



Annual Review

2017-18 at a glance

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



Kingston Hospital
NHS Foundation Trust

Welcome

2017-18 has been another very busy year at the Trust and there have been lots of improvements for patients and staff that we are very proud of.

We made some big improvements to our Emergency Department (ED) this year, following a £1.5 million investment to expand and transform our emergency care facilities. This included the construction of a brand new Urgent Treatment (UTC), which was built on the front of ED to manage the flow of patients coming into the hospital. The UTC, which opened in November 2017, comprises 10 new treatment spaces and two triage cubicles; it helps to navigate patients to get the right treatment in a timely manner, by treating minor conditions and directing more serious injuries and illnesses through to Majors. As part of the ED transformation we also expanded our Majors and Resuscitation areas. We added six additional bays to Majors, which are all colour coded and decorated according to dementia friendly guidance, and two additional resuscitation bays, one which is a specified children's resus area. These two new bays not only allow for additional capacity in Resus but

also have extra space for patients to have loved ones sit in with them, particularly in the children's resuscitation bay.

In addition to the works to ED, we also embarked upon a new 10 year scheme with Siemens to re-build our imaging area in the radiology department. The work will focusses on improving patient experience and replacing all the current equipment to ensure the latest technology is used within our service delivery. In 2017-18 the team commissioned two new CT scanners, replaced the old Radiology Information System with a more up to date version and began working on a creating an additional General X-ray room in the Outpatients department.

We made big improvements for patients this year in the way we test for flu. The hospital introduced Point of Care Testing for flu in ED and the Acute Assessment Unit (AAU), which allows our senior nurses to test adult patients for flu and have a result in 20 minutes. Having this in place over the busy winter months meant that patients were diagnosed and treatment much quicker and also reduced the need to close ward bays and isolate

patients due to infection control reasons.

Another of our big success stories over the past year has been our improvements to clinical research. This is an area where the Trust has grown massively, opening more studies and recruiting more participants, meaning more people in the local community have the opportunity to access new and better treatments through participation in clinical research than ever before. We were commended by the National Institute for Health Research for making the biggest improvements in recruitment to clinical research of all Acute Trusts in the country; a brilliant achievement.

We made a big commitment to our staff in 2017-18 to support them with their health and wellbeing, to ensure all our colleagues come to work healthy and happy. We launched a new strategy to support our staff with their mental, physical, financial and family health and recruited a number of designated staff members to take this forward. With a particular focus on mental

health, we signed the Time to Change Employer Pledge to show our commitment to tackling stigmas surrounding mental health in the workplace and held our first wellbeing conference for staff, where Alastair Campbell attended as key-note speaker to discuss his own experiences of mental health issues. We also took part in the Virgin Pulse Global Challenge, to encourage our staff to become fitter and active.

These measures put in place to support our staff clearly brought us success, as we once again achieved excellent staff survey results. Our results were some of the best in London, with the Trust scoring in the top 20% of all acute Trusts in the country for 16 key areas. The majority of our 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 here makes a big difference to our patients.

We would like to take this opportunity to say thank you to our staff, patients, partners, governors, volunteers and the local community for your ongoing support and for helping us to achieve so much in 2017-18.

Open up to reveal our achievements over the last 12 months

April 2017

The national inpatient survey highlighted big improvements for adult inpatients and of the 83 Trusts surveyed by Picker, Kingston Hospital was the number one most improved, with 3.25% fewer patients on average reporting a problem.



May 2017

Kingston Hospital was named one of the CHKS Top 40 Hospitals for the 17th consecutive year; an accolade awarded to the best performing hospital Trusts in the country. We also won the CHKS 'healthcare efficiency award', for high standards of operational excellence and performance.



June 2017

We launched the 'red bag' initiative to improve the experience of patients coming to the hospital from care homes, by ensuring they always travel with everything they need. The red bag comes with the patient in the ambulance, stays with them throughout their hospital stay and goes back with them when they are discharged.



July 2017

The hospital unveiled a newly refurbished reflective outdoor space for those being supported by our neonatal charity Born Too Soon. Volunteers from M&S helped to create the Garden of Reflection, which provides a quiet space for people to reflect and take a minute out of their busy day or stressful situation.



August 2017

We were commended by the National Institute for Health Research for achieving the biggest improvement in recruitment to clinical research of all Acute Trusts in the country. This means people in the local community have the opportunity to access new and better treatments through participation in clinical research.



September 2017

The Trust achieved excellent performance against the national cancer targets, including 100% compliance for all 31 day targets for patients having their second or subsequent treatment. These figures were among some of the best in the country.

October 2017

We held our first ever wellbeing conference for staff, where we signed the Time to Change employer pledge to show our commitment to tackling the stigmas surrounding mental health in the workplace. We also welcomed mental health campaigner Alastair Campbell as key note speaker at the event.



November 2017

Our new Urgent Treatment Centre (UTC) opened as part of the Emergency Department (ED) expansion. The UTC comprises 10 new treatment spaces and two triage cubicles and helps manage the flow of patients coming to ED.



December 2017

The Trust introduced Point of Care Testing (POCT) for flu in ED and the Acute Assessment Unit, allowing adult patients to be tested for flu and receive a result in 20 minutes. Having POCT in place meant patients could be diagnosed and treated quicker and led to a reduction in the need to close ward bays and isolate patients due to infection control reasons.



January 2018

We installed a new state of the art phototherapy machine in the Dermatology Department for the treatment of inflammatory skin conditions, providing an additional 67 slots per week patients.



February 2018

The Critical Care team launched a new rehabilitation clinic for patients who have recently had treatment in the Intensive Care Unit (ICU). The service helps to address the lasting physical and psychological effects of intensive treatment in one multidisciplinary clinic, with patients seeing an ICU doctor and nurse, a physiotherapist and a psychologist, all in one clinic, helping to streamline the rehab process.

March 2018

Our staff survey results were some of the best in London, with the Trust scoring in the top 20% of all acute trusts for 16 key areas. The majority of staff said they would recommend us as a good place to work and would look to bring their loved ones here if they needed care.



2017-18 At a glance

During the last year:



118,397
patients seen
in A&E



5,330
babies
delivered



61,154
patients
admitted



424,580
outpatient
appointments

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

Living our values *everyday*

