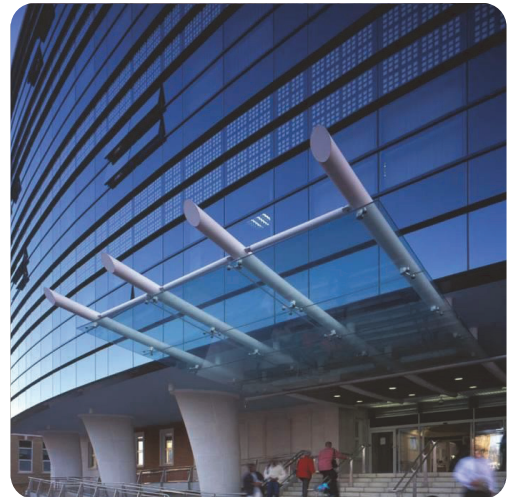


# Bromley Health Scrutiny Sub-Committee Update 16 March 2017

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King's



## Contents

### **Trust wide update**

Finance, performance, quality updates

Progress on strategy – including transformation programme

### **PRUH update**

Emergency performance

Service updates

Quality – including Norovirus

Recruitment

Outpatients Transformation

## Performance

- Trust four hour target in ED – improved from 75.48% in December to 78.21% in January. Improvement was sustained in February – last reported at 81.9%
- RTT continues to be a priority improvement area for the Trust. The number of patients waiting 18 weeks decreased by 59 pathways, but the number of patient waiting 52+ weeks has increased from 129 waiting at the end of December 2016 to 158 at the end of January.

## Finance

- Significant progress has been made on achieving our savings target this year and reducing our deficit. There is still more work to be done and we continue to work through plans for delivering savings for the rest of the year.

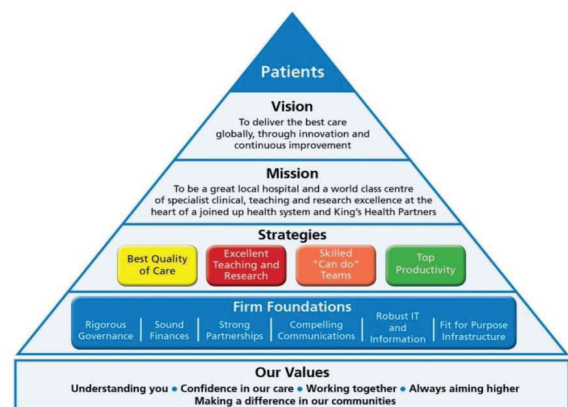
## Quality

- Overall performance in patient outcomes remains good
- Awaiting feedback from CQC visit in 2016
- Focus on staff engagement around patient safety issues

# Progress on our strategy – BEST Care Globally

## Organisational restructure

- Launch of new organisational structure in January 2017
- New senior leadership group
- Implementation of our new organisational arrangements is ongoing
- Talent management workshops
- Training programmes launched



## King's way for wards

- Darwin 1 Ward (PRUH) and Coptcoat Ward (KCH) have successfully completed the King's Way for Wards programme.
- Three wards now going through this programme - Bodington (Orpington), Acute Medical Unit (PRUH) and Dawson (KCH).

## King's Academy

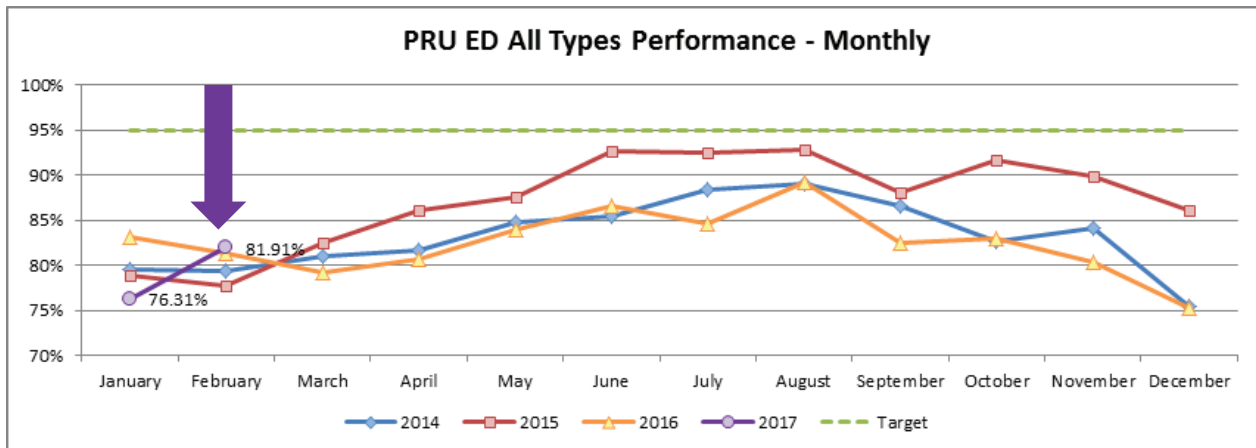
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# PRUH Update

## Emergency performance

- Meeting the four hour waiting target in A&E remains very challenging
- After an extremely difficult year in 2016, particularly over the winter, we've just had our best February result for four years
- Continued focus of transformation work on the emergency pathway as well as partnership working



## Service updates

### New Integrated Care Unit at Orpington Hospital

- Churchill and Elizabeth Wards
- Opened in January 2017
- Multi-disciplinary team with community partnerships
- Short term recovery support and rehabilitation for frail elderly patients
- Successful community information sharing and listening event in March



### Refurbishment of Hydrotherapy Pool at Orpington Hospital

- Relunched in December 2016
- Essential repairs, maintenance and upgrade work
- Supported by the Friends of Orpington Hospital



**Norovirus:**

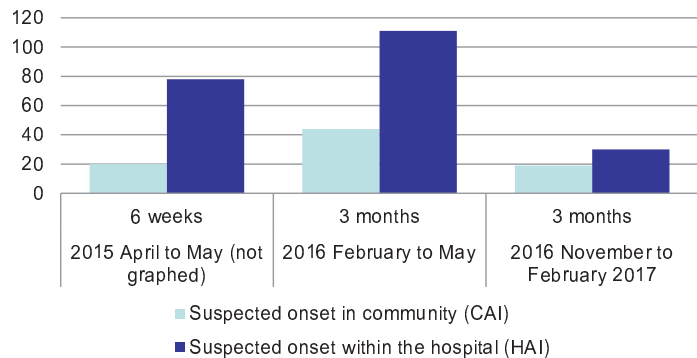
Significant improvement in how we manage Norovirus through intensive work to improve:

- Hand hygiene
- Cleaning
- Faster processing of test samples to identify patients earlier and speed up isolation

**Falls:**

Number of falls at PRUH and Orpington remain below the national average. Good practice includes:

- M9 has reduced falls by introducing tags - a red badge telling other staff members that they are providing 1-1 or cohorted patient care and they cannot leave the patients unattended.
- The stroke unit and Hyper Acute Stroke Unit cohort nurse every bay to enhance the supervision of patients who are agitated.

**Better management of Norovirus****Quality: Patient experience****Patient experience Jan 2017 -**

How are we doing 93% (prev 91%)

Friends & Family inpatients 96% (prev 96%)

Friends & Family day case 100% (prev 100%)

Friends & Family ED 81% (prev 71%)



- Ongoing work around recruiting substantive post holders to key clinical vacancies at the PRUH and Orpington Hospital
- Bespoke recruitment campaign for PRUH and Orpington continues; recent activity includes:
  - Further Open Days for nurses – all bands and specialities
  - Community outreach at the Glades Shopping Centre
  - Recruitment scouting days
  - Video produced and development of digital, print media campaigns.

## Outpatient transformation

- Improving patient experience is key to the King's Way outpatient transformation programme which launched in January 2017.
- We have held two focus groups at PRUH to discuss patient experience of all aspects of communication with outpatients and to ask what a good outpatient service should look like and what the priorities are for our patients
- What our patients tell us will help to shape our transformation work and also inform new standards that we are developing to ensure our outpatient service meets our patients needs.

### Key themes on communication:

- Reduce waiting times in clinic and information about delays
- Improve call reminder messaging
- Reduce appointment changes and
- Positive about idea of a 'one stop shop' type clinic for diagnostic tests
- Ensure timely follow-up letters and make all letters more user friendly
- Improve the interface for people with access needs such as a hearing impairment or language difficulty
- Consider multiple contact channels including text, email, phone
- Joined-up communication across professions



# Questions?