

Kingston Hospital

Annual Review 2013/14



Welcome

This year we have created a snapshot of what's been going on at the Hospital over the last 12 months.

We want to wholeheartedly say thank you to all our staff, volunteers, members and partners for making it a memorable year for the Hospital. It has been incredibly tough and difficult at times but also a very successful year for the Trust.

One of our achievements of 2013-14 was being authorised as an NHS Foundation Trust on 1 May 2013, making us the first

acute Trust to be licensed in south west London.

We have been working closely with our new Council of Governors and patients to further improve and enhance the services we provide for our patients and involve the local community in our future.

The Trust continues to have an excellent reputation and support from the local community and are very fortunate to have more than 600 volunteers who carry out a wide range of roles across the Hospital.



In December, we extended our visiting times to enable morning visiting on the wards and we are also encouraging visitors to support all aspects of patient care such as help with eating.

Increasing support at mealtimes has been a focus for this year and there are around 300 volunteers signed up as Dining Companions helping on a number of wards.

Over the last 12 months, we have also been focusing on how we can become a beacon of excellence in care for patients with dementia, and their carers. We have continued to meet the A&E four hour target which has been a real challenge as we are seeing more acutely ill older patients with a number of chronic illnesses.

We have created a timeline which we hope sums up our year. If you would like to read more about our improvements for our patients and view our accounts, please visit www.kingstonhospital.nhs.uk for the full version of the Annual Report and Accounts.

**Our achievements
over the last 12
months**

2013

April 2013

- We launched our Forget Me Not Scheme which means all inpatients with dementia have a 'forget me not' flower symbol above their beds and on the ward patient information board.
- All patients who come into A&E with dementia are given a blue bracelet to wear to ensure they are easily recognisable to A&E staff.



May 2013

- Kingston Hospital was authorised as an NHS Foundation Trust on 1 May 2013. We are the first acute Trust to be licensed in south west London.
- We held our first Council of Governors' meeting since becoming a Foundation Trust.
- For the 13th year running, Kingston Hospital won the CHKS 40 top hospitals award.



June 2013

- As part of the drive to bring hospital services closer to peoples' homes, Kingston Hospital in partnership with local GPs in Merton have set up a range of consultant led outpatient clinics as well as midwife clinics at the Raynes Park Health Centre.



July 2013

- We joined forces with Pets As Therapy (PAT) to help improve patients' wellbeing. PAT Dogs regularly visit our stroke ward and Paediatrics.



August 2013

- Five years on and the Sir William Rous Unit has continued to build on the unique partnership with The Royal Marsden NHS Foundation Trust and Macmillan Cancer Support.

September 2013

- Sian Bates became our new Chairman.
- The Trust held a conference 'creating the future of dementia care at Kingston'.
- As part of £219k fund awarded to the Trust for maternity improvements, a new Birthing Pool was opened by TV and Radio presenter, Angellica Bell.



October 2013

- The Trust went live with an upgrade to our Care Records System (CRS) and the rollout of Clinical Documentation (putting patient information directly onto CRS using tablets as we move a step closer to electronic patient records) and e-Prescribing (managing and prescribing patients' medications electronically) to all our adult inpatient wards and departments.

November 2013

- As part of our 'Adopt a Ward' scheme, non-clinical teams have volunteered to help patients at a mealtime, which has given them contact with patients and a real insight into how our wards are run.
- Thanks to the charity Momentum, a new playroom in Paediatrics was opened.



December 2013

- We extended our visiting times to enable morning visiting on the wards from 9am to 12pm in addition to 2pm to 8pm. All our wards have Protected Mealtimes between 12.00pm and 1.30pm. Visitors and carers are encouraged to stay to help patients with eating and drinking.
- A new treatment room opened in the Outpatients Department allowing minor operations to be performed.
- Embracing the Christmas Spirit at Kingston Hospital - Christmas trees were donated to all inpatient areas for the teams to decorate and win an award.
- Isabella ward moved to a newly refurbished ward in Esher Wing so that they are able to provide more gynaecological services to women.



2014

January 2014

- The Trust's first Volunteering Strategy was approved to increase both the number and diversity of volunteers and measure their impact on our patients.
- Nearly half of our patients over 75 have dementia - double the national average. In January 2014, the Board agreed the first ever Dementia Strategy for Kingston Hospital setting out how the Trust will work with patients, carers, staff and to provide consistently high quality dementia care.



February 2014

- In the Care Quality Commission Maternity Survey 2013, Kingston's maternity unit was rated as among the best in the country for two out of the three categories on the survey - quality of staff and care provided after birth. We were the only Trust in London to be rated in the top 20% in the country for two out of the three categories.
- Our Maternity Service was awarded the highest rating by Clinical Negligence Scheme for Trusts (CNST) assessment, which looks at how well the service is organised and governed and how safe the care is.



March 2014

- The Trust achieved its financial plan for 2013-2014, with a surplus of £2.3m to invest in the hospital estate and improve patient experience.
- We received further recognition for our A&E and emergency services in the London Quality Standards. Our hospital is one of only four Hospitals in London to provide at least 16 hours of A&E Consultant cover, seven days a week and the only one in south west London.
- Health Minister Dan Poulter visited our Maternity Unit as part of a national announcement for an additional £10 million funding for improving maternity care.



2015

We won't stop there...

- Look out for our patient information screens which are located around the hospital
- Open Day 2014 success
- HSJ Patient Safety + Care Award winners
- Volunteering gets a boost
- Keep up to date and follow us on Twitter @KingstonHospNHS and check out our website

2013-14
At a glance
During the last year we dealt with:



110,000 patients in A&E



5,863 delivered babies



65,700 admitted patients



343,000 outpatient appointments

To access the full report and accounts visit
www.kingstonhospital.nhs.uk

Living our values *everyday*

