



## Kingston Hospital top District General Hospital in London

In the Dr Foster's 2009 Hospital Guide, the Trust was rated London's top District General Hospital and was just a few points away from being in the top banding as one of the best performing hospitals in England for patient safety. Out of the top six London trusts, Kingston is the only District General Hospital; the others are teaching hospitals. Overall, the hospital lies 15th nationally

## Leading the way in sexual health



The Trust's sexual health clinic, The Wolverton Centre, is leading on the development of sexual health provision across Kingston through the new Managed Clinical Network for Sexual Health. The network is a partnership covering the hospital, GPs, community contraceptive services, school health, public health, social services and voluntary organisations. The network will be collectively responsible for improving and integrating sexual health services across the borough. [www.sexualhealthkingston.co.uk](http://www.sexualhealthkingston.co.uk)

## CHKS 'Top 40' Hospital for nine years running

Kingston Hospital is one of only five trusts to have been a CHKS 'Top 40' Hospital for nine years running. Winning this award for the ninth consecutive year was an outstanding achievement and one which demonstrates the hospital's commitment to provide high quality and safe care to its patients. In 2010/11 the hospital has won this award for the tenth year running.

## Clamping down on infections

The Trust has continued to make significant progress in reducing hospital acquired infections during 2009/10 and is the best performing hospital in the South West London region. C Diff figures were markedly reduced with 25 hospital acquired cases between April 2009 and March 2010, a reduction of 44% from the 45 cases in the same period last year.

## Stroke Unit success

Kingston Hospital's Stroke Unit has successfully passed all A1 care standards in a Healthcare for London assessment. The unit was assessed by a team of experts on staffing levels, documentation, length of stay in the unit, amount of therapy input available, patient and carer information and training for the team.



## Improving Accident & Emergency

A new observation bay has been opened in A&E to enable the extended treatment of patients and ensure safe and timely discharge, as well as relieve the pressure on ward beds.

## One of three London Trusts piloting end of life strategy

In partnership with NHS Kingston and the Royal Borough of Kingston, Kingston Hospital has been successfully nominated as one of three Healthcare for London pilots for end of life care. The focus of the local project will look at a cross-organisational approach to end of life care, with an aim to support people to pass away in their place of choice, improve the care for people who die in hospital and to develop a highly flexible approach to the use of resources for patients.

## Using new technology

Major projects have been undertaken across Pathology to introduce new technology and improve efficiency, streamline workflow and reduce running costs. The new equipment introduced into Haematology is the first in the United Kingdom and one of the first in Europe.

## Collaborative working and Outreach Clinics

Kingston Hospital has strong links with GPs working within Surrey and South West London and has done a lot of work in the last 12 months to enhance the local provision of outpatient services in the locality. This includes increased numbers of consultant-led clinics held at Molesey Hospital and the introduction of clinics in specific GP surgeries.

## New Willow Room opens for relatives



In August 2009 a dedicated room was officially opened for relatives and carers of patients who are approaching the end of their life. It provides a welcome private space for the family to be together, away from the clinical area and more privacy for clinical staff to talk to families.

## Upgrade of Endoscopy services

The in-patient endoscopy services have been upgraded to include a recovery area and new decontamination facilities. This has increased the turnaround of patients and has enabled an increased number of patients to be seen in this facility.

## Maternity's ground breaking new national initiative

Following a rigorous selection process, Kingston Hospital's Maternity Unit is part of a ground-breaking national initiative launched by The King's Fund to help maternity units in England. The team will have the opportunity to develop new initiatives, learn from the other teams' experiences and to share their learning with maternity services throughout England, the aim of which is to develop best practice for maternity across the country.

## New maternity website

A bespoke maternity website has been launched to provide a wealth of information about the care women can expect to receive and the facilities available if they choose to have their baby at Kingston Hospital. It also provides answers to many frequently asked questions and links to other useful sites. The website also offers the opportunity for Kingston Hospital to share feedback with women.

## New dedicated adolescent bay

A dedicated adolescent bay has been created on Sunshine Children's Ward in recognition of the different needs of adolescents and to provide a suitable environment for adolescents to be cared for.

## New state of the art equipment



A new Cardiopulmonary Exercise Testing Machine is now being used at Kingston Hospital to identify patients who are more at risk of heart complications during and after surgery.

## Improving equality

Kingston Hospital has successfully implemented a passport for people with learning disabilities. The passport was developed in collaboration with other acute and primary care organisations across South West London and is used during admission to personalise care for each patient.

## Making improvements across the hospital

Kingston Hospital is the largest single site district hospital in South West London and over the last two years significant investment has been made to ensure a high quality estate. As part of the ongoing Estates programme this year, the Trust has invested a total of £2 million for maintenance and refurbishments across the hospital site to help improve the patient experience. This includes improved accessibility for disabled patients in the Outpatients Department and two ward renovations to include new shower/washroom facilities.

The Cardiology Unit has also been refurbished to include two exercise tolerance rooms, an Echocardiogram suite, two multi-purpose rooms for patients requiring Electrocardiograms (ECGs), a pacing clinic room and areas in which diagnostics results can be analysed. More than 50 clinical wash hand basins have been replaced across the hospital in ward areas to meet new infection control standards.

## Pioneering surgery



The Trust has been developing its Laparoscopic services, with two dedicated surgeons leading the work resulting in larger numbers of patients with renal and colorectal cancers having their operations through keyhole surgery. This means that patients can be discharged faster and return to normal activity more rapidly.



# Kingston Hospital: 2009/10

[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

## How we've performed



I would like to begin by thanking all the people who took part in our Foundation Trust (FT) public consultation last year and for the support they continue to show. Being an FT will give local people more say on the services we offer to our community and will give us far greater autonomy to develop the hospital in line with local needs. We will relaunch our application to become an FT shortly.

Becoming an FT is just one part of the vision we have for Kingston

Hospital. The hospital staff and everyone associated with it are proud of the hospital's reputation as one of the country's leading district general hospitals.

As well as thanking all of the hardworking staff at Kingston Hospital who put patient care at the forefront of all they do, there is also a huge number of supporters and staff from other organisations who I'd like to thank for their commitment. I would like to thank our Non-Executive Directors who help advise and support the hospital, our ISS colleagues who provide catering, cleaning and security on the site, our partners from The Royal Marsden Hospital and Macmillan Cancer Support who help us to deliver cancer services, and our colleagues at Queen Mary's Hospital Roehampton (QMR) and BMI Healthcare (BMI) who help us to treat ever greater numbers of patients. Finally, I would like to extend my thanks to the volunteers of the hospital for their continued dedication and their invaluable support to our patients and staff.

**Christopher Smallwood**  
Chairman



As we conclude this financial year, and as my first full year as Chief Executive, I have been reflecting on the hospital's achievements – and am delighted to say that they are many.

Being named as the best district general hospital in London by Dr Foster, and as the 15th best hospital in the whole country, was a real boon and has focussed our minds on achieving even more in the coming year.

This year we continued to tighten our grip on MRSA and Clostridium Difficile (C Diff) after a real clamp down on hygiene, which continues to this day.

Our Care Records Service (CRS) was introduced at the end of 2009 and whilst not without its challenges, we've been told it is the most successful introduction of the service in the country so far. Investment in training and support for our staff was a major key to this success, and knowing that it would be challenging made it easier to manage when issues raised their heads.

A reorganisation into clinically-led divisions has helped each team really focus on what they can achieve and how they can improve. That team spirit has helped Kingston Hospital achieve such a great deal in 2009/10.

I'd like to add my thanks the Chairman and everyone in the hospital who has helped make the last year such a success.

In this tough economic climate there are of course many challenges that will be faced by the hospital. Kingston Hospital, however, continues to plan for the future and deliver excellent services for our patients and our local community.

**Kate Grimes**  
Chief Executive

## Taking care of you

# 19,264

patients were able to go home on the same day as their planned operation.

# 109,870

people attended the A&E Department and Royal Eye Unit casualty department.



# 4,335

planned procedures requiring patients to stay in hospital were carried out.

# 236,286

attendances to our Outpatient Department. This excludes outpatient attendances for Maternity and the Wolverton Centre.

# 16,046

attendances at the Wolverton Sexual Health Centre

# 19,565

patients requiring non-planned treatment.



# 5,881

births at Kingston Hospital's Maternity Unit.

# 15,510

children have been treated by Kingston Hospital's Paediatrics Department (in-patient and outpatients).



# Kingston Hospital: 2009/10

 Kingston Hospital **NHS**  
 NHS Trust

[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

## Statement of financial position as at 31 March 2010

	31 March 2010 £000	31 March 2009 £000
<b>Non-current assets</b>		
Property, plant and equipment	117,425	147,529
Intangible assets	4,779	1,965
Investment property	0	0
Other financial assets	0	0
Trade and other receivables	427	479
<b>Total non-current assets</b>	<b>122,631</b>	<b>149,973</b>
<b>Current assets</b>		
Inventories 2	1,346	1,009
Trade and other receivables	11,116	11,355
Other financial assets	0	0
Other current assets	0	0
Cash and cash equivalents	4,974	4,816
	17,436	17,180
Non-current assets held for sale	0	0
<b>Total current assets</b>	<b>17,436</b>	<b>17,180</b>
<b>Total assets</b>	<b>140,067</b>	<b>167,153</b>
<b>Current liabilities</b>		
Trade and other payables	(21,471)	(20,401)
Other liabilities	0	0
DH Working capital loan	0	0
DH Capital loan	0	0
Borrowings	(653)	(620)
Other financial liabilities	0	0
Provisions	(354)	(1,000)
<b>Net current assets/(liabilities)</b>	<b>(5,042)</b>	<b>(4,841)</b>
<b>Total assets less current liabilities</b>	<b>117,589</b>	<b>145,132</b>
<b>Non-current liabilities</b>		
Borrowings	(33,795)	(34,479)
DH Working capital loan	0	0
DH Capital loan	0	0
Trade and other payables	(108)	(215)
Other financial liabilities	0	0
Provisions	(1,464)	(1,513)
Other liabilities	0	0
<b>Total assets employed</b>	<b>82,222</b>	<b>108,925</b>
<b>Financed by taxpayers' equity:</b>		
Public dividend capital	57,131	57,131
Retained earnings	(144)	(2,267)
Revaluation reserve	19,584	47,883
Donated asset reserve	5,268	5,764
Government grant reserve	383	414
Other reserves	0	0
<b>Total Taxpayers' Equity</b>	<b>82,222</b>	<b>108,925</b>

## Statement of comprehensive income for the year ended 31 March 2010

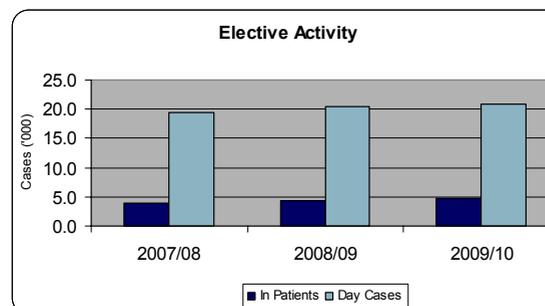
	2009/10 £000	2008/09 £000
<b>Revenue</b>		
Revenue from patient care activities	173,271	163,527
Other operating revenue	22,424	19,815
Operating expenses	(189,355)	(178,499)
<b>Operating surplus (deficit)</b>	<b>6,340</b>	<b>4,843</b>
<b>Finance costs:</b>		
Investment revenue	21	386
Other gains and (losses)	(99)	0
Finance costs	(2,114)	(2,087)
<b>Surplus/(deficit) for the financial year</b>	<b>4,148</b>	<b>3,142</b>
Public dividend capital dividends payable	(2,982)	(4,008)
<b>Retained surplus/(deficit) for the year</b>	<b>1,166</b>	<b>(866)</b>
<b>Other comprehensive income</b>		
Impairments and reversals	(30,537)	(19,579)
Gains on revaluations	2,994	0
Receipt of donated/government granted assets	187	1,195
Net gain/(loss) on other reserves (e.g. defined benefit pension scheme)	0	0
Net gains/(losses) on available for sale financial assets	0	0
Reclassification adjustments:		
- Transfers from donated and government grant reserves	(513)	(399)
- On disposal of available for sale financial assets	0	0
<b>Total comprehensive income for the year</b>	<b>(26,703)</b>	<b>(19,649)</b>

The notes on pages 7 to 50 form part of these accounts.

## Annual Accounts

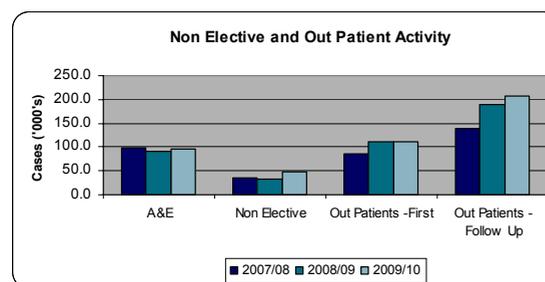
### Operational Performance

In 2009/10 the Trust's clinical activity increased by 6% over 2008/09. The majority of the increase was in outpatients (20,000 appointments, 6.7%). Increases were also seen in planned surgery activity (4%), emergency activity (9.9%) and A&E attendances (4%).



### Financial Standing and Results

The Trust planned to deliver a £1.9m surplus in 2009/10. This target was revised in year to £1.2m, reflecting an impairment charge (£0.7m) the Trust had to make to its financial position, as a result of the downturn in property valuation. Similar adjustments have been common across the NHS.



During the year the Trust incurred additional costs relating to the flu pandemic (equipment and consumables), staff training (CRS) and increased activity levels. These were offset by additional income due to over-performance, particularly in the later part of the year.

The Trust successfully managed to deliver £6m of efficiency savings in year and looks to build on this position in 2010/11.

### Revenue

In 2009/10 the Trust received £195.7m income. This is an overall increase of 6.8% on the income received in 2008/09.

 Kingston Hospital  
 NHS Trust

[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

## ANNUAL GENERAL MEETING 2010

You are warmly invited to attend Kingston Hospital's Annual General Meeting on Wednesday, 29 September 2010.

This is a chance to hear what we have achieved this past year and what we hope to achieve in the future.

**From 1230 in Lecture Theatre 1,  
Kingston Surgical Centre, Kingston  
Hospital, Galsworthy Rd, KT2 7QB.**

**TAKING CARE OF YOU**

If you require this information in an alternative format such as large print, audio tape, braille or in another language, please call 0208 934 2003.



# Kingston Hospital: 2009/10

[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

## Listening to patients - How you can help?

### Foundation Trust

The Trust now has a membership base of over 3000 people. We are continuing to recruit local people to become members of the hospital to have a say about how the hospital is run and further improve our services.

The Trust recently signed up its 3000th member who was Mrs Okorocho from New Malden.

If you would like to find out more about becoming a member please view our video on the hospital's website, email [ftmembership@kingstonhospital.nhs.uk](mailto:ftmembership@kingstonhospital.nhs.uk) or call the Membership Office 0208 934 3846.



### Patients remain our top priority

As a Trust, we listen to our patients to ensure that we provide the best and most appropriate services. We use information from patient surveys and complaints to identify ways in which to improve our services.

Patient and public involvement remains an important part of how the NHS works and we undertake a wide variety of activities to encourage the involvement of our patients and public with the hospital.



### Trust Board

Kingston Hospital is managed by a Trust Board, made up of the Chairman, the Chief Executive, full-time Executive Directors and part-time Non-Executive Directors.

From April 2010, Trust Board meetings will move to being every second month instead of monthly.

### The future dates of the meetings are:

- 29 September 2010
- 24 November 2010
- 26 January 2011
- 30 March 2011

All information about Trust Board and future dates of the meetings are available on the website.

### Fundraising

The support our local community and charities give to Kingston Hospital helps us to continue providing our patients with high quality healthcare. The hospital would like to thank all those who continue to generously donate.

### Kingston Can

Kingston Can is the charity that was set up to raise funds to help build the Sir William Rous Unit (SWR). Although the major fundraising effort for Kingston Can is complete and the SWR Unit has been open for some time, nevertheless donations continue to be received on a regular basis from the hospital's supporters.

Over £100,000 has been donated during the financial year, from a tremendous variety of sources, and people remain keen to provide ongoing support to the unit. Some of the money raised has helped fund equipment at the Sir William Rous Unit.



## Friends of Kingston Hospital

The Friends continue to support the Trust by raising funds in a number of ways. In the past twelve months almost £40,000 has been contributed to a variety of different areas affecting and improving the lives of patients, staff, and visitors.

Together with Kingston Hospital Radio, which provides an invaluable service to patients in the hospital, the Friends have almost 100 unpaid volunteers, holding raffles, tombolas, bazaars and book sales throughout the year.

If you would like become a friend of Kingston Hospital please contact Barry Couling by emailing [barry.couling@kingstonhospital.nhs.uk](mailto:barry.couling@kingstonhospital.nhs.uk) or call 0208 934 3816.



### Momentum

Momentum was established as an independent charity in 2004 and supports children with cancer and life-limiting conditions in Surrey and South West London. In 2009 Momentum raised funds for a 'quiet room' in the Paediatric Department where medical staff can have confidential talks to patients and where bereaved parents, or parents of very sick children, can have some private time. The room also has a dual purpose as a 'sensory room' so that children who are unable to see or hear, or have a learning disability, can use sensory equipment in a peaceful, relaxing environment



## Born Too Soon

Kingston Hospital's Born Too Soon is celebrating its 25th Anniversary this year. The charity was established in 1985 by parents and staff to offer information and support to parents who have a baby or babies being cared for on the Neonatal Unit at Kingston Hospital. The charity offers the invaluable little 'extras' that the NHS cannot provide, including instant photographs, baby clothes, blankets as well as Christmas Day and Mother's Day presents and cards. Born Too Soon has been chosen by Sainsbury's as their charity for 2009/2010.

In the last year alone, the charity has raised over £100,000 through various fundraising events and has helped purchase resuscitation stations, foetal heart monitors, phototherapy units (light units for treating jaundice), giraffe incubators, bereavement support, vital signs monitors and new furniture in the Neonatal Unit.



### Your thoughts

We would like to hear your feedback about this annual review. Please contact us by writing to: **The Communications Team, Davies Wood House, Kingston Hospital NHS Trust, Galsworthy Road, Kingston upon Thames, Surrey KT2 7QB.** Alternatively email: [comms@kingstonhospital.nhs.uk](mailto:comms@kingstonhospital.nhs.uk) or call 0208 934 3843.