

<b>Date:</b>	11 <sup>th</sup> October 2018
<b>Meeting:</b>	Governing Body
<b>Item Number:</b>	Item 8.2
<b>Public/Private:</b>	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

<b>Author:</b> <i>(Name, Title)</i>	Emma Latimer Chief Officer
<b>GB Lead:</b> <i>(Name, Title)</i>	Emma Latimer Chief Officer
<b>Director approval</b>	Emma Latimer
<b>Director Signature</b>	<i>Emma Latimer</i>

<b>Report Title:</b>	Chief Officer's Update Report October 2018
<b>Decisions to be made:</b>	To note

<b>Link to a Strategic Objective?</b>	<input type="checkbox"/>	
<b>Link to a Strategic Risk</b>	<input type="checkbox"/>	

<b>Continue to improve the quality of services</b>	<input checked="" type="checkbox"/>	<b>Improve patient experience</b>	<input checked="" type="checkbox"/>		
<b>Reduced unwarranted variations in services</b>	<input checked="" type="checkbox"/>	<b>Reduce the inequalities gap in North Lincolnshire</b>	<input checked="" type="checkbox"/>		
<b>Deliver the best outcomes for every patient</b>	<input checked="" type="checkbox"/>	<b>Statutory/Regulatory</b>	<input type="checkbox"/>		
<b>Purpose (tick one only)</b>	Approval <input type="checkbox"/>	Information <input type="checkbox"/>	To note <input checked="" type="checkbox"/>	Decision <input type="checkbox"/>	Assurance <input type="checkbox"/>

<b>Executive Summary (Question, Options, Recommendations):</b>		
This report is intended for information and noting.		
<b>Recommendations</b>	1 2 3	
<b>Report history</b>		
<b>Equality Impact</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Sustainability</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Risk</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Legal</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Finance</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Patient, Public, Clinical and Stakeholder Engagement to date**

	<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>		<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>
<b>Patient:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<b>Clinical:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Public:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<b>Other:</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



# CHIEF OFFICER'S UPDATE

August/September 2018

## Extended hours rolled out in North Lincolnshire

It has been a really busy few weeks across North Lincolnshire and I'm delighted to have seen the successful rollout of extended hours access to GP services.

To get this in place for our patients has been no easy feat and I would like to thank our practice members for coming together to work as one to make it all possible.

## Lincolnshire Health Awards 2018

I am delighted that North Lincolnshire CCG has been invited into the Lincolnshire Health Awards.

The closing date for nominations has just passed but it is encouraging to hear there were almost 200 nominations – many of which were from North Lincolnshire.

The inaugural awards were extremely successful last year and the ceremony will this year take place on November 20 in Lincoln with 400 people in attendance. For those not shortlisted there is the opportunity to buy tickets – of which details will be announced soon. I have been selected to be on the judging panel in Lincoln on October 30,



## Staff Survey 2018

The annual staff survey was launched on October 8 and I'm pleased to say we've had several responses already.

Staff engagement is incredibly important and I genuinely value the feedback. I want North Lincolnshire CCG to be a great place to work and the survey is an important part of getting there.

It is no secret it has been a tough year but we got through it and that's testament to everyone's hard work. I fully appreciate we still have a way to go but I really do value staff's thoughts and suggestions on how we can improve things.

The deadline for completed surveys is November 30 2018.

## 70,000 patients ready for online consultation

More than 70,000 patients across North Lincolnshire can now access 24/7 online consultations with their GP practice.

Online consultations are an alternative way for patients to access support from their GP or other practice-based health professionals via the internet, rather than waiting for the next available appointment to attend in person.

Using a smartphone, tablet or computer, patients can contact a practice through their website about a new problem or an ongoing issue. The practice then reviews the information and contacts the patient to direct them to the most appropriate point of care. This might mean a telephone call, or face-to-face appointment with a GP or practice nurse.

NHS North Lincolnshire CCG has introduced the technology in six GP practices across the region to bring choice to patients who want to consult online, in many cases avoiding the need to make a visit to the practice altogether.

The launch follows a successful trial with three North Lincolnshire practices which have been using the technology for the past six months.

## Money raised for Scunthorpe Samaritans

I'm really passionate about doing as much as we can for charities and good causes in the community.

It was a particularly proud day for me on September 6 when staff took it in turns to row a total of 100 kilometres and raise £175 for Scunthorpe Samaritans.

The most pleasing thing for me was seeing just about everyone take part. It didn't matter whether you were a strong rower or not it was the fact so many people came together in the name of charity.



## In the running for CEO of the year

I am genuinely humbled to have been shortlisted as HSJ Chief Executive of the Year.

It came as a complete surprise to me and to have been nominated by team members at Hull CCG has made it all the more special for me.

I would like to say a personal thank you for all the warm and kind messages of support I have had. This has not just been from people at Hull CCG but many here at North Lincolnshire CCG too.

The nomination is of course a great testament to the commitment and support of not only the Hull CCG board but also our successful and progressive partnerships across the public sector and beyond.