

## **KAREN JAMES - PROFILE**

Tameside Hospital was one of the 14 Trusts investigated by the National Medical Director, Sir Bruce Keogh, with parallels drawn with patient safety failings at Mid Staffordshire. Following his review, Karen James was brought in as Chief Executive and under her leadership the Trust responded to the many failings identified in that report, and recognised the extensive changes that needed to happen.

Her ambition was to lift the hospital out of special measures, which she has done in just two years. The result is a programme of patient safety, which looks at key areas using culture change as a way to do better. The Trust's board is fully committed, as are staff, governors and the wider community. There is now clear ownership among key staff and across wider health and social care partnerships.

Most recently integrated neighbourhoods - a single point of contact for all care needs- have been set up as has a digital health centre, to support local care and residential homes through Skype with an expert nurse to avoid unnecessary A&E visits.

Tameside Hospital has already been recognised by the Care Quality Commission to have outstanding practice regarding Candour (a professional duty of openness and honesty when things go wrong). It is judged to be 'outstanding' according to the Department of Health, and one of the best hospitals in the country to work for, according to the results of the 2016 NHS national staff survey. In that survey, open to a wide cross section of the 3,000 staff, 83 per cent commended the hospital for quality of patient care and its willingness to act on concerns raised by patients and others. The results were consistently higher than for many other acute hospitals across England.

Karen has encouraged and strengthened ties with the wider community. Hers is the first hospital in the North West to have its own artist in residence, who works with dementia patients. There is also a regular monthly farmers' market on site, supplying local produce for the benefit of staff, patients and visitors. As a good neighbour, Tameside has become the first NHS hospital in the UK to set up a permanent food bank collection centre on site, after medical staff reported a significant increase in the number of malnourished patients turning up for treatment and care.

Under Karen's leadership Tameside and Glossop Integrated Care NHS Foundation is now leading the way to bring about improvements in local health and social care, reduce health inequalities, and deliver a high quality, financially sustainable system.