



South London Healthcare **NHS**
NHS Trust

South London Healthcare NHS Trust Services Update

January 2011

Presentation to Bromley HOSC

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Top five priorities for the coming year

1. Continued focus on improving patient safety/ experience
2. Ensure improved performance
3. Financial Performance
4. Organisational Development work stream
5. Partnership with General Practice



Summary: temporary changes across SLHT

- A series of service moves and temporary closures were completed throughout November and December 2010
- Emergency and acute care services were relocated from QMS to QEH and PRUH, alongside complex elective surgery
- Elective General, orthopaedic and gynaecology surgery has relocated to QMS, with the creation of a unit supporting post acute ortho-geriatrics and medically fit patients
- Maternity and neo natal services, including the early pregnancy and foetal assessment units, relocated from QMS to QEH and PRUH, along with paediatric inpatient services. Ante natal and postnatal services, along with community midwives, have remained at QMS, with the creation of the CYP AU
- The 24 hour Urgent Care Centre remains on the QMS site



APOH Update

- NHS London has accepted the recommendation of local GPs for the service changes proposed in A picture of health and they are satisfied that the Secretary of State's four tests have been met
- This means that we go forward this year with a degree of certainty and ability to plan for the future.
- We are now meeting with our local GPs to plan a definitive future for the Sidcup site to ensure it develops as a key health facility
- We will now resuscitate ambitious plans to develop the site as a health campus, including the local development of radiotherapy. We will be in a position to set out these plans in partnership with local GPs by the end of March



Maternity Services

- Successful integration of the QMS obstetric service into PRUH and QEH
- Opened the purpose built co-aligned Midwifery Led Birthing Unit on 8 December 2010 at PRUH
- Improved staffing profile across Midwifery
- Improved Consultant profile across obstetric units
- Early positive feedback from women



Staffing and spacing improvements to QEH and PRUH A&E

QEH:

- New mobile clinic (used to assess patients with minor injuries and houses the Urgent Care Centre)
- Expansion of the Majors Area
- Recently opened surgical assessment unit – supporting A&E activity
- More children being referred to Happy Hippo assessment area to be quickly seen by paediatricians



Staffing and spacing improvements to QEH and PRUH A&E (cont.)

PRUH:

- Opened the Urgent Care Centre
- Expanded the paediatric assessment area with new build.

Staffing:

- More A&E Consultants working across QE and PRUH than when we had three sites open
- Working to recruit more emergency medicine consultants and Nursing posts.



Measures to improve A&E waiting times

- Additional locum consultants recruited to fill a vacant post
- Employed a team of nursing staff on a short term basis while recruiting to fill the permanent roles.
- Receiving expert advice and support from NHS London and Department of Health Intensive Support Team over the next few weeks, including:
 - An independent review (by clinicians, for clinicians) of A&E models of care, looking at our structure and systems for processing patients
- An overview of all improvements are being managed through a control plan in a programme management approach



Stroke services

- Accreditation of stroke services at the PRUH and QEH sites in November 2010
- Progress being sustained in relation to the accredited stroke unit
- Successful external visit in relation to preparation for HASU status
- Reduction in patient complaints
- Early positive feedback from patients and families

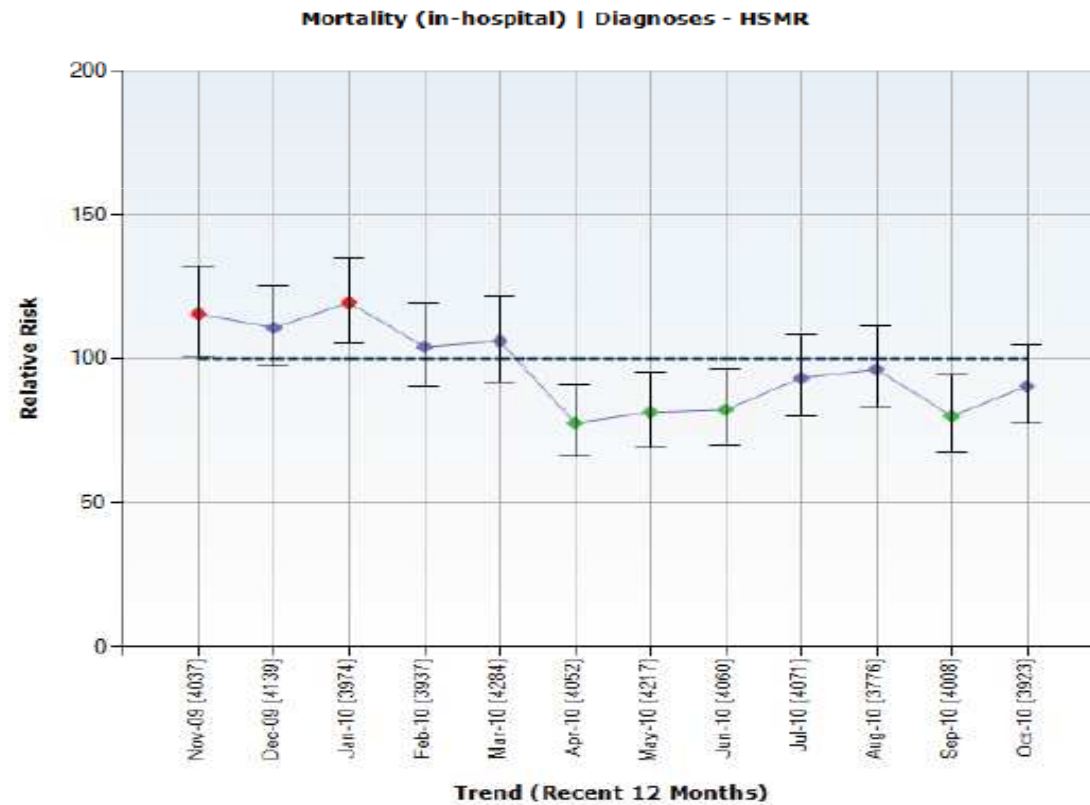


HCAI performance

- Exceeding both national and local targets
- Single MRSA since April 2010
- C Difficile performance April to Dec 2010 33% reduction from the same period April to Dec 2009
- Ongoing work regarding the wider infection control agenda



Mortality rates improvement





Care Quality Commission inspection

- The CQC reviewed our three main sites and Beckenham Beacon at the end September 2010
- CQC had no major concerns
- CQC found that overall patients were happy with the care they received and staff were professional and committed to providing care of the highest quality
- Trust was compliant with key standards around:
 - Respecting and involving patients
 - Infection prevention and control
 - Safeguarding children
 - Safety of hospital premises and equipment
 - Complaints
 - Consent
 - Supporting staff
 - Working with other providers



Care Quality Commission inspection (cont)

- Improvements are required in some important areas, many of which have been addressed since the CQC visit and which the temporary closure programme has helped with:
 - Ensuring staff were familiar with the new on-line incident reporting system implemented in September 2010.
 - Ensuring eligible staff have all had CRB checks
 - Ensuring staff have had training around safeguarding adults
 - Ensuring good medicines management processes
 - Supporting vulnerable, elderly patients with their nutrition at QMS
 - Supporting the workforce