

reduce some of the pressure on our Emergency Department. It provides a space for patients who need emergency treatment such as further diagnostic tests and assessments, which are likely to take longer than four hours, without being admitted to a ward.

In July we received the results of the Trust's CQC inspection which was carried out in January 2016. We were very pleased that Caring across the hospital was rated as 'Good' and five of eight services were also rated as 'Good' overall - Surgery; Critical Care; Maternity and Gynaecology; Services for Children and Young People and End of Life Care. The Trust received an overall rating of 'Requires Improvement' and we have worked extremely hard to complete the "must do" actions given to us by the CQC. The report also highlighted Outstanding areas including the Dementia Strategy; Volunteering; End of Life Care; Sexual Health services and the Paediatrics Diabetes team. We are now continuing to implement the 'should do' actions and have carried out internal

Open up to reveal our achievements over the last 12 months

self-assessments and are focusing on improving the overall rating to 'Good'.

The people working here are by far our greatest asset and over the last year we have focused on both improving the experience of staff and also on recruiting more permanent staff members; reducing our reliance on agency staff. In January 2017 we had 800 more permanent staff than we had at the same point in 2016. We also received the results of our staff survey in March 2016 and were absolutely delighted to see that there were huge improvements in our results across the board. We scored in the top 20% of all acute Trusts in the country in 13 key areas and have improved in 55 areas. Staff tell us they would recommend the Trust as a good place to work and would look to bring their family and friends here if they needed care.

We would like to express our thanks to every one of our staff, patients, partners, governors, volunteers and the local community for your continued support and for helping us to achieve so much during 2016-17.

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



Annual Review 2016-17 at a glance

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

Living our values *everyday*



NHS
Kingston Hospital
NHS Foundation Trust

Welcome

2016-17 has been another very busy year for the organisation and has seen us build on our successes and drive through big improvements for our patients and staff. A great amount has been achieved this year of which we are very proud.

One of the big successes in the last year has been our excellent performance in meeting cancer targets. In January 2017 we were the best performing Trust in London for the 62 day cancer target, one of the best in the country between July and September 2016 and consistently met all the targets throughout the year. We have also been chosen as one of only five sites across the country (and the only one in London) to be a pilot site for 28 day faster cancer diagnosis for patients. This is part of a programme of work that is aiming to have new systems in place by 2020 for diagnosing and starting the treatment of cancer much earlier.

Over the last year we have made some fantastic improvements to our buildings and environment. We opened our redesigned Main Outpatients Department which has provided much improved waiting

areas, a new coffee shop, rapid check in and a new blood testing and anticoagulation clinic.

Since the implementation of our first ever Dementia Strategy, in 2016-17 we took huge strides in the way in which the whole hospital cares for our patients with dementia. Our first ever completely dementia friendly ward was opened to patients in November 2016, after being redesigned with input from staff, patients, carers and local organisations. Derwent Ward draws on evidence-based research relating to lighting, matt non-patterned flooring and using colour and art to help patients find their way around the ward. We also created some lovely social spaces away from the bedside and an activity room where patients take part in a range of different activities, including painting, music and hairdressing. Our ambition now is to transform at least three more wards into dementia friendly environments.

The Trust also opened a new Clinical Decisions Unit which now forms part of the facilities provided by the Emergency Department. The new unit has been instrumental in helping to

April 2016

Our Maternity department was one of just three Trusts in the country to be awarded £65,000 for a maternity experience project. The Project used patient feedback to make improvements across our maternity services and improve the experience of patients and families.

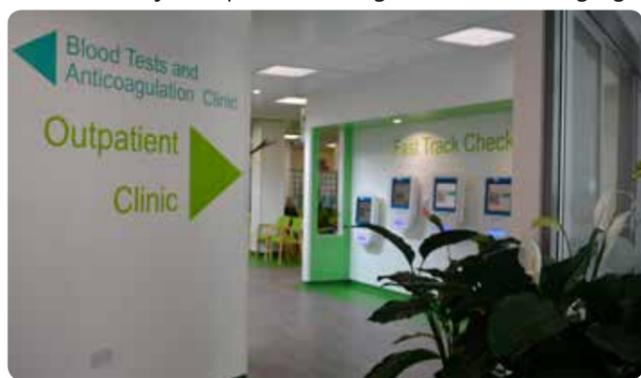


May 2016

Kingston Hospital was named one of the CHKS Top 40 Hospitals, an accolade awarded to the top performing CHKS client Trusts and we are the only Trust to feature in the list for the last 16 years in a row.

June 2016

We invested £1.5 million to transform our Main Outpatients Department. The initial phase of this redevelopment was completed and we opened our new Main Outpatients Entrance on 13th June. We then started the second phase of the programme, to complete improvements to outpatient waiting areas and the X-ray reception, waiting areas and changing



July 2016

Over 500 people attended our Open Day, which took place at the front of the hospital and included appearances from the Emergency Services. Attendees were given the chance to find out more about all our different departments, get hands on with some of the equipment used to treat patients and visit the teddy bear hospital for children.



August 2016

Sepsis Specialist Nurse Theresa Weldring won a Sign up to Safety campaign award for writing a blog to raise the profile of Sepsis. Theresa has supported the introduction of a new programme to ensure Sepsis is identified quickly, making fewer patients at risk from infection.



September 2016

We launched MEGA (Minority Ethnic Group for All) to support our culturally diverse range of staff. The group aims to support our BAME (Black, Asian and Minority Ethnic) staff members and develop a different approach to all elements of diversity at the Trust.



October 2016

We launched our patient welcome packs across all of our adult inpatient areas following positive patient feedback from the pilot. The packs included everything a patient might need to help make their stay as comfortable as possible: ear plugs to support a restful nights' sleep, anti-slip socks to reduce falls, and wipes for hand hygiene.



November 2016

Our first ever dementia friendly ward, Derwent, opened to patients following a complete transformation. Special lighting, matt non-patterned flooring, colour coding and artwork were all installed to reduce the disorientation patients feel in hospital wards. An activities room was also installed to keep patients stimulated with activities such as painting and music.



December 2016

A new Clinical Decisions Unit opened to form part of the facilities provided by the Emergency Department. The unit has helped to reduce some of the pressure on the Emergency Department by providing a space for patients who need longer than a four hour stay but not an admission to an acute hospital bed.



January 2017

Kingston Hospital was the best performing Trust in London for the '62-day diagnosis to treatment' cancer target, after introducing a number of processes to improve diagnostic services for patients. We were also chosen as one of only five sites across the country to be a pilot site for 28 day faster cancer diagnosis for patients.

February 2017

The Isolation Room on one of our Paediatric wards, Sunshine was given a transformation inspired by local children's author Dame Jacqueline Wilson. The room now showcases images of characters from the author's popular books, including Tracey Beaker and the Double Act twins. The improvements were funded and supported by local children's charity Momentum.



March 2017

Our staff survey results showed huge improvements, with the Trust scoring in the top 20% for all acute Trusts in the country in 13 key areas. Very high numbers of staff said they would recommend us as a good place to work, would look to bring their loved ones here if they needed care and feel that their role makes a difference.



2016-17 At a glance

During the last year:



116,557
patients seen
in A&E



5,636
babies
delivered



57,002
patients
admitted



418,094
outpatient
appointments