

Bromley Health Scrutiny Sub-Committee Update 21 November 2023

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PRUH and South Sites update

- Elective recovery
- Emergency performance
- Estates and service updates

Trust-wide update

- Apollo programme: launch of Epic and MyChart
- King's Stars Awards 2023

Elective recovery (1)

We continue to reduce long waiters across all waiting time cohorts in line with the **NHS Elective Recovery Plan** and the latest NHS guidance, that addresses backlogs built up during the pandemic and strike periods. We are also responding to the 'call-to-arms' from NHSE - request to Protect and Expand elective capacity and specifically address the Outpatient backlog across the NHS.

Exceptionally long waits

No patient is waiting for treatment at the PRUH is over 100 weeks

Waits by specialties

We continue to address long wait cohorts across specialties

- We have 14 patients waiting over 78 weeks; across a mix of surgical specialties. All these patients, except one, have a date booked for their surgery or outpatient clinic, with the latest being January 2024.

Capacity to address long waits

Additional capacity is critical to reducing the total waiting list further

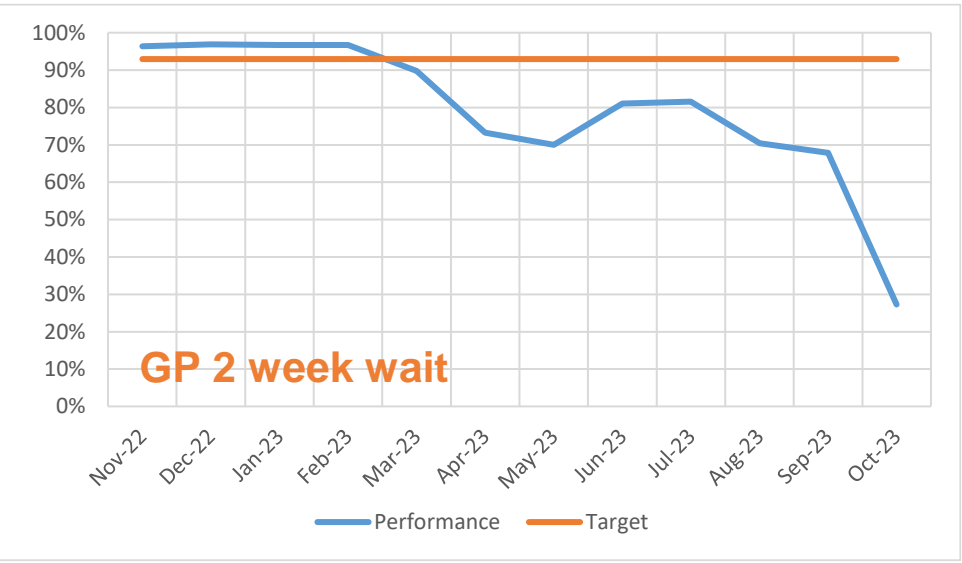
- Between 4 October and 2 November, referrals to our 18-week pathways, for the Trust as a whole, have increased by 1,904, to over 35,000 for the PRUH.

Diagnostics Waiting Times and Activity

- October (the most recent month for validated data) was the second month this year where we did not meet the national threshold for diagnostic compliance, achieving a validated position of 3.50% (against the 1% threshold).
- Breaches increased to 201, mostly in CT radiology.

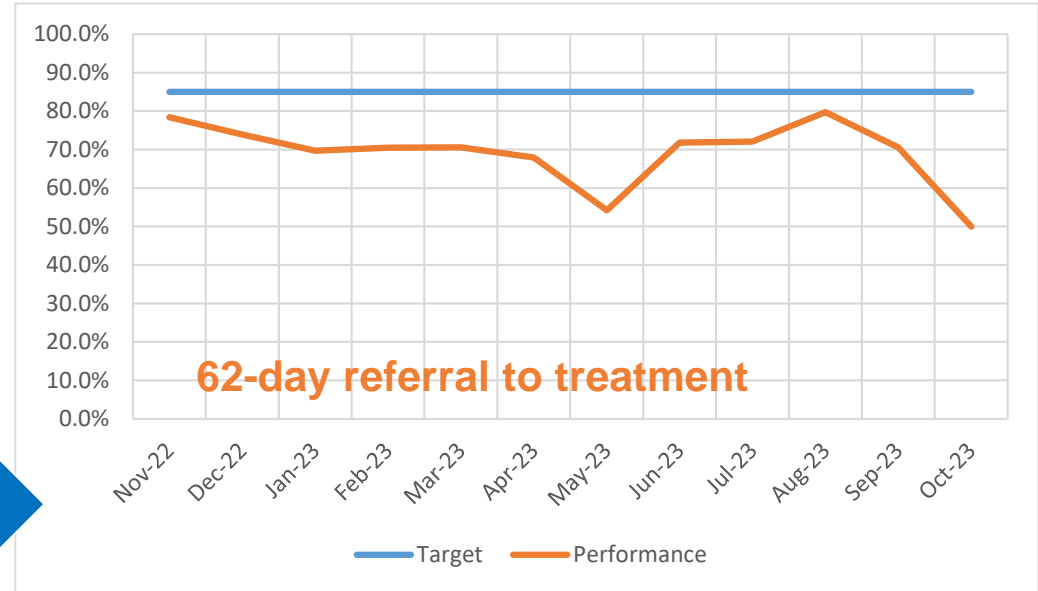
Elective recovery (2)

Cancer Diagnostics Improvement Programme established in August 2022 to strengthen cancer performance



The PRUH achieved sustained performance against the 2WW up to Mar-23 but recent performance has dipped despite some stability during August and September.

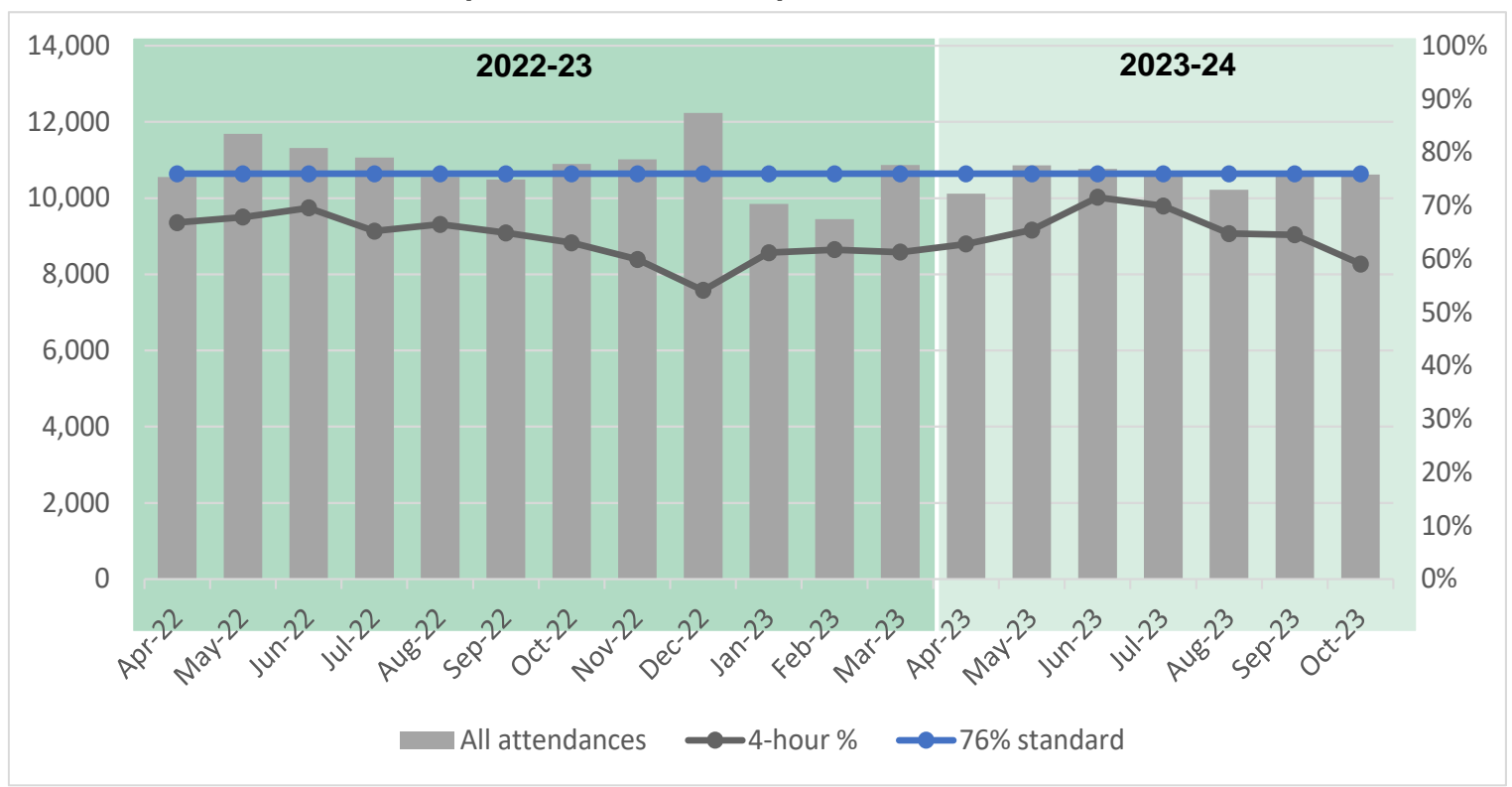
PRUH performance against the 62-day target remains challenging. For October 2023 it was 50.0%, below the compliance threshold of 85%.



Emergency performance

- Overall attendee levels are marginally lower than prior year but remain high compared to January and February of this year. Overall performance against the four-hour wait target for A&E remains challenging, in October it was 59.07% (vs 63.06% for the prior year).

Total attendances and 4-hour performance since April 2022



We are also undertaking work to address our longer lengths of stay across the Trust which contribute to poor flow across the site (focusing on those with a length of stay of 21 days or more).

A weekend discharge SOP has already been revised and routine executive weekly meeting established. Information from the SAMIT (Summary Acute Medicine Information Indicator Table) also informs our priorities around sub-acute area congestion and patient journey times.

RADIOLOGY UPGRADES

Development work for a further MRI and refreshed CT scanners is near completion. The supplier has delivered a new second MRI in October 2023 and the new MRI 2 installation is well underway. Final commissioning is underway with completion in December 2023. The existing MRI is planned to be replaced in Q4.

Last month, our Radiology department at the PRUH successfully completed as a day case, a microwave thyroid ablation procedure. The planning process for this has been approximately three years and this was a UK first. The alternative procedure for these patients is often either surveillance or open surgery with a large scar, potential complications, longer recovery and inpatient stay.



MORTUARY REDEVELOPMENT

The mortuary redevelopment at the PRUH is underway and on target for handover in January 2024. The fridge and freezer installation, along with chillers, is currently underway. On completion, the temporary mortuary will revert back to being a bed store. The allied mortuary substation is also underway and will supply power for the new car park, and will support the new EV charging facilities there.

NEXT YEAR

We are beginning to turn our attention to next year's programme that will include further medical equipment enabling works, for example for a theatre robot and lifecycle replacement projects, which are in the planning stages, in particular:

- Complete roof replacement;
- Nurse call system replacement; and
- Ward lifecycle refurbishments.

Apollo programme: launch of Epic and MyChart update

Epic

- We launched Epic jointly across King's and Guy's and St Thomas' (GSTT) as planned on **5 October 2023**. Epic officially went live at both Trusts at **6.15am**. Synnovis, our shared pathology provider also launched Epic simultaneously.
- Good progress is being made - we are now transitioning from intense Go-Live support into a period of stabilisation, focusing on embedding the use of Epic across our hospitals and providing support to staff to fully adopt the system. We are also supporting GP colleagues and those working in primary care, who are adapting to Epic and new ways of working with both Trusts.

MyChart

- MyChart, a new patient portal, accessible through a smartphone app or online, also went live as part of the Epic launch.
- Patients are being supported through a dedicated MyChart helpdesk run by our patient experience team. The team is encouraging sign up and utilisation.



"This is a very significant milestone in the way we deliver care to our patients and the wider communities we serve".

Launch highlights in numbers

- Over 80% of the workforce across King's and GSTT were trained in advance of go live.
- Over 38,000 members of KCH and GSTT staff have accessed Epic since go live.
- Over 103,000 patients have registered for MyChart, receiving secure access to their medical appointments and notes.

King's Stars Awards 2023 – recognising staff achievements

We held our annual event the King's Stars Awards on 2 November to celebrate the efforts of staff across our organisation. More than 300 nominations were submitted earlier in the year and winners were announced on the night.

The King's Stars Annual Awards are supported by our King's College Hospital Charity.

Local and Trust wide winners

- **Values Award (Kind):** Becky Clayton-Higgins, Dementia Specialist Nurse, PRUH
- **The Outstanding Care Award:** Colorectal Clinical Nurse Specialists, PRUH
- **Team of the Year:** Outpatient Systems Team, Cross-site
- **The Chairman's Award:** The Chaplaincy Team, Cross-site
- **The Diversity, Equality and Inclusion Award:** The Havens Inclusivity and Accessibility Group, Cross site
- **The Leaders in Research, Innovation and Education Award:** Sophie Webster, Research Midwife, Cross Site

