



Guy's and St Thomas'
NHS Foundation Trust

Summary Annual Report 2018/19

Reporting back

Guy's and St Thomas' has performed well both operationally and financially over the past 12 months. This is despite a relentless increase in demand for our services and an extremely difficult financial climate across the NHS.

Last year more patients than ever before chose to come to our hospitals and community services for treatment. Inevitably, these increases in patient numbers affected our ability to meet some important national standards, particularly around A&E waiting times and cancer access targets, and we are working extremely hard to address this.

Last year also marked the official opening of our new emergency department by HRH the Princess Royal and the opening of our new Rare Diseases Centre by the Countess of Wessex. Both projects have delivered new facilities which are improving the quality of the experience for patients and the working environment for staff.

We have continued work – as part of King's Health Partners – with Royal Brompton and Harefield NHS Foundation Trust to create a new partnership that will revolutionise cardiovascular and respiratory services for our patients, and also led a successful consortium to create a new genetics laboratory hub for our region.

We also published our strategy for the next five years – Together we care – which will help ensure we remain stable and ambitious and continue to play a leadership role both in south east London and nationally.



The year in numbers

2.6 million patient contacts

123,000 day cases

93,000 inpatients

1.38 million outpatients

More than 796,000 patient contacts in community services

218,000 emergency and urgent care attendances

6,492 babies born

17,100 staff, making us one of the biggest employers locally

25,600 Foundation Trust members

annual turnover of nearly **£1.6 billion**

Our financial performance

At the start of the year we agreed with NHS Improvement that we would deliver a small underlying deficit of £3.3 million.

We are pleased to report that despite the extremely difficult financial climate across the NHS, we ended the year £11.1 million ahead of our plan, delivering a surplus of £7.8 million. This entitled us to Provider Sustainability Funding bonus payments and our final reported position is a surplus of £31.4 million.

This strong financial performance – which resulted from increased income, savings and efficiencies, and compensation from a property transaction – will allow us to invest in further improvements in our services in the year ahead.

Our operational performance

Despite an extremely challenging external environment and rising demand for our services, we managed to maintain our operational performance against most of our key operational standards.

Overall, the Trust delivered a year-on-year increase in planned (elective) activity, with an impressive 7.5% increase in the number of surgical procedures undertaken without any increase in theatre capacity.

Our outpatient activity also increased significantly and the Trust saw on average 2,827 more new outpatient referrals and 4,631 more follow-up patients a month compared with the previous year.

Infection control remains a priority for the Trust and we believe the vigilance of staff contributed to our excellent performance against our *C. difficile* target. This helped us to avoid bed closures and maintain capacity, particularly during the winter months, when we were also able to provide mutual aid to

CQC inspection results

In March and April Guy's and St Thomas' was inspected by the Care Quality Commission (CQC). The CQC team spent time in our hospitals and community services talking to staff, patients and their families and carers.

We are extremely pleased to report that following the inspection we have maintained our overall rating of 'good'.



neighbouring hospitals.

Demand for our emergency services reached unprecedented levels throughout the year and as a consequence, we were unable to meet the four-hour maximum waiting time standard.

We have continued to underperform against the 18 week referral to treatment (RTT) target, despite actions to improve our position, due to the sheer number of patients choosing to come to Guy's and St Thomas'.

We also faced challenges due to unparalleled growth in the number of cancer two-week wait referrals – a 13% increase in referrals from other parts of south east London and a disproportionate 26% increase in out-of-area referrals. This may partly be because the Trust was one of the first to introduce the electronic referral system (ERS) which makes it easier for GPs and patients to choose our services.

As a result, local commissioners and the Trust's Board reluctantly supported proposals to temporarily close the

electronic referral system for out-of-area GP referrals to a number of services to enable us to accept referrals from local patients and those needing the most specialist care.

While we have been able to meet the 62 day standard for patients referred directly to Guy's and St Thomas' for 10 months of the year, this has not been the case for those referred from other hospitals in south east London. We are working closely with our neighbouring hospitals to improve the shared service we are able to provide to cancer patients locally.

We continue to receive positive feedback from our patients, 90% of whom rated the quality of care they receive at Guy's and St Thomas' as 7 out of 10 or higher in the Care Quality Commission's annual national inpatient survey.

We also continue to have one of the lowest mortality rates in the NHS, a strong indicator of our relentless focus on quality and safety.





National targets

The Trust's performance is monitored against key national standards, and our Board of Directors regularly reviews progress. The table below shows our performance against a range of national standards and targets.

		Performance	
		Target	2018/19
Infection control	C.difficile acquisitions (including: cases deemed not to be due to lapse in care and cases under review)	51	22 ●
Referral to treatment times	% incomplete pathways less than 18 weeks (in aggregate)	92%	88% ●
A&E access	95% A&E patients wait less than 4 hours	95%	87% ●
Cancer access initial appointments	Urgent cancer referrals seen within 2 week wait	93%	97% ●
	Symptomatic breast patients seen within 2 week wait	93%	95% ●
Cancer access initial treatments	% cancer patients treated within 62 days of urgent GP referral	85%	72% ●
	% patients treated within 62 days from screening referral	90%	66% ●
	% patients treated within 31 days of decision to treat	96%	96% ●
Cancer access subsequent treatments	Surgical treatments within 31 days	94%	91% ●
	Chemotherapy treatments within 31 days	98%	99% ●
	Radiotherapy treatments within 31 days	94%	96% ●
Community care information completeness	Referral to treatment information completeness	50%	68% ●
	Referral information completeness	50%	95% ●
	Activity information completeness	50%	79% ●

70th anniversary of the NHS

In 2018 we marked the 70th birthday of the founding of the NHS. This was an opportunity for patients, staff and members of our local community to come together to celebrate the remarkable contribution the NHS, and all who work in it, continue to make to our lives.

Hospital environment

The Trust continues to perform well in the Patient-Led Assessments of the Care Environment (PLACE). In 2018 we scored above the national average in all six categories, including 99.7% for cleanliness.



Developing Evelina London

Evelina London treats increasing numbers of patients every year, and we continue to invest in improving facilities and services. Two new clinical areas for children – a cardiology ward and a critical care unit – were completed in 2018/19, as well as a new planned care ward and outpatient facilities.

We also had the honour of learning that HRH the Duchess of Cambridge (above) had agreed to become Patron of Evelina London which has created a wonderful platform for the 150th anniversary of the hospital, which is being celebrated throughout 2019.

Committed to equality, diversity and inclusion

We are proud to serve the diverse local communities of Lambeth and Southwark, as well as caring for patients from further afield. This diversity is reflected in both the profile of our patients and staff, and brings many benefits.

We are committed to providing services and employment opportunities that are inclusive. This year we completed a comprehensive accessibility audit of our hospitals to ensure we improve physical access for patients with disabilities, patients with sensory loss and those who are frail or elderly.

Delivering research and education

We continue to collaborate across King's Health Partners (KHP) and with organisations across south east England and London, as well as nationally and internationally, to improve services, research and education.

In the last year, all three trusts within KHP increased their number of clinical trials, with 38,000 patients taking part in clinical studies.

This year we received funding as part of a cross-London consortium to use data, science and technology to make improvements in population health through the One London programme, which aims to bring all parts of the London health and social care system together to connect services and integrate care.

Services in the community

We provide community health services for adults and children across Lambeth and Southwark, allowing us to deliver seamless care for our patients. We deliver services in a variety of locations, including in GP practices, health centres, schools, community buildings and in patients' homes. Last year, we had nearly 800,000 patient contacts in the community.

In April we also formally launched a new strategic business unit (SBU) within the Trust called Integrated Care. This new SBU brings together adult community, acute medicine and therapy services and will provide opportunities for us to focus on new ways of working, including with our partners in Lambeth and Southwark, to improve care for local patients.



An engaged workforce

For the fourth year in a row, the Trust achieved the highest engagement score of all 'combined acute and community trusts' in England in the 2018 NHS Staff Survey.

While we are not complacent, and are working hard to address areas where we need to improve, we are proud of this because we know that an engaged workforce has a positive impact on the quality of patient care.

Get involved

Become a member

If you have been a patient in the last five years or if you live in one of our local boroughs, email members@gstt.nhs.uk or call 0800 731 0319.

All members are welcome to attend health seminars throughout the year.

Fundraise

You can support us by organising your own event, giving a donation, leaving a legacy or volunteering.

Visit www.supportgstt.org.uk or call 020 7848 4701.

Volunteer

Email voluntaryservices@gstt.nhs.uk or call 020 7188 8399 for details.

Find out more

For more information about Guy's and St Thomas', visit www.guysandstthomas.nhs.uk

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