Annual General Meeting and Annual Members' Meeting 2022 Celebrating our Partnerships



Agenda

5:00pm	Welcome
5:05pm	Chief Executive's Report 2021/22
5:25pm	Celebrating our Partnerships
	Our Staff Networks
5:35pm	Quality Report 2021/22
5:55pm	Financial Report 2021/22
6:05pm	Membership Update 2021/22
6:15pm	Questions
6:25pm	Final thanks and close

This meeting will be recorded

Welcome from the Chair Sir Mike Rake





Chief Executive's Report 2021/22

Mr. Mat Shaw Chief Executive



Highlights from the last year



How we performed

Partnership working

Supporting our staff

February 2022

January 2022

December 2021

November 2021

September 2021 October 2021

August 2021

June 2021 July 2021

May 2021 June 2021

April 2021 May 2021

Key achievements

January 2022 February 2022

December 2021

November 2021

October 2021

August 2021 September 2021

June 2021 July 2021

May 2021



Fiftieth patient receives thymus transplant at GOSH

April 2021

January 2022 February 2022

December 2021

November 2021

October 2021

August 2021 September 2021

June 2021 July 2021

ADA-SCID gene therapy breakthrough



April 2021 May 2021

April 2021 2021 May

2021 June







July 2021

September 2021

November 2021

October 2021

December 2021

August 2021

March 2022

February 2022

January 2022

February 2022

December 2021 January 2022

October 2021 November 2021

September 2021

August 2021

GOSH Digital Education Network (DEN) launched by GOSH Learning Academy

2021

June

July 2021

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May

April 2021

GOSH DEN



2021 April 2021 May 2021 July 2021 June

2021 August

Domestic Services Team brought in house



November 2021 October 2021

December 2021

September 2021

March 2022

February 2022

January 2022

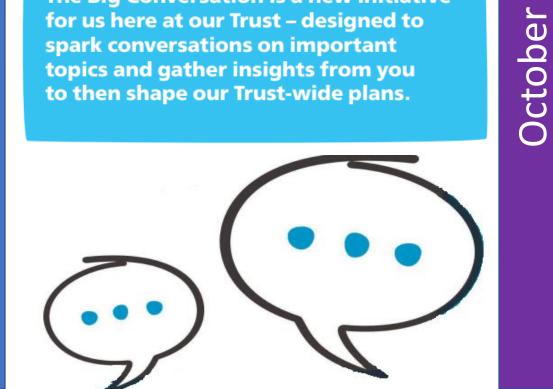
2021 April 2021 2021 -202 June July May

2021 2021 September August

Launch of



The Big Conversation is a new initiative for us here at our Trust - designed to spark conversations on important topics and gather insights from you to then shape our Trust-wide plans.



2022 March

2022 January 2022 February

-

202

November

2021

December 2021

April 2021 May 2021 June 2021 July 2021

August 2021

September 2021 October 2021



GOSH patient is youngest to receive **'mismatched heart' transplant**

March 2022

January 2022 February 2022

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November

2021

<u>Jecember</u>

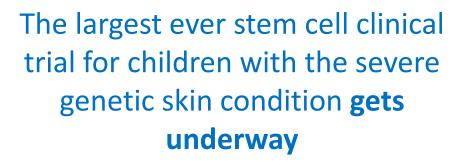
May 2021 June 2021

July 2021

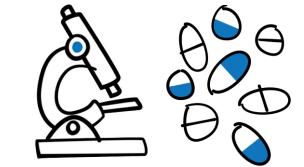
August 2021

September 2021 October 2021

November 2021







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2022

January

February 2022

March 2022



April 2021 May 2021 June 2021

July 2021

August 2021

September 2021 October 2021

November 2021

National **Apprenticeship** Awards 2021



Winners of the **Regional** Large Employer Award and National Highly Commended Large Employer award

February 2022 March 2022

June 2021

July 2021

August 2021

September 2021 October 2021 November 2021

December 2021 January 2022 GOSH research shows pre-screening for Spinal Muscular Atrophy (SMA) is possible through new-born blood spot test



February 2023 March 2022

N

June 2021 July 2021 August 2021

September 2021 October 2021

November 2021

December 2021 January 2022

February 2022

Our 170th **Birthday!** Service information Date Monday 14 Feb RMONI HOSPITAL The staff and customors would like to congratatele everyone at GREAT ORMONS STREET HOSP 4 on its 170th Birthday today. And thank you to helping Children and their families ever the years. TITO YEARS OF GOSA

March 2022

June 2021 July 2021 August 2021

September 2021 October 2021

November 2021

December 2021

January 2022

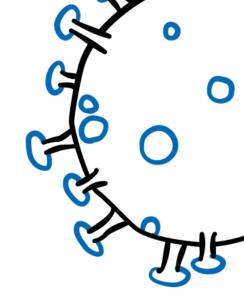
February 2022 March 2022 Paediatric Accelerator **Super Saturday** to help tackle waiting lists



Child First and Always

Throughout 2021/22 and the Covid Omicron surge we continued to operate by:

- Delivering care for as many children and young people as possible based on clinical urgency.
- Working with hospitals across the wider healthcare system to support pandemic response and recovery, including taking general paediatric patients and operating an **'always say yes'** approach.



Patient Safety

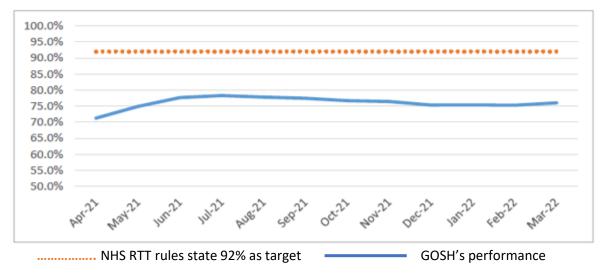
We made a commitment to an extensive Patient Safety Transformation Programme during the year.

We created a patient safety delivery plan and have integrated our patient safety and quality teams within the organisation to ensure we are doing everything possible to improve patient safety.



How we performed

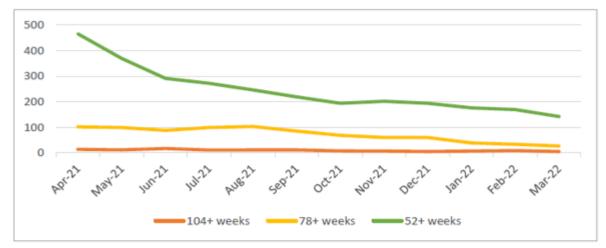
Improvement in Performance



Overall our Referral to Treatment (RTT) performance improved from 71.3% in April 2021 to 76% for March 2022 for people waiting less than 18 weeks.

We achieved 4 out of the 5 Cancer Waiting Time standards throughout 21/22 – an amazing achievement through the continuing COVID challenges.

Reduction in Long waits



Wait time	April 2021	March 2022
104+ weeks	14	5
78+ weeks	102	27
52+ weeks	465	142
18+ weeks	1952	1635

Friends & Family Test

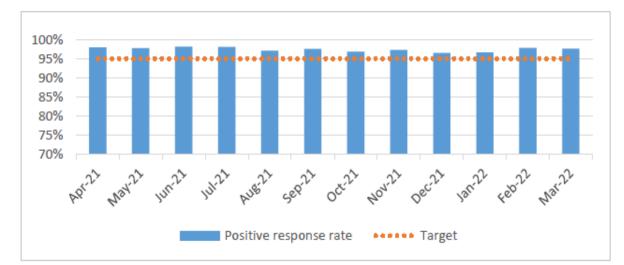
We achieved >95% positive responses for Inpatient Friends & Family Test every month in 21-22!

Outpatient Friends & Family Test achieved >95% positive responses for 7 of the 12 months, however were above 90% for every month in the year.

We are very pleased with the care we have received at GOSH. The operation and subsequent procedure was undertaken with the utmost care and at all times, we were pleased that this took place at GOSH with it's dedicated and experienced staff– Magpie Outpatients

> Overall care is great, nurses, doctors ,physio, play specialist etc. everyone keeps [our child] happy. Always slow to discharge. Although this time is better.-Lion Ward

Inpatient



Outpatient



Local Partnerships

The Royal Marsden Epic Partnership

In October 2021 a collaboration to work in partnership with The Royal Marsden on the shared Epic Electronic Patient Record (EPR) system was formed. Working in partnership will enable us to make future developments to the



system faster and by sharing skills and expertise we'll maximise the benefits of the system for staff and patients.

Royal Free London

We formed strategic partnerships for innovation and data and collaborated with the Royal Free London NHS Foundation Trust Innovation Team to develop apps, robotics and digital pathways. The Digital Learning team worked closely with the Royal Free team, upskilling them so they could use the GOSH Digital Education Network to its maximum.



UCL Great Ormond Street Institute of Child Health (ICH)

In partnership with UCL Great Ormond Street Institute of Child Health (ICH), we set up "the Lucy Booth", a patient drop-in mental health centre stand in the hospital's reception area, and we found a significant positive impact on users' mental health symptoms and quality of life measures at six month follow-up.



Regional Partnerships

NCL Integrated Care System

The Integrated Care Systems (ICS) went live on 1 July 2022. We are part of the North Central London ICS, which is a partnership of local authorities and health and care organisations across five boroughs.

This includes:

- 12 hospital trusts
- 5 local authorities
- One clinical commissioning group
- 200+ general practices
- 300+ pharmacies
- 200+ care homes
- Countless voluntary sector organisations and community groups providing essential care

Together we are working in a joined up way to improve health outcomes for residents and tackle inequalities that currently exist.



North Thames Paediatric Network

GOSH hosts the network which represents 25 hospitals across the North London area and into borders of the East of England.

An operational delivery network for children and young people; looking at workstreams spanning surgery, critical care, neurology, gastro, transition, cardiac, cancer, dental and respiratory.

UK Children's Hospital Alliance

National Partnerships



Impact

51,787 elective and day case appointments 1,588 above the Accelerator target, 132 average per month

205,623 outpatient

appointments

8,185 above the Accelerator target, 682 average per month

69% reduction in >52 week waiting list

International Partnerships

European Children's Hospital Organisation

GOSH is a founding member of the European Children's Hospital Organisation (ECHO), a partnership of specialist paediatric hospitals across the continent. During 2021-22 GOSH collaborated with ECHO in a range of areas, including innovation, nursing leadership and co-ordinating offers of support for sick children fleeing the conflict in Ukraine.



International Precision Child Health Partnerships

The partnership is the **first major global collaboration around genomics and child health**, with particular focus on supporting multicentre data and clinical informatics projects.

The project will see us joining forces to evaluate genomic data, clinical data and scientific and medical expertise to accelerate discovery and therapeutic development.



Children's Cancer Centre

BEAT IT



SUMMER 2021 Concept design finalised SPRING 2022 Planning approval SUMMER 2023 Start demolition EARLY 2024 Laying foundations SUMMER 2026 Completion 100 WINTER 2026 Centre opens to patients

To note: Timeline to be updated

Building a sustainable hospital for the future

During the last year we:

- Welcomed four new, fully electric Peter Panbulances
- Reduced desflurane (anaesthetic gas) usage by **98.4%**
- Formed a Governor's Sustainability Working Group
- Ride for their Lives: Raised awareness at the UN Climate Change Conference (COP26) about the ways air pollution and climate change are affecting children and young people.





Research and Digital Innovations

Partnership Research

ViroCell Biologics: to address the global viral vector manufacturing bottleneck for clinical trials

Royal Free London NHS Foundation Trust Innovation Team: to develop apps, robotics and digital pathways

With Southampton Children's Hospital: vaccine research study sites for immunocompromised children as an extension to the adult OCTAVE study

GOSH researchers contributed to 11 life-changing new treatments which received regulatory approval in Europe and the USA

GOSH's Clinical Research Facility (CRF) received 5-years of funding to deliver early stage clinical research

Covid Studies: impact of infection in children, young people and during pregnancy, the effect of long-covid and Covid viral genomic of paediatric patients.



Board appointment

We welcomed a new Chief Nurse, **Tracy Luckett** in February 2022.

We would like to thank **Alison Robertson**, who has been chief nurse at GOSH since the spring of 2018



Delivered training on The Inclusive Manager Essentials Programme 'I Care – Looking After Yourself, Looking After Our People'

Recruited to the Trust Wellbeing Guardian role

Held a weekly health and wellbeing webinar

Commenced delivery of appraiser health and wellbeing training

Promoted cycle events including *Love to Ride* September challenge and COP 26 cycle from GOSH to Glasgow

Produced a manager's resource to help them support their teams health and wellbeing

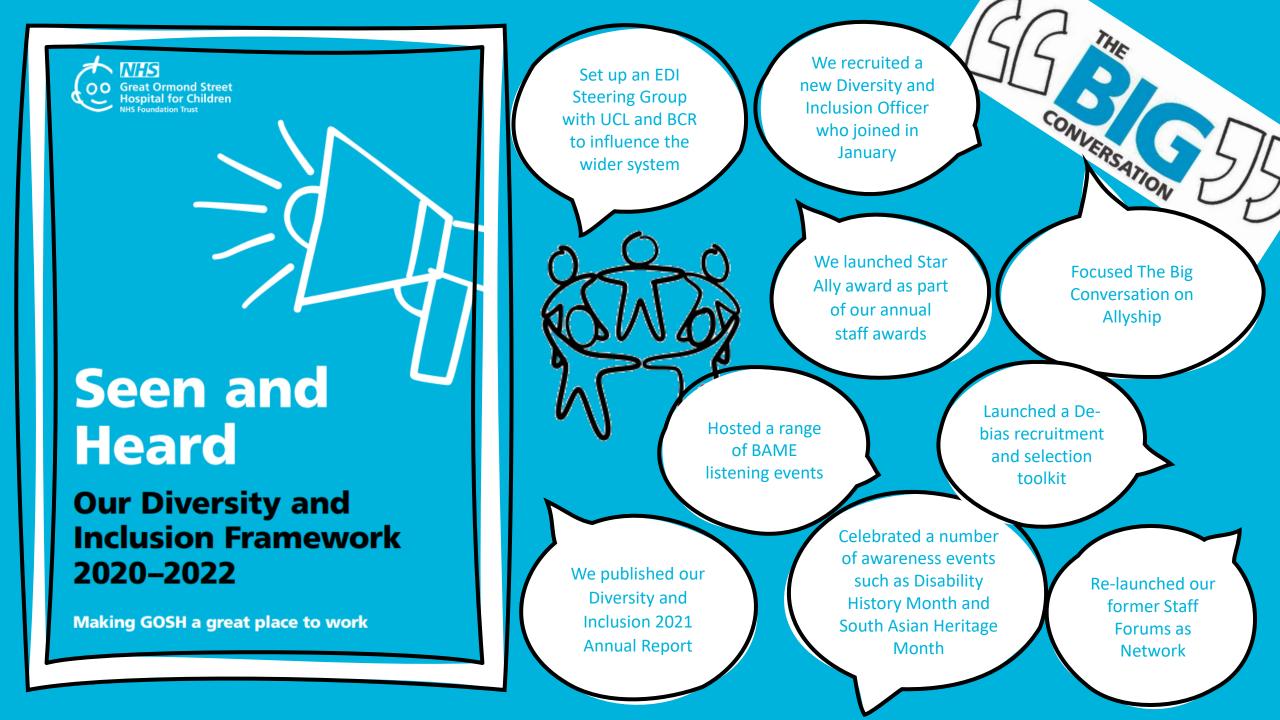
Relaunched the Mind, Body and Spirit pages on the staff intranet



NHS

Our Health and Wellbeing Framework 2020–2022

Making GOSH a great place to work





Star Awards 2021

On 15 December we held our Annual Staff Awards ceremony where we came together to celebrate our wonderful colleagues who have gone Above and Beyond in their work

Engaging and Listening

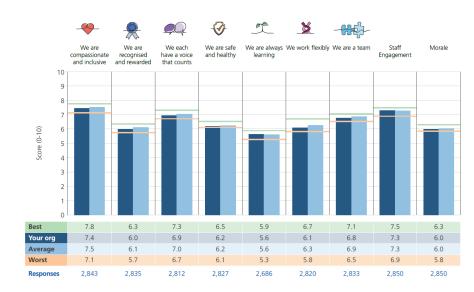
Staff Survey Results

voice

counts

2,857 staff (56%) responded to the survey this is our highest response rate so far.

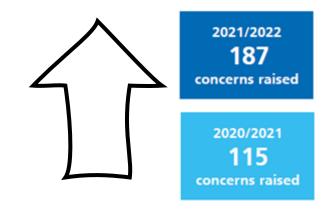
We are average for four themes and slightly below average for five themes.



Raising Concerns

Providing a confidential and independent space for everyone at GOSH is important and we saw an increase in the number of people using the service.

We believe that the more people who feel safe enough to raise concerns, the better we become as an organisation in terms of both safety and in making GOSH a great environment to work in.





Our patients come from many different backgrounds and we think our hospital can only benefit by having staff who are equally diverse. We know that a diverse and inclusive workforce can help us to develop new ways of thinking, leading to improvement and innovation in the way we work.

We are proud to have active staff networks.



Ensuring the Trust recognises and involves staff and volunteers who identify as lesbian, gay, bisexual, trans or nonbinary (LGBT+) and/or relationship diverse



Challenging the status quo, uniting and celebrating those who identify as women to embrace their multiple and intersectional identities



Empowering Black, Asian and Minority Ethnic colleagues to achieve their potential through creating a positive change and cultural shift in the Trust



Providing a community to support and empower staff, and to strengthen our visibility and voice in order to help make GOSH a fully inclusive employer



Activities over the past year

- LGBT+ History month: focused on intersectionality, with speakers discussing intersectional issues for south Asian queer women, disabled queer people, and trans and non-binary people
- Intersectional sessions for Black History Month and Disability Pride co-organised by Pride and other staff networks
- Introduced a Queer Lending Library with a heavy focus on intersectional titles

Priorities for the coming year

- Introducing Trust Policy and local training for supporting trans and non-binary patients, families, and staff
- Increasing awareness of intersectionality and the compounding issues this creates
- Enhancing the sense of community for LGBTQIA+ staff by introducing a queer year calendar of events for staff



Work so far

Inspirational Woman of the Year 2021: Claire Simcock

Personal Safety: Feeling safe travelling to and from work

Women's Health Maternal Health Awareness and Fertility and Infertility

Women's History Month: Allyship and Francesca Martinez Oh My GOSH Podcast

Parental Leave: Staff Survey

Career Development: Debiasing Recruitment

Looking forward

Challenging Uniting Celebrating

Women's Health: Menopause Awareness Session Breast Cancer Awareness Personal Safety: Self Defence Taster Sessions

Parental Leave: Survey Results

Career Development: External Leadership Course Inspirational Women of the Year 2022





This year's activity

- Hosting diverse and inclusive events that inspire debate and challenge outdated/inaccurate perceptions offering greater inclusion and understanding.
- Promoted and celebrated shared cultures and history among GOSH staff and service users.
- Provided a safe platform for members' voices to be heard on key issues and highlighted the needs and experiences of ethnically diverse staff and service users.

Priorities for the upcoming year

- To have more influence in the GOSH diversity and inclusion agenda.
- Further highlight and learn from the experiences of ethnic staff groups.
- Implement a regular pan network event to amplify marginalised voices and staff.
- Provide updates on career progression opportunities to help bridge the gaps of inclusion within the workforce (i.e. training, promotion, networking).
- Increase the visibility of the REACH staff network across GOSH.
- Consult, engage and build relationships with REACH network members regularly.



This year we have...

Joined the Business Disability Forum on behalf of the Trust

Delivered training sessions on disability in the workplace, open to all staff

Worked with the Health and Wellbeing team and other staff networks to provide wellness events for staff

Held teaching sessions for theatre staff with the other staff networks

Our priorities for the coming year:

Deliver more teaching sessions

Review the Trust's sickness policies to ensure that they are as fair as possible for all staff

Quality Report 2021/22

Prof. Sanjiv Sharma Medical Director





Looking back ...

2021/22

Largely dominated by COVID-19

Period of review, reset and recover for services as activity starts to climb to pre-pandemic levels

Staff continue to remain dedicated, focused and committed to providing high quality and safe care to our patients and their families

Partnership with the charity 'Patient Safety Learning' to support and challenge us

Our priorities in 2021/22

• Improve identification and management of the deteriorating Child

Second Opinions

Clinical Effectiveness

 Developing and implementing ward accreditation

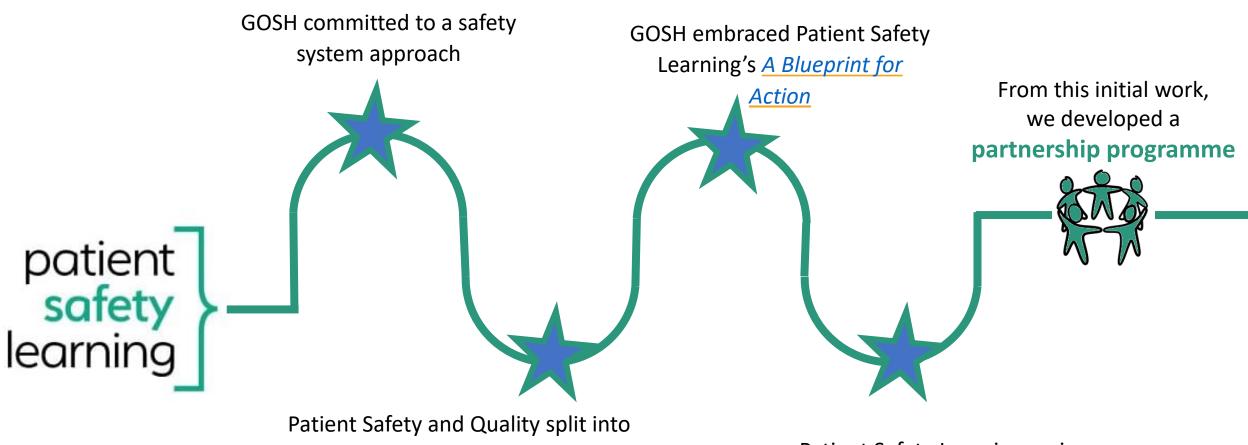
 Implementation of the Quality Governance Management Framework

Experience

Safety

- Managing uncertainty in Healthcare
- Out of Hours Activities

GOSH and Patient Safety Learning



Associate Medical Director and collectively under the Medical Director

Patient Safety Learning review GOSH's patient safety operational delivery plan using

Context and drivers for change

Wanting to achieve a fair, just and transparent culture

External regulatory concerns

Seen as an expert 'ivory tower'

Reputational concerns highlighted in the media

Values led leadership commitment

Wanting to engage with experts on the 'how to'

Safety delivery programme launched

Safety owned by the whole organisation



Delivering change

- Programme Board led by Medical Director
- Designed integrated delivery programme
 - Senior Responsible Officer leadership and Project Manger capacity
- Investment in internal capacity
 - Central patient safety & quality improvement teams
 - Patient safety roles in Clinical Directorates
- New integrated delivery programme
- Staff / patient engagement & communications



Our priorities for 2022/23 Refine governance structures for the trust wide use Safety of medicines Implementation of level one of the National Patient Safety Syllabus \bullet Clinical Update and implementation of Duty of Candour education • **Effectiveness** Development of the Patient Safety Team Multidisciplinary team informed consent **Patient Experience** for tertiary and quaternary referrals

Finance Report 2021/22

Mrs. Margaret Ashworth Interim Chief Finance Officer





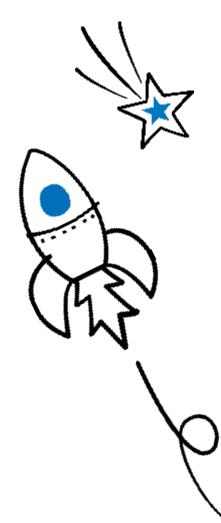


Independent auditor's report

"In our opinion the financial statements of Great Ormond Street Hospital for Children NHS Foundation Trust:

- Give a true and fair view of the Foundation Trust's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- Have been properly prepared in accordance with the accounting policies directed by NHS Improvement; and
- Have been prepared in accordance with the requirements of the National Health Service Act 2006."

Extract from pages 132 to 135 of the 2021/22 Annual Report



Income and expenditure 2021/22 (£m)

Summary Financial Results					
	2020/21	20/21 2021/22	Change		
	£m	£m	£m	%	
Operating Income	570.1	573.2	3.1	0.5%	
Operating Expenses	(540.0)	(556.5)	(16.5)	3.1%	
Earnings before Depreciation, Interest and					
Public Dividend					
Public Dividend	30.1	16.7	(13.4)	-44.5%	
Depreciation, Interest and public dividend	(31.7)	(35.2)	(3.5)	11.2%	
Operating surplus before Capital					
Donations and Impairments	(1.5)	(18.5)	(17.0)	1096.6%	
Capital donations	9.1	8.1	(1.0)	-10.6%	
Impairments	(1.2)	(6.2)	(5.0)	419.3%	
Losses on Disposal	0.0	(0.7)	(0.7)	0.0%	
Retained Surplus	6.3	(17.3)	(23.6)	-373.7%	
Retained Surplus	6.3	(17.3)			
Add back Impairments	1.2	3.8			
Remove Donated Impact	5.4	9.1			

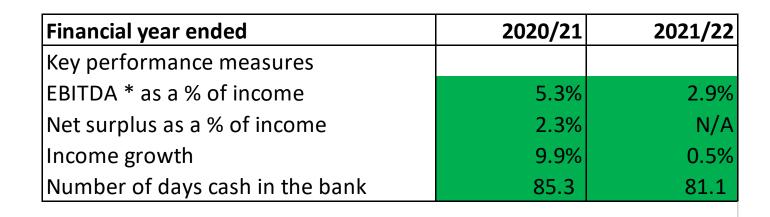
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Control Performance Total

- £4.4m deficit
- Operating expenses increased to a greater extent than income
- Staff costs increased by £21.5m (7%)
- Clinical supplies costs increased by £6.3m (5%)
- Public dividend payments were at similar levels as the previous year
- Capital donations were slightly lower in the year

Key performance measures



* Earnings before interest, tax, depreciation and amortisation

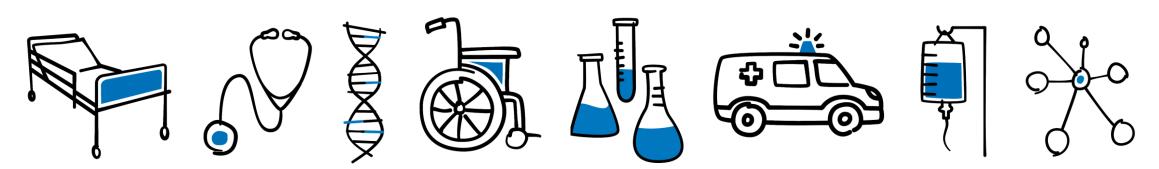
- Our turnover increased by 0.5%
- Our cash balance remained high at £124m through NHS bodies paying income earlier and recovery of debt



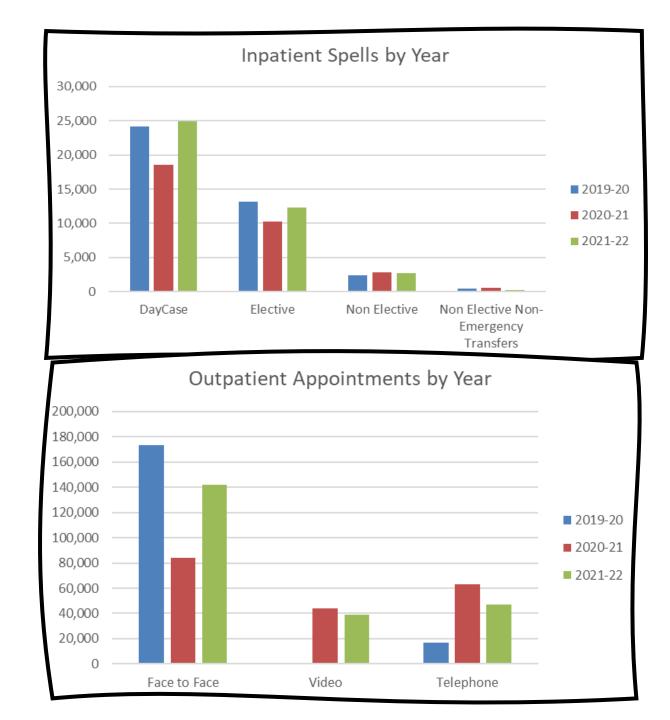
Income breakdown by type

Category	2020/21 £m	2021/22 £m	Increase / (Decrease) £m
NHS Patients	433.2	487.7	54.5
Reimbursement and top up funding	46.4	0	(46.4)
Total NHS Patient Care Income	479.6	487.7	8.1
Education	9.4	10.4	1.0
Other Patient Care	7.7	7.5	(0.2)
Other	6.4	7.9	1.5
Private Patients	37.4	24.9	(12.5)
Charity	5.2	10.6	5.4
Research	24.4	24.2	(0.2)
Total Other Income	90.5	85.5	(5.0)
Total Income	570.1	573.2	3.1

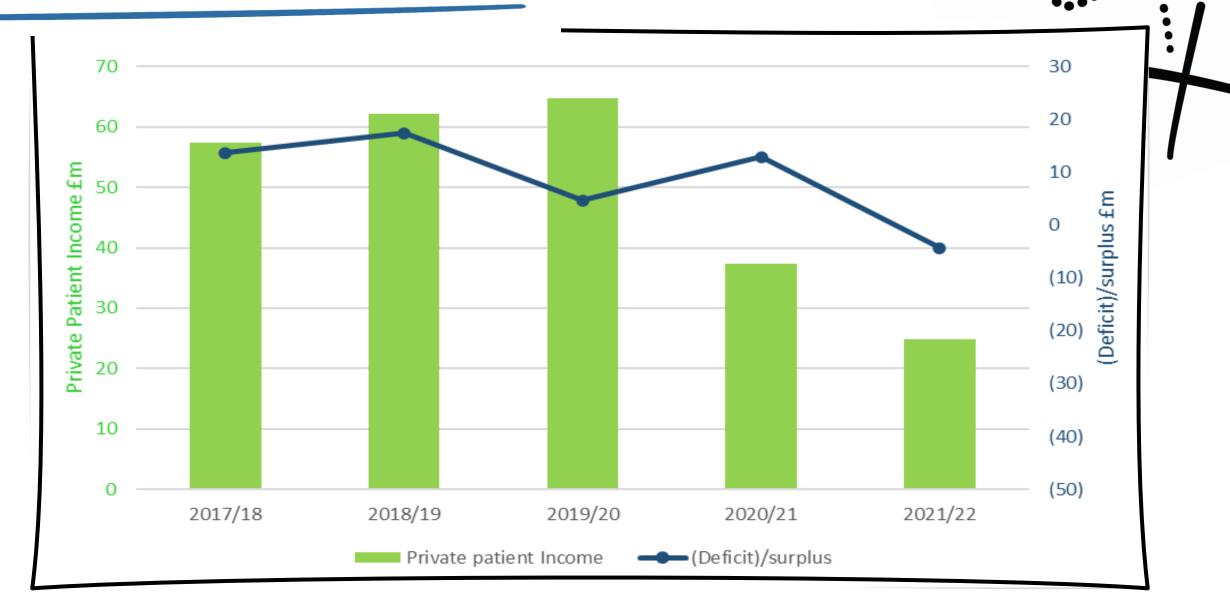
- NHS Patient income rose from 84% to 85% of the turnover of the hospital.
- Private Patient income shrank by 33% to 4% of turnover due to the pandemic.
- However the private patient capacity was used to treat NHS patients during this time
- Other key income streams came from research partners and the GOSH charity



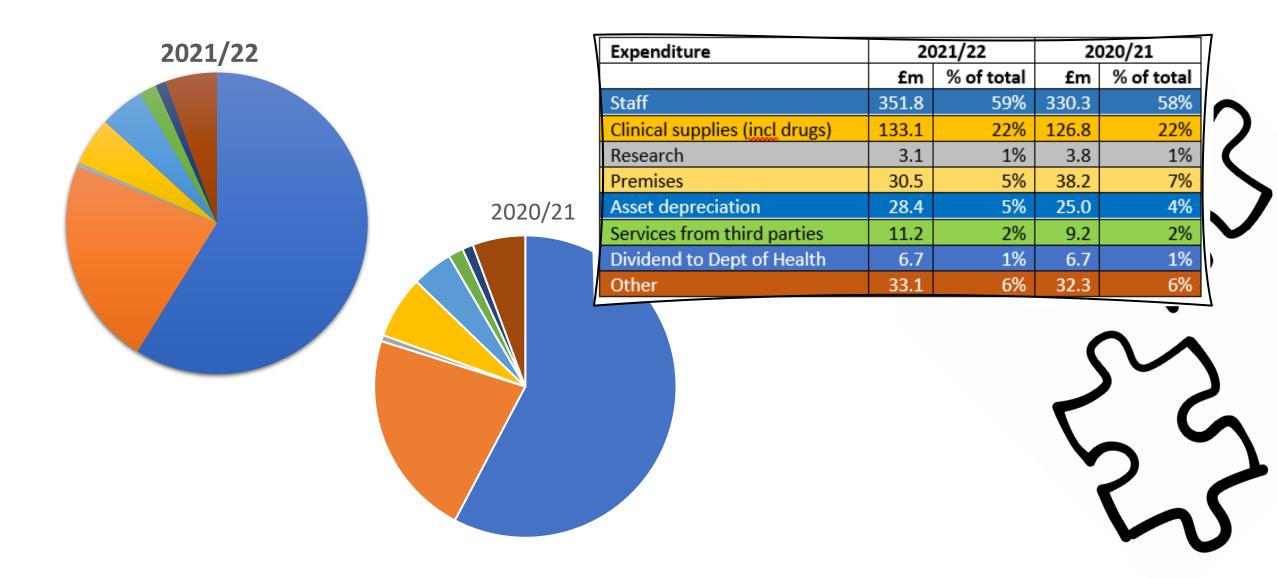


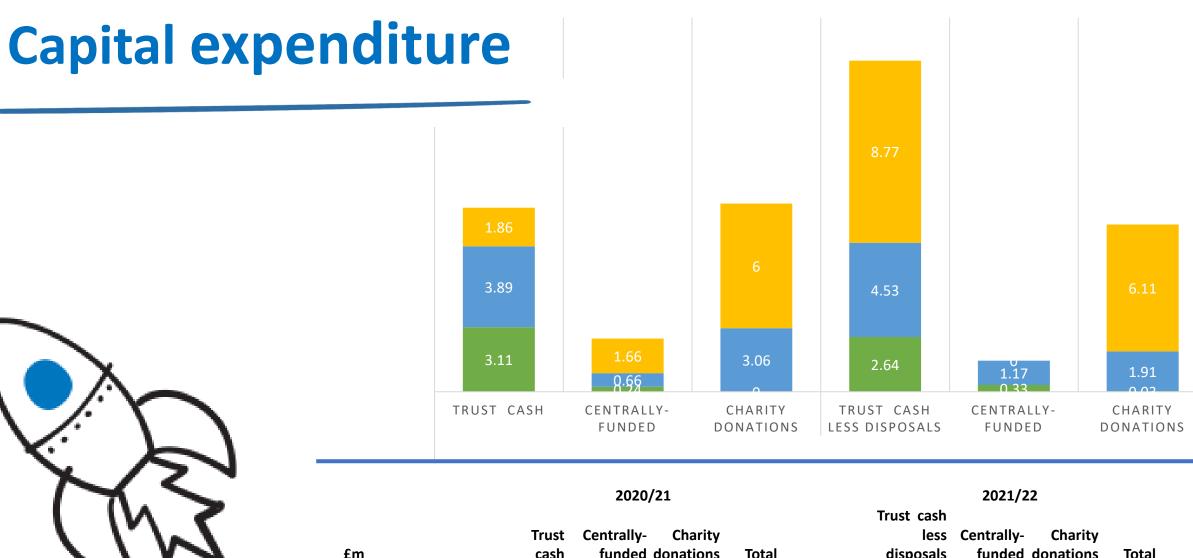


5 Year Performance



Expenditure breakdown by type





funded donations funded donations £m cash Total disposals Total 0.24 3.35 2.64 0.33 0.03 ICT 3.11 0 3 Medical equip. & other 3.89 0.66 3.06 7.61 4.53 1.17 1.91 7.61 **Buildings** 9.52 14.88 1.86 1.66 6 8.77 0 6.11 Total 8.86 2.56 9.06 20.48 15.94 8.05 25.49 1.5

Membership Update 2021/22



Beverly Bittner-Grassby

Lead Governor 2022/23 and Governor representing Parents and Carers from London

What does it mean to have a membership?

GOSH is a membership organisation called a Foundation Trust.

A Foundation Trust is an NHS organisation which gives greater opportunities for patients, staff and the community who have an interest in the Trust to have more of a say about the way in which services are provided.

GOSH is accountable to our patients, staff and the community through our membership.





Our members

The GOSH Membership is a supportive community of people with shared experiences and a vital link between the Trust and its communities

Anyone above the age of 10, whether a patient, parent/carer, or members of the public can sign up to become a member and help shape the way we do things at GOSH.





More than 6,700 patient and parent/carer members



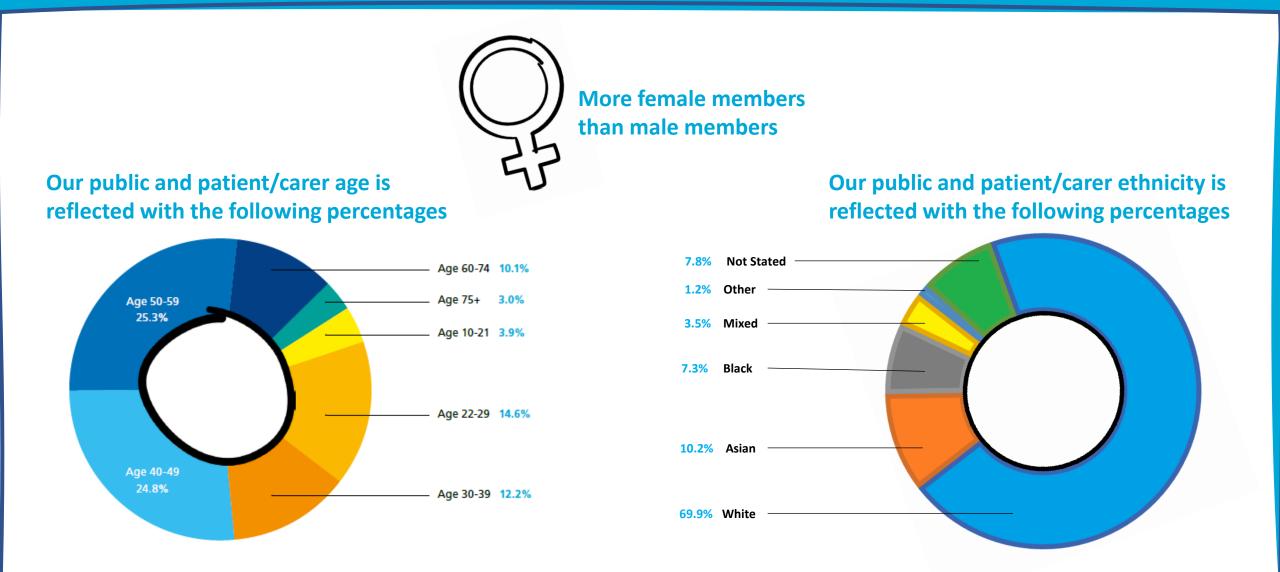


3,000+ public members

Over 5,600 staff members



Representation



Membership Strategy 2022-2025



Aims

How we use the

information our members provide us with so that we can equip them with the knowledge they need to be strong ambassadors for GOSH

Priorities

Ensuring our membership is truly reflective of the different families, communities, and staff we serve, in particular our young people. Tying into the Trust's wider sustainability agenda and taking meaningful steps so we can make sure that we are protecting the environment for generations to come.

Educating people on what it means to be a member at GOSH and what this means in terms of commitment and the value they add

Reinforcing the various ways members can contribute their views, thoughts and ideas to help shape the hospital and actively showcasing what the Trust is doing in response to the feedback

Keep members and partners updated on developments at GOSH plus activity of the Council so that we can sustain engagement and also attract more people to join Making sure everyone feels like they belong so reflecting that inclusivity in our communications, marketing and messaging

Placing an emphasis on young people to have a say and showing the difference young people have made also to encourage recruitment to the membership

Focusing on reaching out to the target groups which are underrepresented such as under 21's, patient/ public male members as well as those in ethnic minorities

Simplifying our communications so that the message is clear Being environmentally conscious in production of our marketing material

Playing an active role in contributions to the sustainability agenda at GOSH

Looking for creative ways our members can get involved in eco-friendly initiatives

Promoting the work we at doing on sustainability at GOSH to our members

Our achievements in 2021/22

- Set up our dedicate membership twitter page @GoshMembership
- Developed and launched our Membership Strategy for 2022-25 in consultation with our members and governors
- Met with the Membership, Engagement, Recruitment and Retention Committee four times and reported back to the Council of Governors.
- We communicated with our members monthly via the 'Get Involved' newsletter
- Developed a 'So you want to be a Governor' session on Zoom for those members thinking about putting themselves forward in our election.
- We successfully ran a governor election and welcomed nine new governors and three re-elected governors.
- Ran several features about membership and our governor election in Roundabout (our trust newsletter) and headlines (staff bulletin) throughout the year.

Our Council of Governors

The Council of Governors is made up of different types of governors, they are elected by their members and are direct representatives of our patients, their families, staff, members of the public and local organisations.



GOSH has 27 Governors

6 Patient Governors

- 3 Patients from London
- 2 Patients from Home Counties
- 1 Patient from rest of England and Wales

6 Parent and Carer Governors

- 3 Parents/carers from London
- 2 Parents/carers from Home Counties
- 1 Parents/carers from England and Wales

6 Public Governors

- 3 Public Governors from London
- 2 Public Governors from Home Counties
- 1 Public Governor from rest of England and Wales

5 Staff Governors

4 Appointed Governors

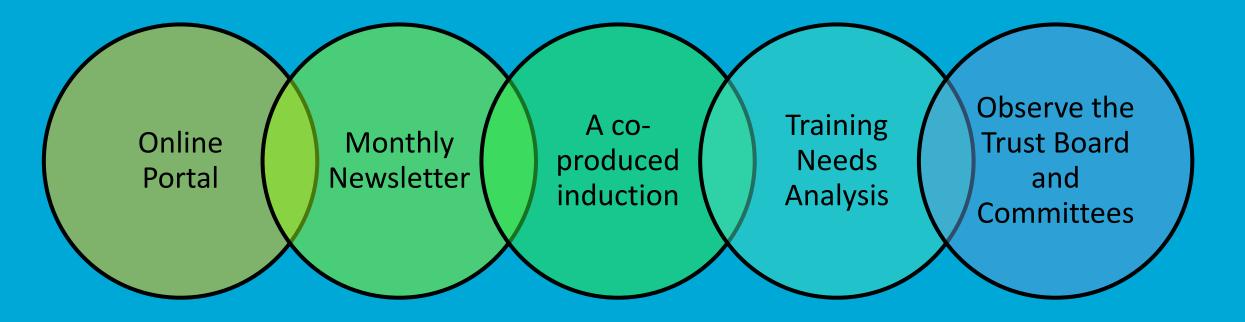
- 1 Appointed Governor from Camden Council
- 2 Appointed Governors from Young People's Forum
- 1 Appointed Governor from UCL Great Ormond Street Institute of Child Health

GREAT ORMOND STREET HOSPITAL MAY 2022 COUNCIL OF GOVERNORS

1.5



Foundation Trust Support for our Council of Governors



Activities of the Council of Governors



Established a Governors Sustainability Working Group to support GOSH's Climate Emergency



Reviewed the Trusts approach to recovering from COVID-19



Received updates on the plans for the Children's Cancer Centre



Contributed to the appraisal of the non– executive directors



Held a Constitution and Governance Working Group



Josh Hardy, Appointed Governor elected to the NHS Providers' Governor Advisory Committee



Received updates from the Membership Engagement Recruitment and Representation Committee (MERRC).

Activities of the Council of Governors



Revised the Membership Engagement Strategy



Received summaries of the Trust Board and its Assurance Committees



Received updates from the Young People's Forum



Approved the Governor attendance and mandatory training Standard Operating Procedure



Undertook a self-assessment of the Council's effectiveness survey 2022



Contributed to the 2021 externally facilitated Well Led review.



Reappointed Kathryn Ludlow, Non-Executive Director for another three year term



Appointed Suzanne Ellis and Gautam Dalal as Associate Non-Executive Directors in the first instance, and moving into a substantive Non-Executive Director roles

Working Together The Trust Board and Council of Governors

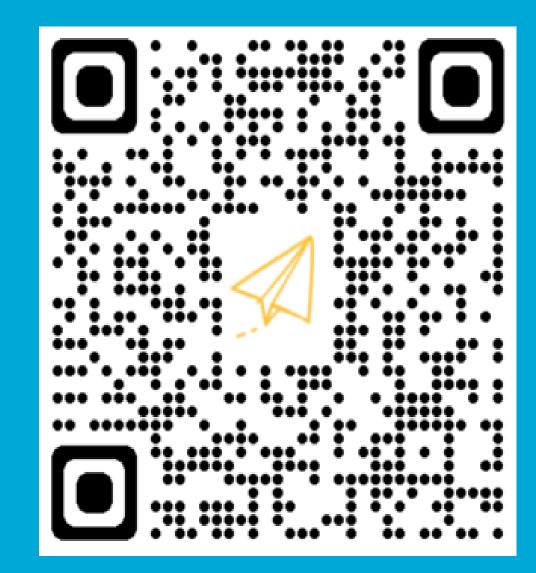
Governors observe Trust Board assurance committee meetings and have feedback sessions with Non-Executive Directors Governors have an open invitation to attend all Trust Board meetings Governors and Board members worked together to review the Constitution and improve the induction for new governors.

Governors and Non-Executive Directors participate in the Council's review of effectiveness Non–executive directors attend every Council of Governors' meeting

Summaries of Council of Governors' meetings are reported to the Trust Board

Help us recruit more members Share our QR Code with friends and family

ven bership





Questions

Thank you for joining us!

