

Annual Public Meeting 2016

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#GSTTAPM



Welcome

Sir Hugh Taylor
Chairman

#GSTTAPM



Review of the last year and our future plans

Amanda Pritchard
Chief Executive

#GSTTAPM



We've been busier than ever this year . . .

We had more than 2.3 million patient contacts in 2015/16:

- 1.1 million outpatients and 86,000 day cases
- 800,000+ contacts in our community services in Lambeth and Southwark
- 86,000 inpatients
- 201,000 emergency attendances including 144,000 in the Emergency Department (A&E) at St Thomas'
- 6,961 babies delivered in our Maternity Unit

Care Quality Commission inspection

A team of inspectors from the Care Quality Commission (CQC) visited us in September 2015 to assess our hospital and community services:

- We achieved a 'Good' rating overall
- The CQC rated us as 'Outstanding' for providing 'caring' services
- Evelina London Children's Hospital and the Emergency Department (A&E) were both rated 'Outstanding'
- The CQC praised our staff for being *"highly committed"* and *"delivering high quality patient care"*
- They said *"Patients were positive about the care they received and felt staff treated them with dignity and respect"*
- We have an action plan to tackle areas for improvement

Our performance

- 2015/2016 was an exceptionally busy year – 10% increase in demand for many services
- Staff have worked hard to meet performance and financial targets
- We have found it challenging to meet demand, eg A&E waiting times and some cancer patient pathways
- We made savings of £93 million in 2015/16 – ending the year with a small deficit of £11 million (£8 million better than our plan)

Building the future for our patients

At Guy's

- The phased opening of our new Cancer Centre starts on 26 September and the first chemotherapy treatment will be given on 3 October

At St Thomas'

- The Emergency Floor project is well underway – our revamped Urgent Care Centre is now open

In the community

- We are developing new cancer and kidney treatment centres at Queen Mary's Hospital in Sidcup

Working with our partners to improve care

- Southwark and Lambeth Integrated Care (SLIC) has improved care for people in Lambeth and Southwark
- The Local Care Record means patient records are available to staff in our hospitals and to GPs in Southwark and Lambeth
- Sustainability and Transformation Plan (STP) for south east London is developing plans for the future of NHS and social care

Looking forward

- We will provide excellent care for patients while investing in improvements to our services – in a challenging financial climate
- We will improve quality, safety and efficiency through our *Fit for the Future* programme – with a strong focus on the quality of patient care
- We will continue to integrate local services for children and adults in Lambeth and Southwark – rooted in our local community
- We will develop our role as a major research and teaching centre with King's College London

Council of Governors' report

Professor John Porter
Lead Governor



Guy's Cancer – *Changing Cancer Care*

Alastair Gourlay – Project Director

Diana Crawshaw – Chair, Patient Reference Group

Mairead Griffin – Director of Nursing, Cancer

Community Rehabilitation and Falls Service Strength and balance classes

Cathy Ingram – Head of Local Rehabilitation and Integrated Care

Dr Mark Kinirons – Clinical Director, Adult Community Services

Corné Rossouw – Senior Specialist Occupational Therapist

Greg Battarbee – Senior Specialist Physiotherapist



SOUTHWARK & LAMBETH
INTEGRATED CARE

Guy's and St Thomas'



NHS Foundation Trust

Working in partnership with local people

Identification and access



Delivery and life long adherence



Adult Local Services at the heart of our community

New ways of working



**Have you had a fall or nearly fallen?
Are you worried about falling?**

Research shows specialist strength and balance exercise can help you avoid a fall.

For more information about free classes for Lambeth and Southwark residents call our Strength and Balance helpline.

020 3049 5424



020 3049 5424



Self referral into the service at scale or referrals from professionals

Telephone triage by **assistants** to allocate directly to relevant falls service

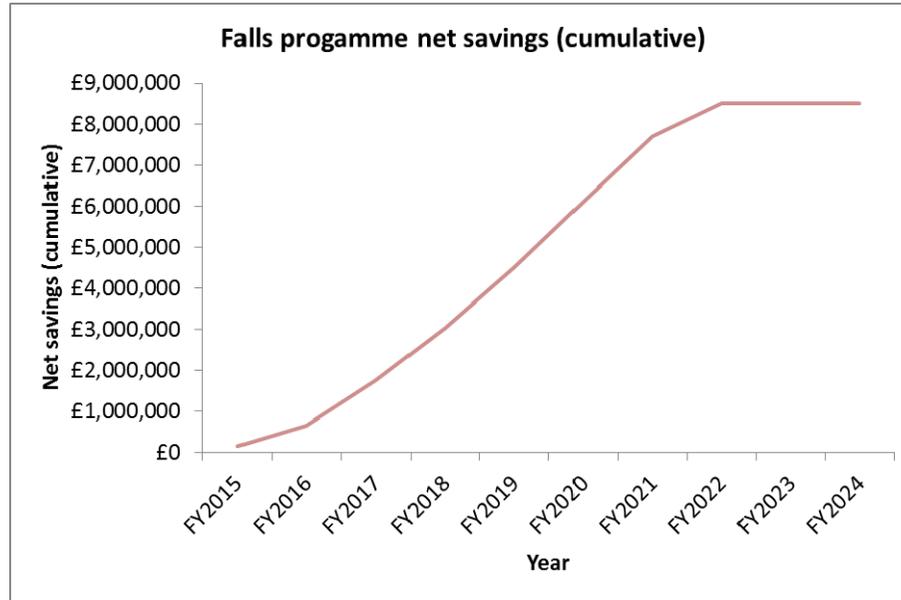
Adherence and Graduate programme for people to have “fitness and friends for life”

Adult Local Services at the heart of our community

Has it worked?



“When I first attended the class I took the walking stick with me, but the classes have now given me the confidence and strength I need – I don’t use my stick any more!”



By reducing the number of people who have fallen savings are being made for the whole health economy, including social care .



75% of people had improved clinical outcomes.

76% of people reported increased confidence and ability to carry out daily activities.

What do our patients say?

“I really enjoyed the classes and they helped me immensely – they really pushed me. Before the classes I was quite wobbly, but I think about how I walk now and am more steady and sturdy on my feet.”

“The classes have given me a reason to get up and get dressed. I feel like I’ve got me life back now. I’ve started wearing a tie again for the first time in years.”

“It was nice to see how other people in the class were improving as well. I keep in touch with a couple of them still.”

“The classes were really fun. I’m much more confident now and much fitter than I was two years ago. Now I attend an over 55s club where we play table tennis, badminton and tennis.”

A local employer for local people – our apprenticeship programme

Ann Macintyre

Director of Workforce and
Organisational Development

Setting the context

- ‘Master-apprenticeships’ were first created in the 16th century
- Ever since they have proven to be a tried and tested way of creating a highly skilled and committed workforce
- Government pledge – 3 million apprenticeships by 2020
- Our aim – 300 apprentices by 2020 (but we want to do more)
- We work in partnership with various providers to offer a broad range of apprenticeships
- Over the past 5 years there has been a 500% increase in the number of apprenticeships we offer and they are now award-winning programmes

Apprenticeships at Guy's and St Thomas'

- 85 apprentices currently working in administration, pharmacy and Essentia – 20 are young people under 19
- Ever increasing demand from departments that want apprentices
- Delivered as a partnership between Trust, education provider and apprenticeship employment body
- 58 apprenticeships completed in 2015/16 – with 66% recruited to jobs in the Trust.

Awards we have won in the last year

Mayor's Fund for London Awards

Work Experience Placement Provider of the Year

Learning Awards

Bronze award in the Apprenticeship of the Year category for outstanding achievement, best practice and excellence in Learning and Development

Health Business Awards

The Gateway Academy Business Administration Apprenticeship programme won the Healthcare Recruitment category in recognition of the fact that getting young people into work can change lives

Future plans

- We will make a £3 million investment annually in apprenticeships – we aim to have at least 300 apprentices by 2020
- We will widen access through NHS-focused employability programmes
- Our plans will include higher level 3 and degree apprenticeships for current and new recruits, focused on ‘hard to fill’ jobs in IT and sciences
- We will promote our apprenticeships to schools and colleges
- Share best practice models to encourage sustainability and growth
- Rotational apprenticeships across KHP, primary care, social care and councils

Vicky Coulibaly

Nursing Assistant, Doulton Ward

David Lammas

Housekeeping Team Leader, Essentia

Questions