



Serving our community in 2014/15

Reporting back

This has been another demanding but successful year for Guy's and St Thomas'. The Trust has met this challenge head-on and performed well – both operationally and financially.

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

Overall, we have worked hard to improve efficiency and meet national targets, while maintaining our focus on providing high quality, safe and compassionate care for all our patients.

The Trust has again performed well financially in 2014/15, despite the difficult economic environment. We delivered efficiency savings of £64.1 million, leading to an underlying surplus of £18.1 million after accounting for technical adjustments.

Our efforts to maintain a strong financial position have allowed us to drive forward quality and service improvements for our patients.

Our ambition to provide services seven days a week has made progress. Many services offer extended clinic times, working into the evenings, and most operating theatres now run on a Saturday. We have also focused on developing our cancer, cardiovascular and children's services, both within Guy's and St Thomas' and to benefit patients across the wider networks in south east London and beyond.

Achievements include closer working between clinical teams, fully integrated reproductive and sexual health services, and strengthened @home and Enhanced Rapid Response services to help keep patients out of hospital whenever possible.

Our performance

We place major emphasis on ensuring our staff are actively engaged in improving patient care, and our operational performance in 2014/15 was a tribute to their hard work.

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

We consistently have one of the lowest mortality rates in the NHS in England, including at weekends, making us one of the safest hospitals for patient care.

continued overleaf

Our year in numbers

2 million patient contacts

1,072,000 outpatients

85,000 inpatients

88,000 day case patients

859,000 in the community

192,000 emergency attendances

6,865 babies born



30,000 patients enrolled



Money matters

£1.28 billion annual turnover

£136 million invested in buildings, IT and medical equipment

Our people

13,650 staff

680 volunteers gave 32,360 hours service

23,507 Foundation Trust members

504 apprentices and work placements



1,300,000 patient meals a year



Our staff put patients, safety and quality at the heart of everything they do. Actively listening to patients and responding to their feedback is important to us as it enables us to continuously improve.

Despite a complex redevelopment project, our A&E continued to perform relatively well when compared with other hospitals. We were one of the best performing trusts in London on the A&E target that requires 95% of patients to be diagnosed, treated and discharged from A&E within four hours. While we met the 95% target from April to December, we just failed to meet the target in the final four months of the year – achieving 93.8%.

Last year we had four cases where MRSA blood infection was attributed to the Trust, and 51 cases of *C.diff* infection against a target of no more than 37 cases during the year. Although the overall figure exceeded the target, an expert external review concluded the Trust was applying best practice to reduce the risk of infection, for example by improving how we prescribe antibiotics, and we remain vigilant at all times.

We continue to achieve the waiting time standard that more than 93% of patients referred with suspected cancer should be seen within two weeks. We also meet targets to provide radiotherapy and chemotherapy treatments within 31 days of the decision to treat.

However, in common with other specialist cancer centres, we struggle to start treatment within 62 days of urgent GP referral for some patients, particularly when they have initially been seen by their local hospital and referred to us late in their pathway – often after 42 days. We recognise the importance of providing prompt treatment for all patients, and are improving our processes and working closely with our commissioners and other hospitals to minimise delays at every stage in the patient journey.

We continued to see a significant increase in demand for planned inpatient treatment last year – up 8% on the previous year. As a result, we have not always achieved the national referral to treatment targets that at least 90% of admitted and 95% of non-admitted patients should be treated within 18 weeks, particularly in the early part of the year. We have focused significant effort on reducing the number of patients waiting longer than 18 weeks, for example by holding extra outpatient clinics and running Saturday and evening operating lists.

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

National targets

		Target	2014/15
Infection control	<i>C.diff</i> (<i>Clostridium difficile</i>) acquisitions	<37	51
Referral to treatment times	% admitted patients treated within 18 weeks	>90%	87.9%
	% non-admitted patients treated within 18 weeks	>95%	94.5%
	% incomplete pathways less than 18 weeks	>92%	92.7%
A&E access	95% A&E patients wait less than four hours	>95%	95.3%
Cancer access – initial appointments	Urgent cancer referrals seen within 2 weeks	>93%	95.4%
	Symptomatic breast patients seen within 2 weeks	>93%	96.0%
Cancer access – initial treatments	% cancer patients treated within 62 days of urgent GP referral	>85%	75.0%
	% patients treated within 62 days from screening referral	>90%	77.9%
	% treatment started within 31 days from decision to treat	>96%	96.1%
Cancer access – subsequent treatments	Surgical treatments within 31 days	>94%	93.4%
	Chemotherapy treatments within 31 days	>98%	99.4%
	Radiotherapy treatments within 31 days	>94%	96.4%
Community services – data completeness	Referral to treatment information	>50%	61.0%
	Referral information	>50%	88.0%
	Activity information	>50%	79.0%

Improving cancer care

We continue to make good progress with the development of the new £160 million Cancer Centre at Guy's. The structure of the 14-storey centre is now complete, equipment installation is well underway, and the building is on track to open in 2016. This state-of-the-art building will transform the experience of cancer treatment for our patients. Similarly, construction of our new Cancer Centre at Queen Mary's Hospital, Sidcup is progressing well, allowing local patients to have radiotherapy and chemotherapy treatment closer to home.

New technology

We continue to invest in major IT projects that will transform care for our patients, such as e-Noting, and e-Prescribing (electronic notes and computer based prescriptions) and improved digital access and mobile working for our staff. Through these investments we are seeking to deliver our ambitious vision for a 'digital hospital', fully-integrated community services, and greater efficiency. We are also making more efficient use of our imaging equipment such as CT and MRI scanners.

Leading edge medical research

During the year, we became a founding member of the South London NHS Genomics Centre, which was announced as a successful bidder in the Government's ground-breaking 100,000 Genomes Project.

The alliance follows a successful pilot project at Guy's and St Thomas' and builds on a growing area of clinical and research strength in our hospitals. The three-year project has the potential to transform the future of healthcare through new and more precise diagnostic tests and the personalisation of drugs and other treatments. Patients with particular cancers and rare diseases will benefit from this.

Wider reach

We manage a wide range of service networks, outreach clinics and dedicated centres across the south east. We continued to build on this strength this year, opening the Lane Fox REMEO® Respiratory Centre at East Surrey Hospital in October 2014 – the UK's first purpose-built weaning and home ventilation unit. This enables more patients eventually to return home.

Further afield, some of our staff played a critical role at the heart of the Ebola response in West Africa, contributing to the King's Sierra Leone Partnership. The team delivered a full clinical response at Connaught Hospital in the capital, Freetown, and played a central role advising and supporting local and international partners.

Better patient experience

Only by listening to what patients say, can we meet their needs and expectations.

This year, in response to patient feedback, we are focusing on reducing noise on our hospital wards at night through our 'Sleep Soundly in Hospital' campaign which is establishing a night time routine to minimise noise in the ward environment.

We also joined the #hellomynameis campaign, to help our staff introduce themselves to every patient they meet. And we extended our mystery shopping programme to more than 43 locations across our hospitals. Mystery shoppers are helping to improve everything from reception services to how we run our outpatient clinics.

We continue to score well in the Friends and Family Test and annual Patient-led Assessment of the Care Environment (PLACE), using the feedback we receive to further improve our services.

showing
we care

