Welcome

This year we have created a snapshot of what’s been going on at the Hospital over the last 12 months.

We want to wholeheartedly say thank you to all our staff, volunteers, members and partners for making it a memorable year for the Hospital. It has been incredibly tough and difficult at times but also a very successful year for the Trust.

One of our achievements of 2013-14 was being authorised as an NHS Foundation Trust on 1 May 2013, making us the first acute Trust to be licensed in south west London.

We have been working closely with our new Council of Governors and patients to further improve and enhance the services we provide for our patients and involve the local community in our future.

The Trust continues to have an excellent reputation and support from the local community and are very fortunate to have more than 600 volunteers who carry out a wide range of roles across the Hospital.

In December, we extended our visiting times to enable morning visiting on the wards and we are also encouraging visitors to support all aspects of patient care such as help with eating.

Increasing support at mealtimes has been a focus for this year and there are around 300 volunteers signed up as Dining Companions helping on a number of wards.

Over the last 12 months, we have also been focusing on how we can become a beacon of excellence in care for patients with dementia, and their carers. We have continued to meet the A&E four hour target which has been a real challenge as we are seeing more acutely ill older patients with a number of chronic illnesses.

We have created a timeline which we hope sums up our year. If you would like to read more about our improvements for our patients and view our accounts, please visit www.kingstonhospital.nhs.uk for the full version of the Annual Report and Accounts.
2013

April 2013
- We launched our Forget Me Not Scheme which means all inpatients with dementia have a ‘forget me not’ flower symbol above their beds and on the ward patient information board.
- All patients who come into A&E with dementia are given a blue bracelet to wear to ensure they are easily recognisable to A&E staff.

May 2013
- Kingston Hospital was awarded an NHS Foundation Trust on 3 May 2013. We are the first acute Trust to be licensed in south west London.
- We held our first Council of Governors’ meeting since becoming a Foundation Trust.
- For the 13th year running, Kingston Hospital won the CMS 40 top hospital award.

June 2013
- As part of the drive to bring hospital services closer to people’s homes, Kingston Hospital in partnership with local GPs have set up a range of post acute care centres.
- We launched our Forget Me Not Scheme which means all inpatients with dementia have a ‘forget me not’ flower symbol above their beds and on the ward.

July 2013
- We joined forces with Pets As Therapy (PAT) to help improve patients’ wellbeing. PAT Dogs regularly visit our stroke ward and Paediatrics.

August 2013
- Five years on and the Sir William Rose Unit has continued to build on its unique partnership with The Royal Marsden NHS Foundation Trust and Macmillan Cancer Support.

September 2013
- Sir Ian& Bates became our new Chairman.
- The Trust held a conference on the future of dementia care at Kingston.
- As part of £123m fund awarded to the Trust for dementia improvements, a new Birthing Pool was opened by TV and radio presenter, Angellica Bell.

October 2013
- The Trust went live with an upgrade to our Care Records System (CRS) and the rollout of Clinical Documentation (putting patient information directly onto CRS using tablets as we move a step closer to electronic patient record) and e-prescribing (imaging and prescribing patients’ medications electronically) to all our adult inpatient wards and departments.

November 2013
- As part of our ‘Adapt a Ward’ scheme, non-clinical teams have volunteered to help patients at a milestone, which has given them contact with patients and a real insight into how our wards work.
- Thanks to the charity Momentum, a new playroom in Paediatrics was opened.

December 2013
- We extended our visiting times to enable morning visiting on the wards from 8am to 12pm in addition to 2pm to 8pm. All our wards have Protected Mealtimes between 12:00pm and 1:30pm. Visitors and carers are encouraged to stay to help patients with eating and drinking.
- A new treatment room opened in the Outpatients Department allowing minor operations to be performed.
- Embracing the Christmas Spirit at Kingston Hospital - Christmas trees were donated to all inpatient areas for the teams to decorate and win an award.
- Isabella ward moved to a newly refurbished ward in Esher Wing so that they are able to provide more gynaecological services to women.

January 2014
- In the Care Quality Commission Maternity Survey 2013, Kingston’s maternity unit was rated as among the best in the country for two out of the three categories on the survey – quality of staff and care provided after birth. We were the only Trust in London to be ranked in the top 25% in the country for patient care scores in these three categories.
- Our Maternity Service was awarded the highest rating by Clinical Negligence Scheme for Trusts (CNST) assessment, which looks at how well the service is organised and governed and how safe the care is.

February 2014
- The Trust achieved its financial plan for 2013-2014, with a surplus of £2.3m to invest in the hospital and Macmillan Cancer Support.
- We received further recognition for our A&E and emergency services in the London Quality Standards.
- Health Minister Dan Poulter visited our Maternity Unit and was presented with an award for a new Birthing Pool.

March 2014
- The Trust held a conference ‘creating the future of dementia care at Kingston’.

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2013-14 At a glance
During the last year we dealt with:

- 110,000 patients in A&E
- 5,863 delivered babies
- 65,700 admitted patients
- 343,000 outpatients appointments
To access the full report and accounts visit

www.kingstonhospital.nhs.uk