

# External Services Scrutiny Committee

Imran Devji

Director of Operational  
Performance

Vanessa Saunders

Deputy Director of Nursing



The Hillingdon Hospitals



NHS Foundation Trust

# Performance

		2016/2017	2017/2018		
			Q1	Q2	YTD
Cancer	Maintain two week cancer waits (all cancers)	98.0%	97.2%	95.2%	96.2%
	Maintain two week cancer waits (breast symptoms except suspected cancer)	95.7%	98.2%	97.6%	97.9%
	31 days diagnosis to treatment for cancer (1st Treatment)	99.3%	98.7%	99.0%	98.8%
	31 days diagnosis to treatment for cancer (2nd or Subsequent Treatment - Surgery)	100.0%	95.0%	100.0%	97.4%
	31 days diagnosis to treatment for cancer (2nd or Subsequent Treatment - anti cancer drug treatments)	100.0%	100.0%	100.0%	100.0%
	62 days urgent GP referral to treatment for cancer	92.2%	85.6%	86.9%	86.0%
	62 days urgent referral to treatment for cancer (Screening)	98.4%	100.0%	100.0%	100.0%
Referral To Treatment	Incomplete Pathways within 18 weeks	92.4%	92.2%	91.8%	92.0%
Accident & Emergency	Percentage of Patients Meeting 4 Hour Standard (All A&E Types)	84.0%	86.8%	87.5%	87.2%

# Red2Green

- **The Trust has introduced two new initiatives looking to radically change patient care**
- ‘Red2Green’ - moving patients to safe discharge from hospital either to their home or to onward care through a series of ‘green days’ – a day of value to the patient.
- ‘red days’ are when planned interventions do not take place or the patient is no longer in need of acute care but is otherwise stalled in their ‘care journey’.



# PJ Paralysis

- Trust is also helping to improve the patient experience with measures to tackle 'PJ Paralysis'.
- Detrimental effect on patients of remaining in nightwear and in bed for extended periods while in hospital.
- Getting patients moving if they are able is proven to reduce hospital stay, aid recovery and accelerate the return home to independent living.

Get up

Get dressed

Get moving

Get home

65% of patients admitted to hospital are 65 or older

A person over 80 who spends 10 days in a hospital bed will lose 10% of muscle mass

Getting up and dressed will help you recover more quickly and return home

#endPJparalysis

# HHCP

- Hillingdon's Health and Care Partnership (HHCP) is providing vital support to keep people in their own homes for longer
- The four key partners in HHCP are the Trust, Central and North West London NHS Foundation Trust, the local GP Confederation (representing all Hillingdon GPs) and H4All (Hillingdon's voluntary sector consortium).
- Introduced Care Connection Teams (CCTs) in all GP practices across the borough. Comprise of a Guided Care Matron and a Care Co-ordinator who work alongside GPs and other local health and care practitioners.
- Aim is to keep the most vulnerable elderly patients safely cared for in their own homes wherever possible.

# HHCP

- Trust has adopted 'Home first' approach to managing patients.
- Aim to help patients to be cared for and supported at home wherever that is appropriate.
- Aligns with the work of HHCP and supports our Discharge to Assess (D2A) initiative
- Ensures that patients who are discharged under the D2A scheme will be assessed in their own home within two hours of arriving home.
- Overall assessment of the patient's needs is undertaken in liaison with Social Services, CNWL Community Services and the voluntary sector to ensure that all needs are addressed.



# PLACE scores

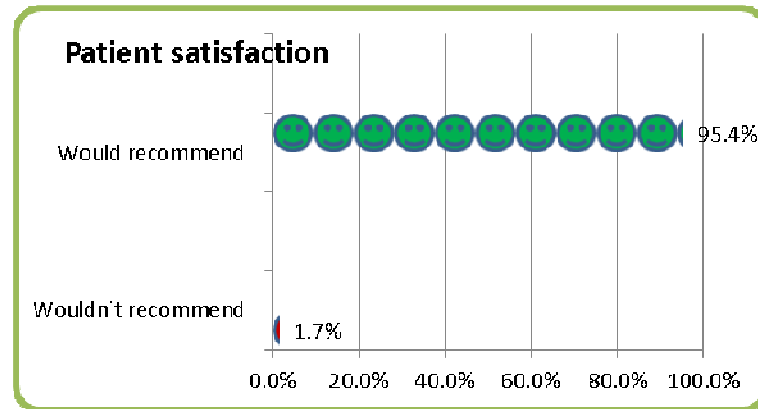
- Trust received high Patient-Led Assessment of the Care Environment (PLACE) scores for cleanliness, appearance and - food.
- Did better than the national average
- PLACE is a review led by external assessors from the local community and NHS Trust staff
- Achieved our highest score in the 'external tidiness and appearance' category - Trust introduced dedicated grounds maintenance teams earlier this year
- 7.83% uplift in the 2017 PLACE assessment 'disability' category – how the Trust caters for the needs of patients and visitors with a disability and how well it provides access.

# FFT: April - September Performance

## A&E/MIU (combined)

Number of Responses: 2572

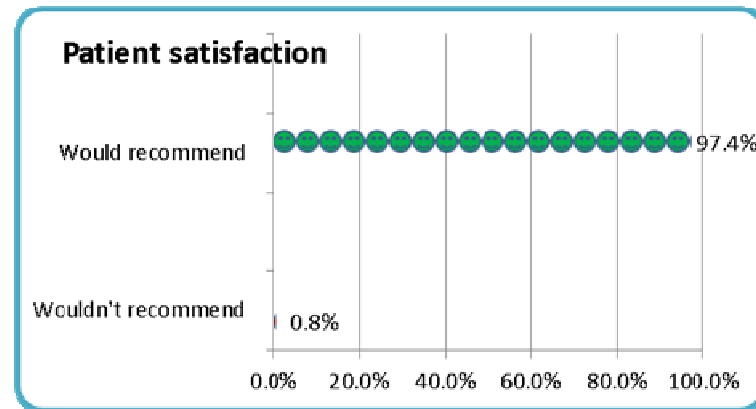
Rate: 7.3%



## Maternity (all touch points combined)

Number of Responses: 2006

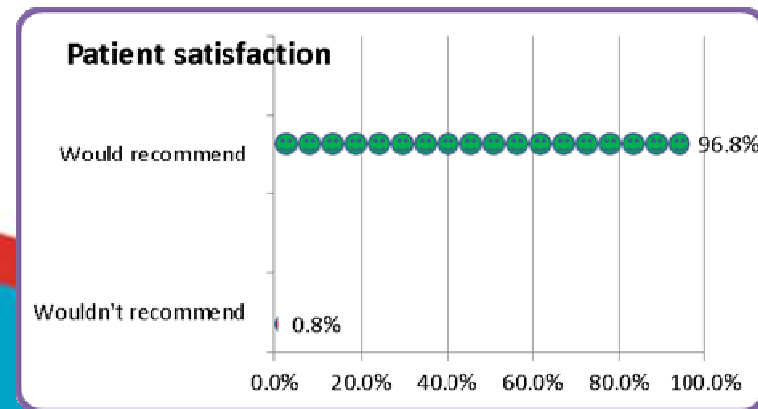
Rate: 97.4%



## Inpatients

Number of Responses: 8400

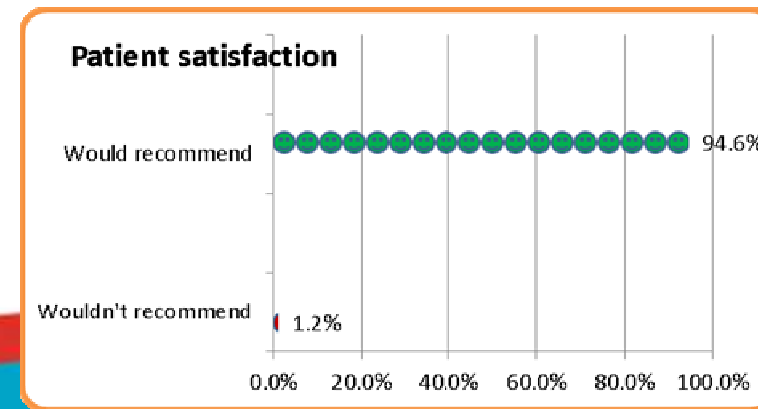
Rate: 96.8%



## Outpatients

Number of Responses: 6105

Rate: 94.6%





# Improving End of Life Care

- The Trust has been member of NHSI End of Life Collaborative progressing key work-streams to improve end of life experience:
  - Staff training
  - Use of the Comfort Care Plan for patients in last days of life
  - ACP discharge summaries
  - CMC use
  - Refurbishment
  - Raising awareness
- The Trust's Charity funded a furnished 'quiet room' on Hayes Ward, and a day room and doctors' office for both wards.
- THH team won award at NHSI event October 2017 – for innovative ideas implemented at pace



# Ward refurbishment

- Trust's Charity has covered the cost of improvements to two wards at Hillingdon Hospital -Hayes and Grange wards
- Part of the Trust's End-of-Life Care strategy and aimed at enhancing the treatment of patients in their last days and the interaction between the staff caring for them and their families and friends.
- The £35,000 projects provided a furnished 'quiet room' on Hayes Ward, and a day room and doctors' office for both wards.



# Supporting Carers

- Carers Strategy published 2017
- Year 1 action plan progressing:
  - Carers Charter
  - Carer Beds
  - Carers Survey
  - Service-specific actions



# Recruitment and Retention

- Significant programme of work underway to increase recruitment and retention across staff groups
- Comprehensive branding project
- Extension of recruitment campaigns - national and international
- Enrolled in Cohort 2 of NHSI Retention Support Programme
- Specific Nurse recruitment and retention workstream

# Always prepared....fire safety

- Staff and volunteers at Hillingdon Hospital joined forces with firefighters for an emergency evacuation exercise.
- Patients role-played by volunteers were moved from eighth floor of the tower block in the scenario of reports of a fire in a linen cupboard which was burning through to the floor below.
- Patients able to walk were escorted downstairs by staff and bed-bound patients lifted on to 'ski pad' evacuation devices and slid down stairs
- Firefighters from Hillingdon Fire Brigade also took part



# Trust Charity

- Hillingdon Hospitals Charity supports staff and patients at both sites
- Charity funds practical improvements for patients at both sites, helps to transform the hospital environments, develop staff and volunteers, and support innovation
- Money from the Charity pays for a range of things, from vital medical equipment to items which improve the staff and patient experience.

You can donate or fundraise in the following ways:

- You can text THEH01 and the amount of your donation in pounds to 70070 to make a donation direct from your mobile phone. For example THEH01 £10 will donate £10.
- Alternatively, you can phone us on 01895 279954 during office hours to make a donation by card.