

department and as a result of the fantastic support of local charity Momentum we have transformed the waiting area in Children's A&E, the Royal Eye Unit, with more planned for this year.

The Trust has also successfully managed an investigation into our financial performances by the Foundation Trust regulator Monitor. The investigation was launched in July 2015 as a result of the Trust Board's decision to set a deficit budget for 2015-16. Staff and teams worked tirelessly to support the organisation in reducing our deficit and through this commitment we were able to reduce the predicted deficit from £8.8million to £6.1million. This is a great achievement in the current challenging NHS environment. As a result, the investigation was closed in December 2015.

In December, we also held our first ever annual staff awards ceremony and celebrated a whole host of achievements at an amazing evening attended by 150 staff and their supporters.

Open up to reveal our achievements over the last 12 months

The #TeamKHFT Awards were hosted by local resident and TV Presenter Angellica Bell and it was wonderful to see so many of our staff recognised for their achievements.

It goes without saying that one of the most significant events for the Trust during 2015-16 was our CQC inspection which took place in January. This involved a huge amount of preparation and dedication by staff and teams across the whole organisation. We were able to show the inspection team our absolute commitment to high quality patient care and running a safe, effective and well led Hospital. We are delighted that the Trust was given 'good' for caring with an overall rating of 'requires improvement'. An action plan is already in place and we have made a number of improvements since the inspection.

We would like to take this opportunity to say thank you to our staff, patients, partners, governors, volunteers and the local community for your continued support and for helping us to achieve so much during 2015-16.

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

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

Annual Review 2015-16 at a glance

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

Living our values *everyday*



Kingston Hospital **NHS**
NHS Foundation Trust

Welcome

2015-16 has been another busy year for the organisation and a year that we have so much to be proud of as a Hospital.

One of our many successes and achievements includes our continued focus on ensuring that our patients with dementia receive the best possible care and support. The Trust is now entering year 3 of its Dementia Strategy. Our Dementia Activities room is now well established and there are activities running every day for patients and their families and carers to join in with including chair aerobics; painting; visits from Miko the Pets as Therapy dog and craft and board games. Our patients can also have their hair washed and styled by a visiting hairdresser. Patients can also eat their lunch with the support of volunteers in the room. The success of the activities programme and our Dementia Strategy featured on national BBC coverage of a report published by the Alzheimer's Society in January describing the differences in support provided across the NHS. We're very proud of the work we are doing and our major fundraising appeal to raise money to transform the environment of

our elderly care wards to make them more dementia friendly is well underway. We are really pleased it was chosen as the Mayor of Kingston's Charity for the year and raised £70,000 for the appeal.

In addition to caring for our patients reaching the end of their lives, and supporting them to live as well as possible, the Hospital's other big cohort of patients is those just entering the world and in their first few years of life. Maternity is very much one of our flagship services and the excellent care provided was cemented through the publication of the latest maternity patient survey. For the third survey in a row our new mums rated our services as the best in London, which is a fantastic achievement. We also spent some time looking at what would help our youngest patients have a better experience of coming to and staying in Hospital. In October a new children's menu was launched, which was developed with the help and advice of the children we care for and also local schoolchildren. We have also looked at the experience of younger patients using services outside of the Paediatric

April 2015

Kingston Hospital started a £1.5 million project to transform its Main Outpatients Department and improve the patient environment and experience. The work included redesigning the waiting areas, relocating and improving the patient transport lounge, creating a dedicated blood test and anticoagulant clinic area.



May 2015

We were listed as one of the CHKS Top Hospitals for the fifteenth year running, an accolade awarded to the 40 top performing CHKS client trusts. The awards give recognition to good patient safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.



June 2015

Thanks to the charity Momentum, we now have a Superhero-themed isolation room in the Paediatric Unit created by film set artist Amanda Dazely. The room was inspired by a young girl Ella Giles who was being treated for cancer and spent many months in the paediatric ward.



July 2015

Kingston Hospital's Stroke Unit was awarded an 'A' grade for the stroke care it provides for its patients in a report from the Sentinel Stroke National Audit Programme (SSNAP). This is a fantastic achievement for the Trust as only 11 teams out of 202 in the UK have scored an A.

August 2015

Our Day Surgery Unit celebrated its 20th Birthday this year. The unit was the biggest of its kind in the UK when it first opened and was a blue print for many others. Since then it has continued to grow, treating more patients every year across a wide range of specialities.



September 2015

We introduced new equipment on our wards which enables patients' vital signs such as blood pressure and temperature to be recorded electronically. This helps to further improve patient care and free up nursing time and allowing them to spend more time with patients.



October 2015

A new specially designed menu for the children's wards at the Hospital was launched. This will help make meal times exciting but healthy for those staying on the wards.



November 2015

A new bereavement suite in the Maternity Unit, was opened. The room was named after a little girl 'Daisy' who sadly died and whose parents helped raise money for the room. The new facility offers a private and comfortable space to give birth and provides a dedicated environment for bereaved parents to spend valuable time with their baby.



December 2015

We held our first ever Annual Staff Awards to celebrate the outstanding work of staff across the Trust. There were 14 award categories and staff, patients, volunteers and carers were invited to nominate staff who they felt showed commitment to the Trust's values – Caring, Safe, Responsible and Value Each Other.



January 2016

Our Maternity Services were rated as one of the best in London in a report published by the Care Quality Commission (CQC) following a survey of 20,000 mothers about their experiences of maternity services across the country.



February 2016

A new 'Hospital to Home Scheme' was launched to help vulnerable patients going home. Volunteers offer emotional and practical support including running errands, accompanying patients on their journey home, helping them get settled and keeping in touch by telephone.

March 2016

Working with the local federation of GPs and Newmedica, we launched a new service called the Kingston Eye Network Community Ophthalmology Service. The new service will bring together glaucoma diagnosis, monitoring of glaucoma, post cataract surgery as well as minor eye conditions providing quality care closer to home for local people.



2015-16

At a glance

During the last year:



113,437 patients seen in A&E



5,800 babies delivered



55,060 patients admitted



388,747 outpatient appointments