

This is a report about **Kingston Hospital**.



We have made it **easy read** for you



If you would like some help reading this leaflet, then please ask someone to read it with you.



[@KingstonHospNHS](https://twitter.com/KingstonHospNHS) [@KingstonHospitalNHSFT](https://www.facebook.com/KingstonHospitalNHSFT)
#KHFT Proud #TeamKHFT

www.kingstonhospital.nhs.uk



Living our values *everyday*

This report tells you about some of our work from April 2018 to March 2019

We call this report a “**Quality**” Report

We are proud of our work and want to share it with you.






[@KingstonHospNHS](https://twitter.com/KingstonHospNHS) [@KingstonHospitalNHSFT](https://www.facebook.com/KingstonHospitalNHSFT)
#KHFT Proud #TeamKHFT

www.kingstonhospital.nhs.uk



Here are some facts about Kingston Hospital Trust You might not know.

These facts are about the work we did from **April 2018 to March 2019**

<table border="1"> <tr> <td>Overall rating for this trust</td> <td>Outstanding ☆</td> </tr> <tr> <td>Are services safe?</td> <td>Good ●</td> </tr> <tr> <td>Are services effective?</td> <td>Good ●</td> </tr> <tr> <td>Are services caring?</td> <td>Outstanding ☆</td> </tr> <tr> <td>Are services responsive?</td> <td>Good ●</td> </tr> <tr> <td>Are services well-led?</td> <td>Outstanding ☆</td> </tr> </table>	Overall rating for this trust	Outstanding ☆	Are services safe?	Good ●	Are services effective?	Good ●	Are services caring?	Outstanding ☆	Are services responsive?	Good ●	Are services well-led?	Outstanding ☆	<p>The CQC gave us a rating of “Outstanding”.</p> <p>We are proud that we are the first hospital like ours to have a rating of “outstanding” in London.</p>
Overall rating for this trust	Outstanding ☆												
Are services safe?	Good ●												
Are services effective?	Good ●												
Are services caring?	Outstanding ☆												
Are services responsive?	Good ●												
Are services well-led?	Outstanding ☆												
	<p>4976 babies were born in our hospital.</p>												
	<p>67,323 people stayed in our hospital for treatment in one of our 354 hospital beds.</p> <p>44,498 people came and saw our doctors and nurses in a clinic.</p>												
	<p>We treated 127,482 people in our accident and emergency department.</p>												



 @KingstonHospNHS
  @KingstonHospitalNHSFT
 #KHFT Proud #TeamKHFT

www.kingstonhospital.nhs.uk



	<p>We worked hard to help our volunteers. We won an award for looking after our staff really well.</p>
	<p>We have over 2900 people working in our hospital. These people tell us that we are a really good hospital to work for. Kingston Hospital scores as 7th best in the country of hospitals like ours to work for.</p>
	<p>We treated people with cancer within 62 days which is a special target the government set for us.</p>
 <p>Kingston Hospital Charity</p>	<p>We received £1.5 million in donations.</p>



 @KingstonHospNHS
  @KingstonHospitalNHSFT
 #KHFT Proud #TeamKHFT

 Living our values *everyday*


www.kingstonhospital.nhs.uk

	<p>We changed the way we manage the hospital. We have asked our doctors and nurses to help us more with big decisions and deciding what are the best changes to make in the hospital. We also worked with people who live and work in our community and health organisations to decide what changes we should make next year. We call these “Quality Priorities”.</p>
	<p>Last year we completely achieved 4 of our “Quality Priorities” and we almost achieved another two “Quality Priorities”.</p>
	<p>We have a lower number of people dying in our hospital than in other hospitals in the country. This is called a “Mortality Indicator”.</p>



Making things better

In 2018 and 2019 we have worked hard at the hospital to make sure we are offering the best care in the best way possible.



We ask these questions

- What is most important to our patients?
- Do we care for them well?
- How can we care for them even better?
- How can we make sure we only do important things
- How can we make sure we don't waste time

We answer these questions about our hospital to help us decide what we need to change to make things better.

We call these “**Quality Improvements**”.

We decide these improvements with people in our local area who work with us or use us.



 @KingstonHospNHS  @KingstonHospitalNHSFT
#KHFTProud #TeamKHFT

www.kingstonhospital.nhs.uk





Here are some of the “improvements” we have made this year

- Helping patients leave hospital quicker using a “red2green” colour coding system.
- Making information we keep on our computers about some types of surgery better.
- Helping patients to get out of bed more often when they are staying in hospital.
- Treating children with breathing problems better.
- Getting rid of the hospital rubbish in a better way.
- Helping to treat people with cancer as well as we can.
- Deciding how to help old and frail patients when they come into hospital better.
- Helping more women to have babies in a natural way.



 @KingstonHospNHS  @KingstonHospitalNHSFT
#KHFTProud #TeamKHFT

www.kingstonhospital.nhs.uk





Working with our patients and our community



The hospital works hard with its patients and local community to make health care better.

We call this **“patient and public involvement”**

Here are some of the things we are proud to have done this year

- Our doctors and nurses who work on making hearts healthy work in a department called “cardiology”. They visited some local schools to teach children about looking after your heart and about resuscitation.
- We asked patients with physical and learning disabilities to help tell everyone about new nursing jobs called “nursing associates”.
- We held a special day where some of our patients talked to us about how to make coming to hospital clinics even better.



[@KingstonHospNHS](#) [@KingstonHospitalNHSFT](#)
#KHFT Proud #TeamKHFT

www.kingstonhospital.nhs.uk



- We are working hard to listen to what people write and say in the friends and family test. Patients at Kingston Hospital fill in 5000 to 6000 friends and family tests a month.
- We talk with an organisation “Healthwatch” in Richmond and Kingston to tell them how we have changed. We hope that this shows patients we are listening to their views.
- We have begun something called “meet the neighbours”. This is when local people meet with staff from the hospital to talk about the care the hospital gives and what could change
- We meet with a group of patients who have cancer, they help us decide on projects to make sure the help we give cancer patients is the best we can.



Our plan for next year 2019 – 2020

We want to make sure that your care is safe and you are free to talk to us about it at any time.

We call our plans for next year's changes "**Quality Priorities**"

These are our "**Quality Priorities for next year**"

	<p>We want to be much better at knowing when someone with a learning disability is staying in our hospital or using a clinic and that they have the right type of help and care.</p>
	<p>We want to make sure we know as soon as possible when patients in our hospital are getting more unwell so we can give them better treatment.</p>



 @KingstonHospNHS  @KingstonHospitalNHSFT
#KHFT Proud #TeamKHFT

www.kingstonhospital.nhs.uk





We will make sure that we are better and quicker in helping with pain relief when people come into the emergency department.



Ask more patients to help us decide how to improve all areas of our hospital care.



Have more doctors and nurses and other types of staff working in the emergency department.



 @KingstonHospNHS
  @KingstonHospitalNHSFT
 #KHFTProud #TeamKHFT

www.kingstonhospital.nhs.uk

Living our values *everyday*





Make sure more patients who are now well can go back home before lunch so they have time to settle.



We will write a report in 2020 to tell everyone about whether we achieved these plans.



[@KingstonHospNHS](#) [@KingstonHospitalNHSFT](#)
#KHFTProud #TeamKHFT

www.kingstonhospital.nhs.uk



Living our values *everyday*