

2018-19, 95.9% of patients on cancer pathways at the Trust started treatment within 62 days of their diagnosis, making us the highest performing hospital in the country for this particular target. We are extremely proud of this and committed to ensure timely diagnoses and treatment, giving our patients the best possible chance of survival.

As well as the major funding contribution to the Maxwell Thorne Unit and the refurbishment of Blyth Ward, Kingston Hospital Charity has helped us to implement a number of improvements that have made a big difference for patients. Charitable funds purchased eight new riser recliner chairs for patients on our medical and elderly care wards, allowing those with weak postural muscles to sit comfortably in a supportive armchair. The hospital's charity, along with national charity RNIB also helped our Royal Eye Unit establish the post of an Eye Clinic Liaison Officer (ECLO) to ensure patients with serious eye conditions are provided with appropriate emotional

and practical support. Kingston Hospital Charity continues to help the Trust make improvements to services that go beyond the scope of NHS funding.

2018-19 was also a very successful year for the Trust in terms of awards, with the hospital winning a number of national awards (highlighted in our timeline). Our Maternity department won the HSJ Award for 'Improving Outcomes through Learning and Development' and in the same year ranked 15th out of 69 acute trusts nationwide for the maternity patient survey.

We are proud to be recognised for delivering outstanding care. We have improved yet again on our impressive staff survey results which is undoubtedly the single biggest factor (for our staff) in being "Outstanding". We were the top performing trust in the country for cancer and we achieved our financial targets. We have invested in improving the hospital environment so we can deliver services for the benefit of patients and staff. We are hugely proud of our achievements and would like to thank staff, patients, governors and partners for the instrumental part they continue to play in our success.

Open up to reveal our achievements over the last 12 months

To view the full report and accounts visit
www.kingstonhospital.nhs.uk

Annual Review 2018-19 at a glance

Working together to deliver exceptional,
compassionate care – each and every time



Welcome

2018-19 was an extremely busy year for the Trust but also one of the most successful to date. There have been a number of significant achievements across the hospital that we are very proud of.

We were inspected by the CQC in 2018 and in August we found out that we had climbed from "Requires Improvement" straight to an "Outstanding" rating for Overall Quality, Caring and Well-led, becoming the first acute trust in London to achieve this. The Trust was also rated "Good" for Safe, Effective and Responsive. Key to our success was the focus we placed on recruitment and retention of staff over the past couple of years, including a reduction in the use of agency staff. When the CQC inspected the Trust in 2016, our staff turnover rate was 20.24%; two years later when we were re-inspected, this rate has fallen to 15.74%.

The hospital finds itself under an increasing amount of pressure but our staff manage this challenge magnificently and continuously strive to deliver excellent care to our patients. In 2018-19 we saw significant improvements in an area that has been one of our greatest challenges: our urgent

and emergency care pathways, to get patients from home to hospital and hospital to home, or other appropriate setting. We have worked with our partners across health and social care to reduce delays in discharge and improve patient outcomes long term.

We also made some big improvements to our environments at the hospital, with our second dementia friendly refurbishment of an elderly care ward, Blyth, which reopened in November 2018. The ward underwent a number of big changes to make it more comfortable for patients with dementia and make them feel safe and looked after in a homely environment. We also opened the Maxwell Thorne Haematology Day Unit, housed on the new third floor of our Sir William Rous Unit, which delivers the Trust's Cancer Services. The new Haematology Day Unit can accommodate 3,000 patients every year and comprises 12 treatment chairs, a 'Quiet Room' for patients, a new waiting area and a roof top terrace for patients to sit outside after their treatment.

As well as this new unit, we also continued to deliver an excellent service for our patients with cancer across the hospital. Over

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April 2018

Kingston Hospital Charity funded eight riser recliner chairs for its medical and elderly care wards, allowing patients with weak postural muscles to sit comfortably in a supportive armchair. The chairs also help patients with poor circulation to sit with their legs elevated, helping to improve the strength in their muscles.



May 2018

Kingston Hospital was named one of the CHKS Top 40 Hospitals for 2018 for the 18th consecutive year. 2018 was the first year the awards considered all Trusts in England, Wales and Northern Ireland, not just those who are CHKS clients.



June 2018

The Urology department implemented the new Urolift procedure, for male patients requiring surgery for Benign Prostatic Hyper-plasia (BPH). The Urolift uses advanced technology and is less complex and invasive compared with other procedures, meaning patients experience significantly fewer side effects.

July 2018

The Trust was named the top Acute Trust in the country for increasing the number of research studies available for patients to take part in by the National Institute for Health Research (NIHR). The number of open studies jumped 93% from 28 to 54, meaning more people in the local community had the opportunity to access new and better treatments through participation in clinical research.



August 2018

Following an inspection of key services and the Trust's leadership, the Care Quality Commission gave Kingston Hospital an 'Outstanding' rating for Overall Quality, Caring and Well-led. The report highlighted many examples of outstanding care and innovation throughout the hospital.



September 2018

Kingston Hospital was named the Staff Retention and Wellbeing Employer of the Year at the Our Health Heroes Awards 2018 for outstanding commitment to staff welfare. The award recognised the hospital's work to set up the Health and Wellbeing framework for staff (providing support with physical, mental, financial and family health issues).



October 2018

The hospital's Cancer Services achieved 94.9% compliance for patients starting cancer treatment within 62 days of urgent GP referral, compared to the national average of 79.4%. This marks the Trust as one of the best in the country for cancer waiting times.

November 2018

Blyth ward, the hospital's second dementia friendly elderly care ward, reopened following a full refurbishment to make it a calmer and more comfortable place, where patients who may be confused and scared can feel safe and looked after in a homely environment.



December 2018

Kingston Hospital won the award for Outstanding Achievement in Healthcare at the Health Business Awards 2018. The nomination highlighted how the Trust is one of the best performing Trusts with regards to cancer targets, and also praised the dementia care, palliative care and sexual health services.



January 2019

The Trust received its results for the national Maternity survey, carried out by the CQC. Kingston Hospital's Maternity Unit scored better overall than any other hospital in South West London and was ranked 15th out of the 69 acute Trusts to take part nationwide.



February 2019

The Royal Eye Unit implemented the post of Eye Clinic Liaison Officer (ECLO) in partnership with the RNIB, to ensure patients with serious eye conditions are provided with the appropriate emotional and practical support. The post of the ECLO is integral to delivering high quality patient care.



March 2019

The Maxwell Thorne Haematology Day Unit opened on the new third floor of the hospital's Sir William Rous Unit, which houses the Trust's cancer services. The new unit can accommodate 3,000 patients every year and comprises 12 treatment chairs, a 'Quiet Room' for patients, a new waiting area and a roof top terrace for patients to sit outside after their treatment.



2018-19

At a glance

During the last year:



127,482 patients seen in A&E



4,976 babies delivered



67,323 patients admitted



444,498 outpatient appointments