



Reporting back

2013/14 was another busy and demanding year for Guy's and St Thomas'. We continued to deliver excellent patient care, balanced with maintaining a strong financial position. This allows us to carry on improving the quality of services and facilities for our patients.

All our staff have worked hard to help the Trust meet a range of national and local targets and measures and to comply with the requirements of our regulator, Monitor.

This year we have focused on what we can do to improve each patient's experience of our care. We have reaffirmed our values and the pledges that define the quality of care patients will receive, and the mutual support and respect that our staff are expected to show each other. We have also introduced 'The Fundamentals of Care', a new programme to ensure that we get the basics right.

In 2013/14, the Trust performed well financially. We declared a surplus of £15.4 million, before accounting for asset transfers, asset revaluation, impairments and donations, leading to an overall surplus of £113.4 million. Through our *Fit for the Future* programme we continue to ensure that we make the best use of our money, facilities and staff. By improving productivity and efficiency, we are able to make substantial investments in our buildings, technology and equipment for the benefit of our patients.

As well as the Emergency Floor and Cancer Centre described overleaf, we are also investing in expanding the services provided by Evelina London Children's Hospital, in transformative IT projects and in new ways of working in our community services.

Our performance

We remain committed to providing high quality, safe and compassionate care to all our patients.

Our performance in 2013/14 was a tribute to the hard work of our staff and reflects some significant achievements.

continued overleaf

Our year in numbers

2 million patient contacts

1,033,000 outpatients

83,000 inpatients

82,500 day case patients

866,000 in the community

184,000 emergency attendances

6,847 babies born



Named Dr Foster Trust of the Year for safe care



In the top trusts for research **3**

422 research studies
13,700 patients enrolled



More than **1,100** Beds

Money matters

£1.24 billion
annual turnover

£102 million
invested in buildings,
IT and medical equipment



900,000
meals a year



Our people

13,500 staff

520
volunteers gave
28,000 hours
service

23,230
Foundation Trust
members

504
apprentices
and work
placements

The table opposite shows our performance against a range of key national standards and targets.

We were one of the very few trusts in London to consistently meet the target to diagnose, treat and discharge 95 per cent of patients from A&E within four hours.

Last year we had three cases where MRSA blood infection was attributed to the Trust, against a target of none, and 44 cases of C.difficile infection against a target of no more than 47 cases during the year. We are not complacent, and recognise the constant need for vigilance, but this is a good performance in an organisation of our size and complexity.

We met the majority of the national cancer access targets throughout the year, although we continue to struggle to meet the target that all patients should be treated within 62 days of referral from their GP. Since January 2014 we have met this target for all patients who are referred directly to Guy's and St Thomas' by their GP. However, we also see many patients who are referred to us for specialist diagnosis and treatment, having initially been seen at their local hospital. In common with other specialist cancer centres, we struggle to start treatment within 62 days for some of these patients, particularly where they are referred to us late in their pathway – often after 42 days.

Despite increased demand for our services last year – up 10 per cent on 2012/13 – we have continued to achieve the national referral to treatment targets that at least 90 per cent of admitted and 95 per cent of non-admitted patients should be treated within 18 weeks.

In the course of the year we have successfully reduced waiting times for diagnostic tests and imaging, with almost 99 per cent of patients being treated within six weeks of referral.

Our health visitors continue to work hard to achieve national standards, including that they visit more than 95 per cent of babies within 14 days of birth. Through focused effort, we have achieved this target in both Lambeth and Southwark.

National targets

		Target	Annual
Infection control	MRSA bacteraemia attributable to Trust	0	3 ●
	C.Difficile acquisitions	<47	44 ●
Cancer access – initial appointments	Urgent GP referrals seen within 2 weeks	>93%	94.8% ●
	Non-urgent GP referrals to breast surgery within 2 weeks	>93%	94.4% ●
Cancer access – initial treatments	First treatments within 62 days of urgent GP referral	>85%	76.2% ●
	First treatments within 31 days of decision to treat	>96%	96.8% ●
Cancer access – subsequent treatments	Surgical treatments within 31 days	>94%	95.5% ●
	Chemotherapy treatments within 31 days	>98%	98.7% ●
	Radiotherapy treatments within 31 days	>94%	96.7% ●
Referral to treatment times	% admitted treatments within 18 weeks	>90%	91.9% ●
	% non-admitted treatments within 18 weeks	>95%	96.1% ●
	% incomplete pathways less than 18 weeks	>92%	93.5% ●
A&E access	% A&E patients treated or admitted within 4 hours	>95%	96.0% ●

Our Quality Story

We want to be as open as possible with patients and our local community about the quality of the services that we provide. By sharing information with patients, we can empower people to be fully involved in decisions about their care.

We already do this through the conversations that patients and their families have every day with our doctors, nurses and other frontline staff – often supported by patient information leaflets and other resources. But we know that increasingly patients and their loved ones go online to help inform their choices.

In July 2014, we launched Our Quality Story – a new area of our website where we share information about how we are doing. It includes waiting times, staffing levels and infection rates, as well as results of the Friends and Family Test which adult patients on our wards, maternity unit and in A&E are encouraged to complete.

Visit www.gstt.nhs.uk/qualitystory to find out more.

New Cancer Centre

We continue to make good progress with the development of the £160 million Cancer Centre at Guy's. We will provide most cancer treatment in this state-of-the-art building when it opens in 2016, allowing us to give patients seamless care.

Southwark Council approved planning for the building in November 2012 and we started to build on site in summer 2013. In May 2014, the foundation stone was laid in a ceremony led by architect Sir Richard Rogers, cancer survivor Diana Crawshaw and Dr Maj Kazmi, Clinical Director of cancer services.

The centre will be a hub for south east London, providing specialist cancer services, training, development and research. This will also help us to improve both cancer treatments and outcomes.

Better emergency care

St Thomas' A&E department is one of the busiest in London. On average we see 380 patients every day and demand for emergency care is growing.

In January 2014, the Trust agreed to invest £20 million to rebuild the A&E department and two admission wards at St Thomas'. The new Emergency Floor will include a larger Urgent Care Centre, a refurbished A&E department and dedicated facilities designed for patients with mental health conditions, older people and those with dementia. We expect this work to be completed by 2016.

At the same time staff are working to improve the way that care is provided. We are also working with GPs and community staff to provide better alternatives to A&E.

Focusing on dementia

A quarter of patients in UK hospitals have dementia. We need to do more for these patients, so we continue to raise awareness of dementia amongst all our staff. Our award-winning training film – Barbara's Story – is part of the Trust's corporate induction.

Following the success of the initial film, a further five short films and training programmes have been developed to allow staff to learn from Barbara's experiences in different hospital and community settings as her health deteriorates.

Since its launch in 2012, the original training film has been used in hospitals nationally and internationally including in USA, Germany, Canada, Sweden and Qatar. This year, it has been made publicly available on YouTube and has been shortlisted for a Nursing Times award for 'enhancing patient dignity'.

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**.

Fundraise

You can support us by organising your own event, giving a donation, leaving a legacy or volunteering. Visit www.togetherwecan.org.uk or call **020 7848 4701**.

Volunteer

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

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

showing
we care

