



South London Healthcare **NHS**
NHS Trust

Bromley Health Overview and Scrutiny Committee

July 2011



Three CQC reviews in last year

September 2010 – Compliance review

Overall, patients happy with care they receive and staff are professional and caring towards their patients

- Some improvements required

March 2011 – Elderly care

Trust meets standards for dignity and nutrition, including:

- Most patients feel involved in their care plans, and understanding their treatment and treatment options
- Organised and relaxed mealtimes, with assistance given if needed

April 2011 - Maternity

- Most births safe, and most women and their partners happy with the care and support given to them
- good progress in improving maternity services
- Some issues around capacity at PRU, improving 1:1 care in labour and making sure women get early access to maternity services

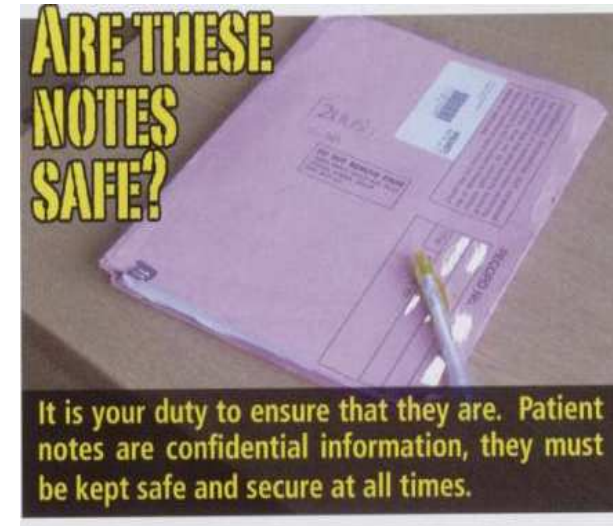
Improve productivity – to enable move towards FT status to ensure continued provision of locally managed services for outer SE London patients



September 2010 CQC

Action plan agreed with CQC. Main issues already addressed:

- New on-line system for reporting incidents, with staff training – strong increase in reported incidents from 1200 in Q1 2010 to 2684 in Q3 – with continual monitoring of implementation of actions following incidents
- Safeguarding adults training now mandatory for staff and compliance at over 60%
- Programme in place to ensure staff working in high risk areas have had CRB checks
- Increased awareness of importance of secure medicine storage
- Trust-wide awareness campaign about importance of maintaining confidentiality of patient records.





Trust's improvements in past 12 months

- Mortality rates – patients now have a better survival rate at SLHT than the national average
- Hospital acquired infection rates exceptional – only one case of MRSA in last NHS year
- Current Midwife: birth ratio is 1:32 – the national standard
- Maternity serious incidents halved in past 12 months – 3rd best record in London
- Opening of hyper acute stroke unit at Princess Royal Hospital

The above quality improvements achieved while reducing over spend by £40m



Much more to do:

Increase quality, innovation and productivity

- Shorter lengths of stay for patients – admission avoidance, better discharge processes and flow through hospital of patients
- Better theatre use – longer sessions during week, better use of time available to theatres, reducing the need for outsourcing and premium lists
- More day surgery
- Clinical staff spending more time on direct patient



Benefits to patients

- **Higher proportion of money spent on patient ‘frontline’ care**
- Shorter time spent in hospital better, as long as outcomes are properly monitored
- Reducing blockages in system produces better patient journeys around hospital
- Fewer hospital acquired infections, pressure sores and VTEs
- Shorter waiting times, fewer cancellations
- Creates a more stable and sustainable organisation, with fewer cyclical restructures