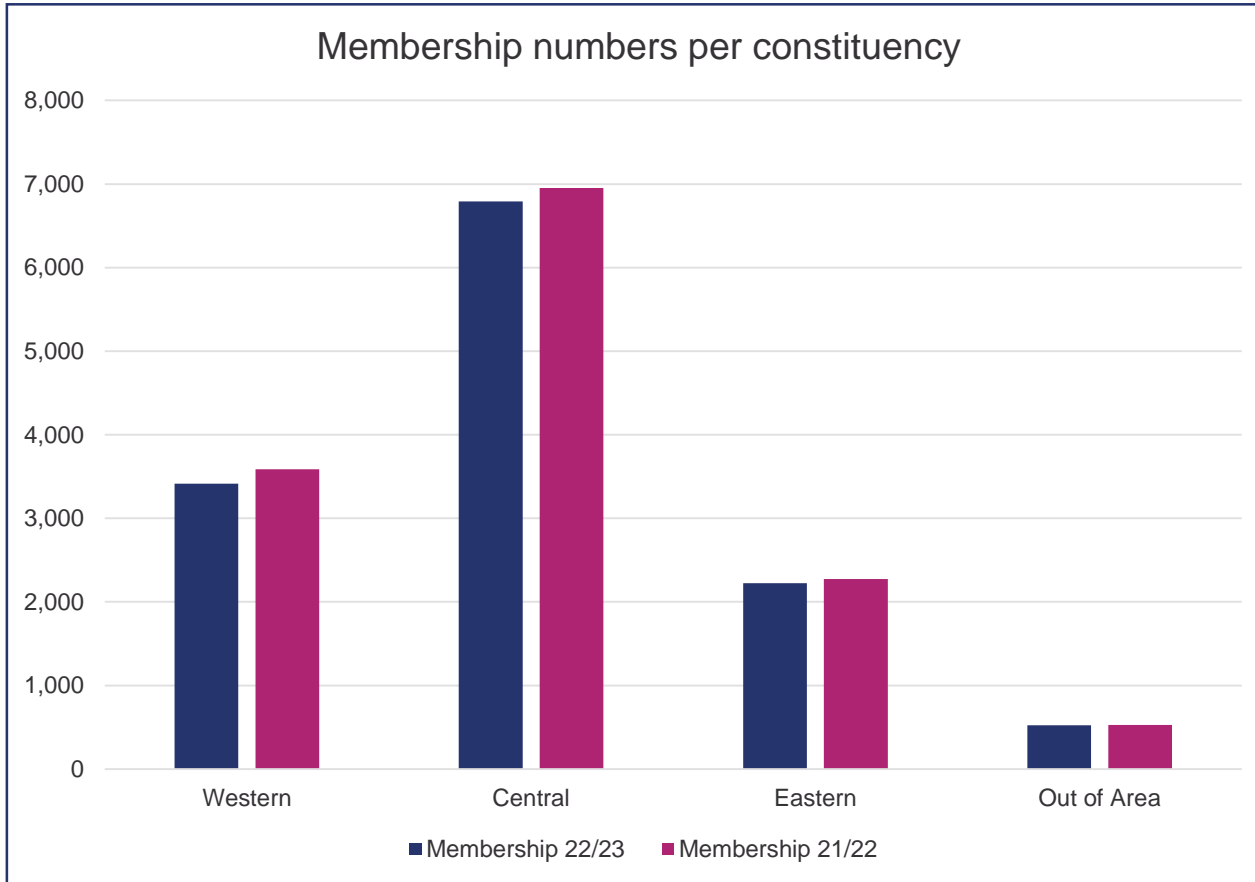
Participated in the Trust's Open Days in October 2023, encouraging the public to become members and Governors

Participated in service visits to theatres and critical care. Participation in PLACE visits to support assessment of key areas of the Trust

Engaged in the annual planning process and provided valuable input into the Quality Account for 2022/23

Received a number of assurance reports as part of the Council of Governors – challenging our Board and representing constituencies during debates

Membership



Activity 2022/23:

- Trust Open Days held
- Membership engagement event held in Felling
- New chair of the Membership Strategy Group – Steve Connolly

Key priorities 2023/24:

- Membership newsletter
- Medicine for Members
- Identification of other engagement opportunities

Constitutional amendments for approval

- Supporting paper outlines detail.
- Approved by the Board and Council of Governors during the year and enacted.
- Members must vote at the AGM / AMM on any constitutional change that impacts on the role or powers of Governors.
- 2 changes to vote on:
 1. Reclassification of volunteers from staff constituency to public constituencies (means that any public Governor can be a volunteer and supports volunteers to become Governors without a cap on numbers)
 2. Widening of geographical boundaries of the out of area constituency to align to the North East and North Cumbria Integrated Care System boundaries (aligns with the role of the Board and Council to consider the public at large in decision-making)

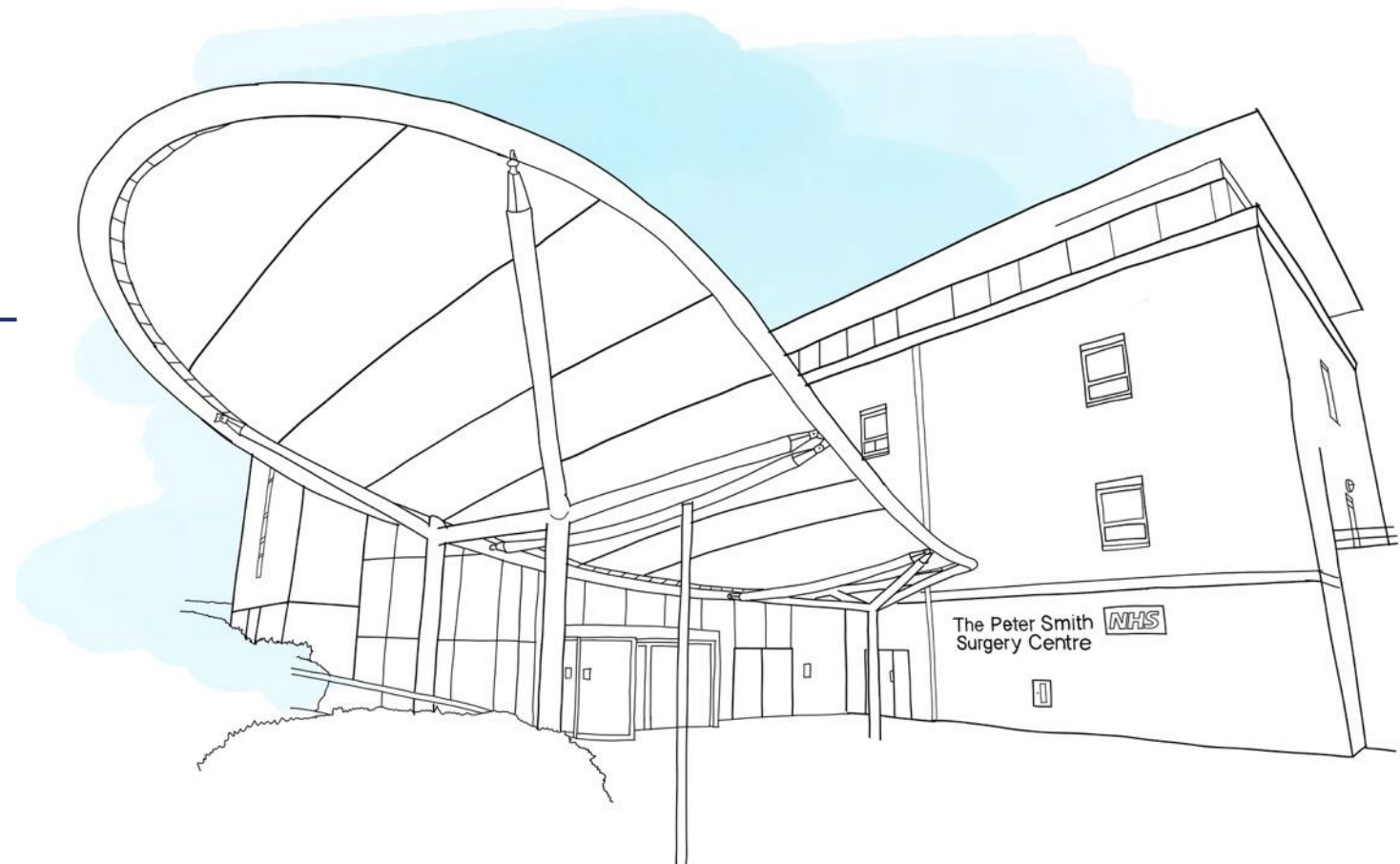
Looking ahead



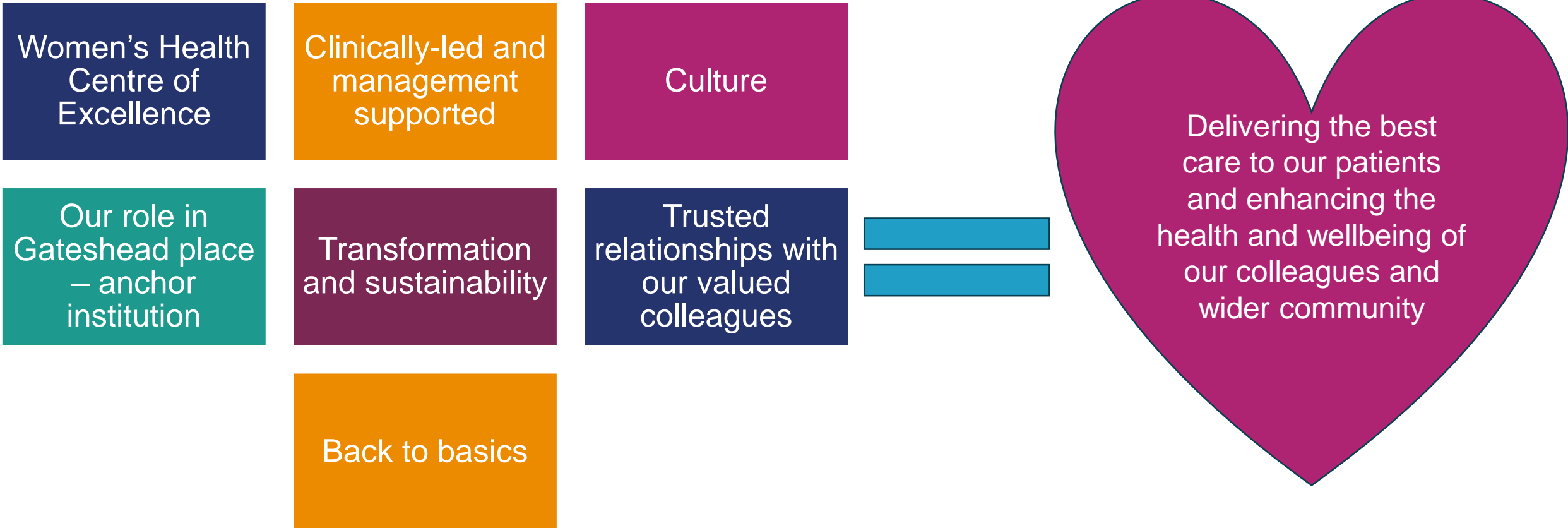
- Governor elections 2023/24
 - 2 Western seats
 - 2 Central seats
 - 2 Eastern seats
 - 1 Out of area seat
 - 3 Staff Governor seats
- More information can be found here:
 - <http://www.cesvotes.com/gateshead2023>

Looking ahead – 2023/24 and beyond

Dr Gillian Findley, Deputy Chief Executive



Looking ahead



Questions and answers

Facilitated by Alison Marshall, Chair



Thank you to our colleagues,
Governors, volunteers,
patients, partners and local
communities

