

CQC Rates Kingston Hospital Outstanding for Overall Quality

Inspected and rated

Outstanding



Kingston Hospital NHS Foundation Trust has been rated Outstanding overall by the CQC for the quality of its care in the inspection report published in August 2018. The Trust was also rated Outstanding for being well-led and caring and Good for being safe, effective and responsive. The CQC said the Trust's leadership, governance and culture was used to drive and improve the delivery of high-quality person-centred care. Professor Ted Baker, England's Chief Inspector of Hospitals, said: "There has been much improvement at Kingston Hospital NHS Foundation Trust and the staff and leadership team deserve praise and congratulations for the care being provided to patients. The trust should be proud to be the first acute trust in the London region to receive an Outstanding rating for being well-led."

Click [here](#) for the full CQC Inspection Report and click [here](#) for a summary

Acute Frailty Unit Open - The **Acute Frailty Unit** opened on 5th September 2018. The Unit has 9 beds, and is open for patients over 75yrs with frailty (Rockwood score of 4 or more), who are predicted to be discharged within 48hrs. Located within the AAU, the Acute Frailty Unit is managed by our Integrated Multidisciplinary Frailty Team (pictured below) to help facilitate early and safe discharge from hospital. Frail patients not meeting our criteria will continue to be cared for by the AAU and COE wards (e.g. LOS >48hrs). The consultant for the Acute Frailty Unit is Ana Gutierrez Larrainzar (far left in team photo), supported by Natalie Gounaris-Shannon, GP and Primary Care Fellow in Frailty, Menone Singelee, Lead Frailty Nurse, and a team of OTs and PTs. An educational event The Frailty Journey - addressing the needs of frail people, from early recognition to end of life also took place on 5th October 2018. The event was attended by Trust staff and community colleagues, Your HealthCare, HRCH, Staywell, GPs, community nurses and matrons. Themes covered were: Frailty in Primary Care, Falls, Polypharmacy, Delirium, Community and Advanced Care Planning.

Click [here](#) for the presentations from the Frailty Event

For further information please contact: Ana.gutierrez-larrainzar1@nhs.net



GP Direct Access to Advice and Assessment

The Trust has a number of initiatives in place to provide advice and direct access to patient assessment services and bypass ED:

Geriatrician of the Day – the aim of the Geriatrician of the Day service is to provide five days a week rapid access to telephone consultation and advice to primary and community care clinicians. Calls received by the service are varied and have resulted in advice and formulation of joint management plans, organising rapid outpatient COE (care of elderly) reviews in hot slots and expediting inpatient investigations. The Geriatrician of the Day is available 8.30am-5pm, Mon-Friday (excluding bank holidays) on **07823 402948**.

Direct Referral to the Acute Care Physician (ACP) - Access to a consultant ACP enables GPs to discuss and refer a medical patient for assessment, diagnosis and treatment, potentially bypassing ED. The ACP will advise the GP on the phone or will direct the patient with a referral letter, to either the AEC, AAU, Frailty Unit or ED. The ACP is available 9am-6pm, Monday-Friday excluding bank holidays) on **07715 808241**.

Paediatric Assessment Unit - the Paediatric Assessment Unit (PAU) provides the facility for assessment and, if needed, for short stay care and observation of children with presentation either through GP, community midwife referral or ED. Surgical and orthopaedic issues are not appropriate for this service and should be discussed with these specialties. To access this service please contact the registrar or nurse practitioner on **Bleep 732** via switchboard on **020 8546 7711**, for advice and referral triage as appropriate. Please ensure any referral letters are specifically addressed to the PAU rather than generic addresses such as paediatric ED.

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Click [here](#) for an updated
contact list for hospital services



Home 1st launched - Patient flow initiative 'Home 1st' focuses on patients having their needs assessed at home as soon as they are medically fit and safe to leave hospital, preventing unnecessary waits for assessment and support that can be provided out of hospital. Ward MDTs are identifying appropriate patients for referral to the Single Point of Access in Kingston, Richmond and Surrey, with several patients already discharged via Home 1st.

Flu Vaccine Guidance for Egg Allergic Children

We have had a flurry of queries about flu vaccine in our children that are egg allergic and want to bring to the attention of our primary care colleagues national guidance in this respect and also relating to the MMR vaccine. Guidance for flu vaccine from BSACI is attached in PDF form. Advice on vaccination in egg allergic children can also be found on the links below (from the relevant chapters in the government 'green book' of immunisation available online).

Click [here](#) for flu vaccine guidance from BSACI

MMR information on P220 on this link https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/147968/Green-Book-Chapter-21-v2_0.pdf

For influenza P18 of this link https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733840/Influenza_green_book_chapter19.pdf

Clinical Audits Evidence Clinical Quality – This year's clinical audit results continue to show how the Trust is achieving the best possible outcomes for our patients, demonstrating both improvement and innovation across our ophthalmology services and in critical care. The Trust was also commended for facilitating successful organ donation. Details of the audits can be accessed via the links below:

[Intensive Care National Audit and Research Network \(ICNARC\) Case-mix Programme Audit KHFT](#)

[Clinical Audit Ophthalmology Service KHFT](#)

[NHS Blood & Transplant Potential Donor Audit KHFT](#)

MSK SPT- Kingston and Richmond CCGs MSK Single Point of Triage (SPT) services now accepts routine and urgent referrals (excluding red flags) from GPs for orthopaedics, rheumatology and MSK pain. Since the SPTs in both areas have been expanded we have already been seeing good outcomes including a reduction in the number of MRIs being ordered in both boroughs. All routine and urgent orthopaedic, rheumatology and MSK pain management should be sent to the SPT for triage to the appropriate service.

Click [here](#) for information to include in the referral form

Click [here](#) for the [Kingston pathway](#) and [Richmond pathway](#)

Hot Knee Clinic The acute knee clinic ensures that patients with significant knee injuries are seen expediently in a consultant delivered service, to optimise outcomes. Email GP access via Fracture Clinic (exempt from e-RS) to khn-tr.orthopaedics@nhs.net.

Click [here](#) for referral criteria

We are now taking bookings for the Diploma of the Faculty of Sexual & Reproductive Health "Course of 5" at Kingston Hospital on Saturday 17th November 2018.

Click [here](#) for DFSRH information and how to book

The STIF foundation course due to take place in September was postponed and is now set for 11th & 12th March 2019.

Click [here](#) for course STIF information & [booking form](#)

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Indicative waiting times are given on e-RS when making a referral. Click [here](#) to see an example

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