

AGM 2013 event summary

Trust chairman, Sir Richard Sykes, welcomed guests to the AGM held in South Kensington at the Great Hall of Imperial College London – our partner in the Academic Health Science Centre (AHSC).

In his opening remarks, the chairman emphasised how we build all our work and activities on two basic principles: quality and compassion.

Sir Richard told the audience: “We’re all required to pull our weight on these things working together ‘from ward to board’ to achieve not just the best clinical quality and outcomes, but the highest satisfaction for our patients too.”

Operational performance

Chief executive, Mark Davies, gave an overview of the Trust’s 2012-13 operational performance, combined with looking forward as he outlined our vision and plans for the future.

“It’s a matter of public record that as a Trust we have faced serious challenges over the reporting of waiting times and a major financial deficit that needed to be addressed,” Mark said, before going on to state that: “for the first time in the last five years Imperial College Healthcare NHS Trust is now in good shape.”

Mark pointed to the significant financial turnaround in the Trust paying tribute to all of our staff for the tremendous efforts they have made to achieve this reversal of fortune. He also highlighted the major improvements made on improving waiting times performance and in controlling and preventing cases of infection in our hospitals.

Vision for the future

Turning to our current application for Foundation Trust status, the chief executive stressed the point that the whole process would bring us much closer to the patients we serve and is a means towards demonstrating that we are: “an organisation that is clinically good, financially sound and well led.”

Describing the Trust’s emerging clinical strategy as “a clear view of the future”, Mark explained how our clinicians and senior management team continue to work very closely with our commissioning and other important partners. Our vision sees all three main hospital sites at Hammersmith, St Mary’s and Charing Cross playing key roles, each with their own distinct and yet interdependent character.

Concluding his presentation, Mark highlighted the role of the AHSC as a “system and thought leader”, saying that: “while we have to deliver the needs of today, we must always have an eye on the future - after all the innovation of today is the mainstream of tomorrow.”

Financial surplus

Bill Shields, chief financial officer, then presented the annual accounts for 2012-13, which showed a significant improvement over the previous year with a surplus of £9 million (excluding impairments). He outlined the importance of managing our finances effectively for our patients, for the people who work in the Trust, and for our Foundation Trust application.

Providing a forward look, Bill said in the current financial year we are forecasting a surplus of £15 million and there was no reason why we should not achieve that target through delivery of existing cost improvement schemes and operational controls.

This significant financial turnaround was receiving recognition from others, with the Trust now being held up as “a reference point for leading financial management practice within the NHS,” Bill said.

Putting patients first

Director of Nursing Janice Sigsworth described what it actually means when the Trust says it is ‘putting patients first’ and working to improve their experience when they are under our care.

Janice outlined the range of initiatives being employed to ensure the Trust is hearing from, listening to and acting upon what patients, their families and carers say about their care and treatment. She told guests how these patient stories are being used to develop improvement actions describing them as a “powerful and valuable learning tool.”

While we are generally performing well across the major national patient surveys, the Trust’s ambition is to be in a leading position and improving the experience of our cancer patients remains a high priority.

Having set out how we are responding to and implementing the important findings and recommendations in the Francis Report and Keogh Review, Janice summarised the main themes for improving the experience and satisfaction of all our patients, saying: “We will be kind and caring; we are committed to working together to improve patient experience; and, we know happy staff improves patient experience.”

Final session and conclusion

The final session of the AGM featured a range of questions from guests about the presentations, current issues and future developments.

Concluding the proceedings, chairman Sir Richard Sykes, thanked everyone for their participation and support and hoped guests had found the meeting both relevant and useful.

Become a member

Becoming a shadow Foundation Trust member gives you a greater say in how the Trust is run, access to more information about the Trust, and provides opportunities

for you to have an input into our plans at an early stage. It is also an excellent way to show support for your local hospital.

Our members will be able to:

- vote in elections for the Trust's council of governors, or stand for election as a governor
- take part in consultations on plans for future development of the Trust
- attend meetings and events
- receive regular information about the Trust.

Our current plan is to become a Foundation Trust by the end of 2014 and we will be increasing the frequency and variety of communications with our members throughout 2013-14. To find out more, visit: www.imperial.nhs.uk/foundation-trust