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 much improved waiting
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.

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.

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 facilities.

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.

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.

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.

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.

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.

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.

At a glance

- 119,557 patients seen in A&E
- 5,636 babies delivered
- 57,002 patients admitted
- 418,094 outpatient appointments

During the last year...