



Annual Review

2014/15 at a glance

Working together to deliver exceptional,
compassionate care – each and every time

Kingston Hospital 
NHS Foundation Trust

Welcome

2014-15 has been another successful year for the Hospital. There have been challenges and at times considerable pressure, but we have still delivered many improvements for our staff and patients. This was our first full year as a Foundation Trust and it has been an extremely busy and productive one!

There are many highlights to share. One of the most significant for the whole Hospital was the launch of our Dementia Strategy. We were honoured that former Twickenham MP Vince Cable launched our strategy. Getting dementia care consistently right is a key priority for the Hospital. People living in Kingston and Richmond have the highest life expectancies in England and, as a result, nearly half of our patients over 75 have dementia which is double the national average. We have already made a number of changes and improvements to how we care for patients with dementia and this received national recognition in July when we won a National Patient Safety Award for our dementia care. We are now continuing to implement the strategy and a key focus is improving the ward environments

to make them more dementia friendly. To support this, a major fundraising appeal has been launched to raise the funds to invest in these improvements.

Our patients with dementia are just one of the groups that our 800 volunteers support in the Hospital every single day. We are extremely fortunate to have the support of so many volunteers and our commitment to growing the number of volunteers and expanding the number of roles has now received support and praise from the Helping in Hospitals programme, which is an initiative run by the Cabinet Office and the innovation charity Nesta. In August we were one of only six Hospitals across the country to receive a grant of £100,000 to significantly expand and improve volunteering and our aim is to have 1,100 volunteers by the end of 2016.

Over the last year we have been working with our catering supplier to deliver significant improvements to the food our patients receive. In January, we launched a new menu with many more options for patients, including a cooked breakfast at the weekend and toast across all our wards.

We have also invested in developing our staff this year and ensuring that we have the right number of staff to deliver the best care for patients. Our ward sisters have all received training and development to help them be the best they can be and we have been developing our junior sisters and charge nurses to support leadership on our wards. We have also recruited additional doctors in Paediatrics and we now have more doctors caring for children across seven days a week. Nurses are our largest group of staff and we were fortunate to have NHS England's Chief Nurse Jane Cummings attend our Nursing and Midwifery conference and see for herself some of the amazing care delivered by our nurses every day.

Over the last few years we have focused on the use of technology in the Hospital and have been rolling out an electronic patient record system. This leads to even safer clinical care for our patients and the introduction of electronic prescribing is a fantastic example of the improvements we have made for our patients.

Open up to reveal our achievements over the last 12 months

We are very proud of the high quality and safe care that our patients receive and to demonstrate this commitment we were one of the first Trusts to sign up to the national campaign, Sign up to Safety, aimed at making the NHS even safer. As a trailblazer we were awarded with additional funding to support three of our quality improvement projects focusing on sepsis, pressure ulcers and monitoring women during pregnancy and labour.

We held our first ever open day in June and around 700 people attended and went behind the scenes in day surgery, maternity, cardiology and radiology and our special 'Teddy Bear' Hospital treated 150 well-loved toys! We also had great support from the London Ambulance Service and a number of community groups who we work closely with.

We would like to end by taking this opportunity to thank all of our staff, volunteers and governors for all their hard work and support over the last year. It has been another very busy year for the Hospital and we could not have achieved what we have without all of them.

April 2014

Kingston Hospital was one of 63 Trusts to receive £100,000 funding to improve maternity care for a new health and well-being service for vulnerable women and their babies and a new bereavement room.

May 2014

We held a fashion show at the Hippodrome in Kingston to raise money for dementia projects.

June 2014

Over 700 people attended our first ever Open Day. There was a chance for everyone to find out more about the hospital, get hands on with some of the equipment used to treat patients, 'behind the scenes' tours and a teddy bear hospital for children.



Vince Cable visited the Trust and officially launched our three year Dementia Strategy to improve how we care for patients with Dementia.

July 2014

The Hospital was nationally recognised for its work to transform the care provided to patients with dementia at the HSJ Patient Safety and Care Awards.



The Trust launched its new sustainability programme 'Sustaining our Future' to reduce carbon emissions.

August 2014

Kingston Hospital was one of the first Trusts in the UK to have received Improving Quality in Physiological Services (IQIPS) accreditation for its Audiology services.

The Trust was one of six successful hospitals across the country that was awarded a share of £600,000 through the Helping in Hospitals programme to expand and improve volunteering services.



September 2014

Working with the charity Momentum, the Paediatric Department created a special sea-themed treatment room for children with cancer and also refurbished an isolation room.



October 2014

Maternity Services launched a new and updated website offering a wealth of information for mothers and fathers to be.



November 2014

A new midwife-led Tongue Tie Clinic at the Maternity Unit was launched.

New dental radiography equipment was installed in the Princess Alexandra Wing to enable all dental radiographs to be digital.

The Trust opened the Albany Unit. A new suite providing urology diagnostics to adults and children.

December 2014

We launched wi-fi across the Hospital so patients and visitors can keep in touch with family and friends.

We opened a new outpatient and A&E pharmacy service provided by Boots UK.



January 2015

The Hospital was awarded £836,833 of the Government's Nurse Technology Fund to purchase devices to wirelessly transmit patient observations.

A new menu with more meal options was launched for patients at the Hospital.



The Trust launched its new 'Hospital to Home Scheme' to help ease the transition between hospital and going home for vulnerable patients, including those with dementia.

February 2015

We joined NHS England's national Sign up to Safety campaign, aimed at reducing avoidable harm by 50% and save 6,000 lives across the NHS over the next three years.

The Hospital's Stroke Services was given an A rating from the Sentinel Stroke National Audit Programme for its services.

The Trust held its first Memory Café offering people with dementia and their carers a chance to socialise and share information.



March 2015

We held our first Volunteering Conference to celebrate the work of volunteers at the Hospital.



Along with many other NHS organisations we signed up to the national "hello my name is..." campaign to reinforce the importance of everybody introducing themselves when caring for patients.

A digital imaging system was installed in Colposcopy to enable more accurate information to help decide on treatment.

We won't stop there... To keep up to date with the latest news about the hospital follow us on Twitter @KingstonHospNHS or visit our website.

2014-15 At a glance

During the last year:



110,473
patients seen
in A&E



5,866
babies
delivered



66,338
patients
admitted



369,859
outpatient
appointments

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

Living our values *everyday*

