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# Our year in review 2018/19

Outstanding and Always Improving



# Welcome

**This has been a year of change and improvement. In June 2018 the Care Quality Commission (CQC) published its latest inspection of the Trust and rated almost every service they inspected as 'good' or 'outstanding' - it was the first time we have received 'outstanding' ratings for some of our services.**

Since then our quality improvements have continued apace. One of our biggest successes has been the increase in recognition and prompt treatment of sepsis amongst our patients. Alongside this we have seen a 76% reduction in reported category 3 and 4 pressure ulcers and a reduction in falls leading to harm.

At the same time patients continue to give us positive feedback about their care. The ratings for our two acute hospitals on the NHS website have improved and we are now rated as 4.5 stars out of five.

We have invested in refurbishing the Maxillofacial and Orthodontic departments and Special Care Baby Unit. We have opened two new CT scanners and a new robotic hoist. Work began on our new Urology Investigation Suite and the build of our new MRI Suite. Digital transformation is underpinning some of our most ambitious developments. We have introduced electronic patient notes and have moved to electronic GP referrals.

We face growing patient need in our hospitals and community services. Despite this, we are, for the most part, meeting demand and providing high quality care in a timely fashion. We continue to improve our ability to see, treat and discharge or admit patients within four hours in our Emergency Departments. We are now among the group of leading trusts nationally.

We have made financial improvements at the same time as improving operational performance and quality of care. We achieved our financial target in 2018/19 and decreased our underlying monthly deficit. Because of this, we were pleased that NHS Improvement and NHS England recently decided that we should no longer be in special measures for financial reasons. Next year's financial target will be challenging, but we are confident of achieving it.

Every member of staff and volunteer has had a part to play in these improvements, building our reputation and making our Trust an organisation in which we can all be proud. We are also thankful to the Friends of our Hospitals, our Charitable Trust and local people for their continued generosity and support.



**Steve Phoenix**  
Chair



**Dr Adrian Bull**  
Chief Executive

## About our Trust

Our teams are proud to provide high quality acute hospital and community health services to the 550,000 people living in and visiting East Sussex. We are one of the largest organisations in East Sussex, employing 6,700 members of staff.

### Our year in numbers

<b>130,000:</b>	the number of times our Emergency Departments were used
<b>3,053:</b>	children born in our hospitals
<b>54,000:</b>	people having planned surgery, 87% of these were day cases
<b>21,800:</b>	cancer referrals made to us
<b>42,000:</b>	referrals to community nursing, 10,100 were seen within 24 hours
<b>414,000:</b>	outpatient appointments, nearly 300,000 of these were consultant-led
<b>283,000:</b>	X-ray and scans
<b>7 million:</b>	pathology tests
<b>40 million:</b>	square metres of flooring that were cleaned
<b>470,000:</b>	medicines dispensed
<b>896,000:</b>	meals delivered to patients



# Developments for 2019/20



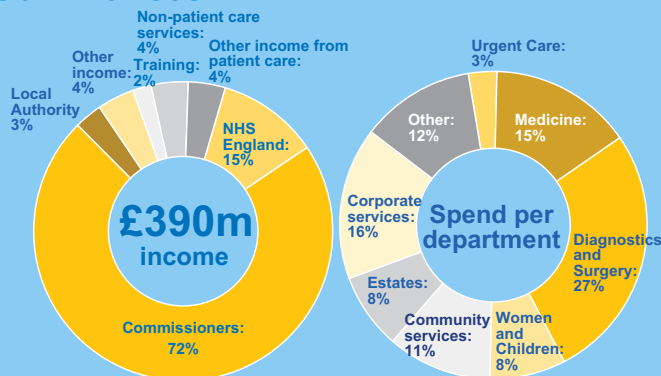
- **Launch of the Urology Investigation Suite:** The suite at Eastbourne DGH will offer a dedicated one stop urology clinic and an enhanced patient experience
- **Launch of the MRI scanner suite:** Patients will benefit from two new state-of-the-art MRI scanners thanks to the generosity of local people, the Friends of Conquest Hospital MRI appeal and the Bexhill Hospital League of Friends
- **Ambulatory Care Unit:** The Unit will open at Conquest Hospital, providing same-day emergency care for ambulatory patients who do not require an overnight stay in hospital
- **East Sussex Health and Care integration:** We will work even more closely with our partners in East Sussex, including social services and our commissioners to provide truly integrated health and care services for our local communities
- **Digital advances:** A new Patient Portal will provide patients with online access to their health information, a new digital telephone system will improve the way people contact the Trust
- **New signage:** Following feedback from patients, new signage at Eastbourne DGH, dividing the hospital into coloured zones, will help visitors find their way around
- **Happy Baby Club:** Maternity services across the Trust will promote the Happy Baby Club which offers mums simple messages to give their babies the best start in life



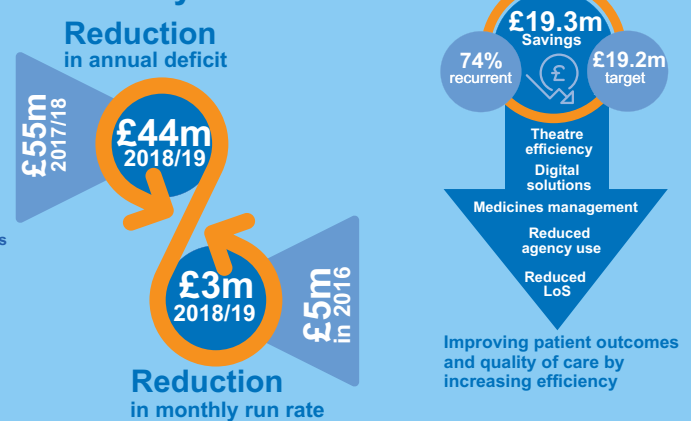


## Finance, Capital and Sustainability

### Our finances



### Over this year

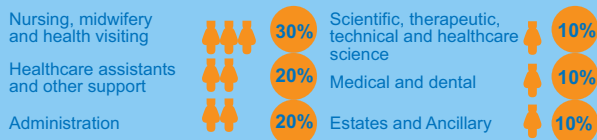


### Investment in our estate

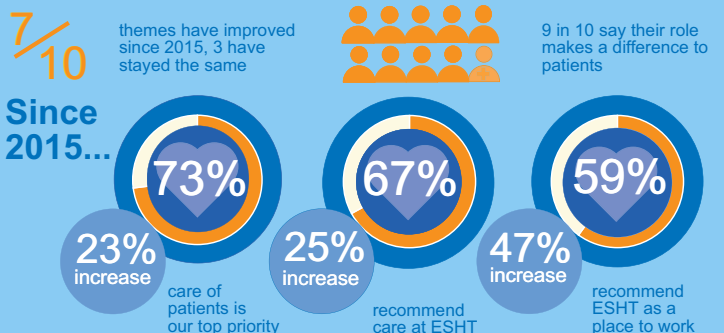


## Leadership and Culture

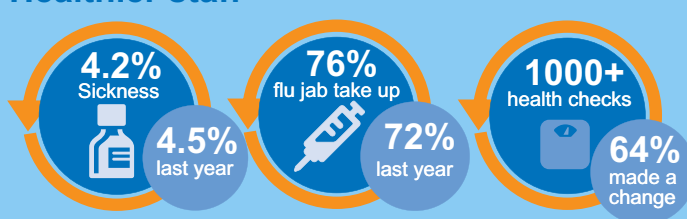
### Who we are



### NHS Staff Survey results

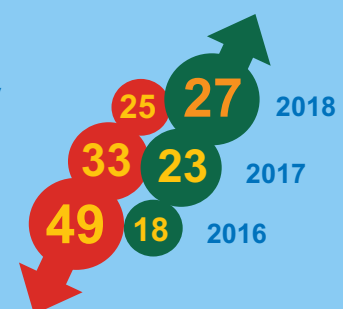


### Healthier staff



### GMC Junior Doctor survey

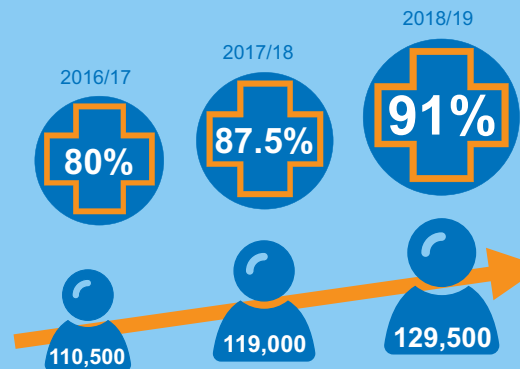
We have seen the number of green and light green flags increase, and the number of red flags decrease



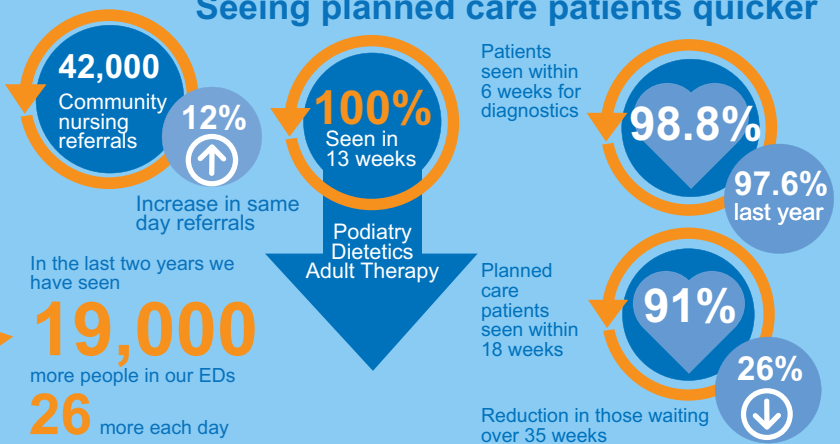


## Operational delivery

### Seeing more emergency patients in four hours

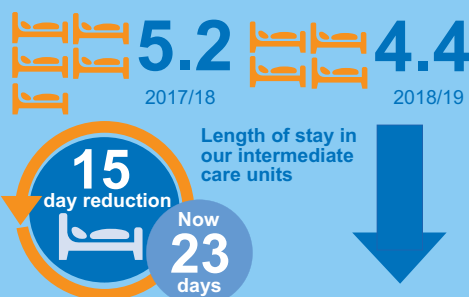


### Seeing planned care patients quicker

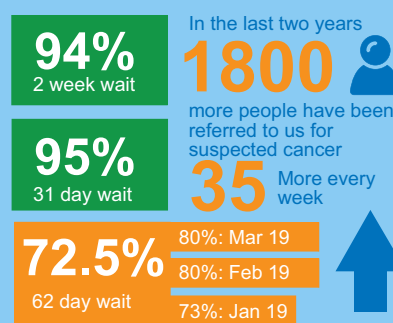


### Length of stay

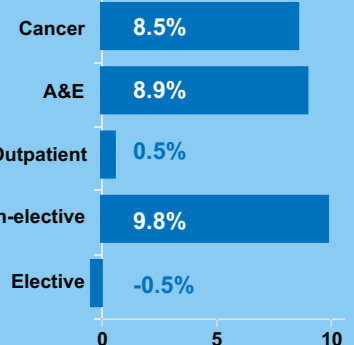
Reduction in length of stay for non-planned care



### Cancer referrals

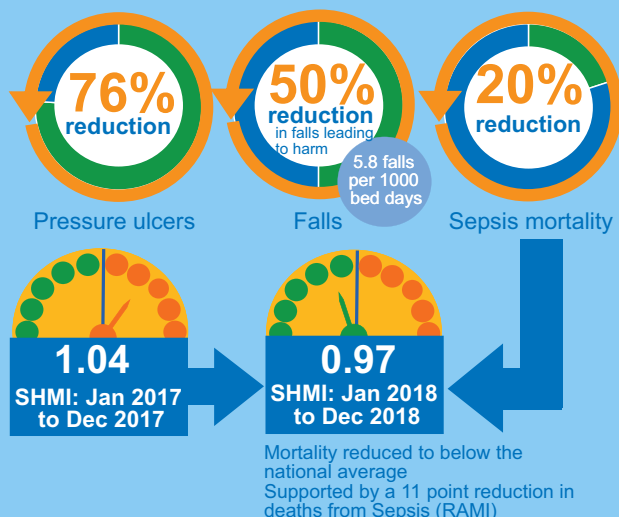


### Increased demand



## Quality and Safety

### Improvements in care



### What others say about our services

CQC 2018 inspection



### Our patients



### Improvements within services





## In review - March to September 2018



### Refurbishment of Acute Admissions Unit

A £70,000 refurbishment of the Acute Admissions Unit at Conquest Hospital was completed in April 2018.



### Underwater bikes benefit aquatic physiotherapy patients

Our aquatic physiotherapy facilities were one of the first in the South East to offer underwater bikes for patients as part of treatment thanks to a donation from the Friends of Eastbourne Hospital.



### First of its kind robotic hoist in UK at Bexhill Hospital

The Irvine Unit at Bexhill Hospital was the first in the UK to have a mobile robotic hoist, thanks to the generosity of the Bexhill Hospital League of Friends



### Newly qualified nurses

The Trust welcomed 29 newly qualified nurses, who took up posts at Conquest Hospital, Eastbourne DGH and in the community.



### Refurbishment of Special Care Baby Unit

A £150,000 refurbishment of the Special Care Baby Unit Nursery at Conquest Hospital was completed in June 2018.

### First to prescribe new endocrine drug

The Trust became the first in the UK to prescribe a new endocrine drug called Natpar, a recombinant parathyroid hormone.



### Endoscopy Units recognised for high quality care

Our Endoscopy Units were awarded by The Royal College of Physicians with Joint Advisory Group (JAG) accreditation for Gastrointestinal Endoscopy.

### Trust performs well in Lung Cancer Audit

The National Lung Cancer Audit showed the Trust performing above the national average in all the parameters of performance.



### Newly refurbished Maxillofacial and Orthodontic department

The Maxillofacial and Orthodontic department at Eastbourne was refurbished, supported by the Friends of Eastbourne Hospital.

### Diabetes Nurses achieve accreditation for educational programme

Our Diabetes Specialist Nurses achieved accreditation to deliver their educational programme supporting people living with Type 1 diabetes.

### Project SEARCH

Young adults with a Learning Difficulty or Disability graduate.



## In review - October to March 2019



### Multidisciplinary Diabetic Foot Clinic launched

A new multidisciplinary diabetic foot clinic was launched at Conquest Hospital which brings together in one clinic, Vascular and Diabetic doctors and specialist nurses along with Podiatrists, to provide the best possible care for patients with diabetic foot problems.



### Pathology achieves national accreditation

Our Pathology Departments achieved ISO accreditation, a mark of quality that can be used to identify safe, efficient and patient-focused services.



### First to offer new patient test to improve early cancer detection

The Trust was the first in the country to offer patients a simple test as part of the colorectal cancer pathway. The test helps detect hidden quantities of blood in a stool sample which can be an indication of bowel cancer.



### Swallow Clinic win prestigious award

The prestigious Royal College of Speech and Language Therapists (RCSLT) Sternberg Award for Clinical Innovation was given to the One Stop Swallow Disorder Clinic.



### New CT scanner suite opened at Eastbourne

A new CT scanner suite with two state-of-the-art CT scanners was officially opened. The new CT scanner suite cost £2.9 million, which included a £500,000 CT scanner funded by The Friends of Eastbourne Hospital.

### Staff flu jab

76% of frontline staff had the flu jab in 2018/19, compared to 72% in 2017/18.

### First baby delivered by new community maternity team

Our Maternity Service became the first in the Sussex and Surrey region to successfully launch a new community maternity team.







## Our priorities for 2019/20

**Quality and safety:** Safe patient care is our highest priority. We will continue to reduce falls and pressure ulcers alongside improving the management of deteriorating patients. We will ensure seven-day consultant review and will continue the implementation of Excellence in Care.

**Leadership and culture:** Our staff are our greatest asset and we will continue to focus on their health and wellbeing. We will ensure members of staff are involved in decisions and offered training to fulfil their roles. We aim to retain more staff and increase recruitment, reducing temporary staffing.

**Access and delivery:** Diagnosing and treating patients in a timely way supports their return to health. We will meet our national standards for access to emergency care, addressing urgent need quickly and efficiently. We will also have high quality planned care that meets national standards.

**Clinical Sustainability:** Working with East Sussex partners we will plan and deliver services that meet the needs of our local population now and in the future. We will focus on becoming the best at managing frailty, integrating community care, and making sure each service is sustainable with the right business processes to manage effectively.

**Finance and capital:** We will move towards financial sustainability and ensure that our limited capital budget is well spent.

## Get in touch

If you have any questions or queries about the work that we do, or feedback about this summary, please do not hesitate to get in touch.



[esh-tr.enquiries@nhs.net](mailto:esh-tr.enquiries@nhs.net)



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