

Annual review 2012/13



Welcome

Welcome to Poole Hospital's annual review for 2012/13. Our enduring focus throughout the year was the quality of the care we provide to our patients. We continued to embed our Golden Rules, which provide simple 'back to basics' steps designed to help us get it right for every patient every time, and introduced a range of initiatives to further enhance our patients' experience.

New bathroom facilities were installed to support patients' privacy and dignity; our 'mealtime companion' scheme continued to offer support to patients in need; and a new finger food menu was introduced to encourage patients with smaller appetites to eat whilst in hospital.

The importance of getting these and many other basics right was underlined in February 2013, when the final report of the public enquiry into Mid Staffordshire NHS Foundation Trust, the 'Francis' Report, was published. The report emphasised the importance of putting patients first, and its recommendations have been scrutinised by our board of directors to ensure we are doing all we should for our patients.

We were extremely pleased during the year to see our quality of care recognised in several major surveys including the National Cancer Patient Experience Survey, which ranked the care at Poole amongst the best in the country, and the National Adult Inpatient Survey, which rated Poole the best acute hospital in Dorset.

Against a changing NHS landscape, staff across the hospital showed continuing commitment and initiative during 2012/13, and the trust achieved cost-savings of £3.3 million and delivered against its key financial targets. We also continued to work towards a merger with the Royal Bournemouth and Christchurch hospitals during the year, and are currently awaiting the outcome of the Competition Commission's review of our merger case.

Thank you for your continuing support.

Chris Bown, chief executive
Angela Schofield, chairman

Our performance

Poole Hospital's commitment to improving patients' experience was reflected in strong performance during 2012/13. The trust achieved or exceeded most of the targets set down by Monitor, the regulator of foundation trusts, and maintained steady financial and clinical performance within a challenging and changing climate.

The 18-week referral-to-treatment standard was achieved for admitted and non-admitted patients in every month of the year, and key targets for general trauma, fractured neck of femur (hip) surgery and stroke care were also achieved. In all these areas a steady improvement was seen throughout the year. All quarterly targets for access to cancer treatment were also met.

Substantial work to reduce waiting times for endoscopy treatment led to significantly improved performance by the end of the year, and no patients were waiting over six weeks for an endoscopy procedure by the end of March.

The hospital's emergency department (ED) continued to see high attendances throughout the year, but staff at the frontline and behind the scenes worked hard to keep waiting times down, and the target for a maximum four-hour wait was met in 11 out of 12 months. March 2013 saw an exceptional rise in activity combined with additional challenges in terms of presentation patterns, but substantial work took place to tackle this and the trust has subsequently achieved its ED target for the first quarter of 2013/14.

The trust maintained its positive track record for the control and prevention of hospital-acquired infections during the

Highlights of the year

New MRI scanner

Poole Hospital now houses one of the most powerful MRI scanners available for clinical use, following the installation of a 3T MRI scanner. Key benefits include improved image quality.



Dementia-friendly ward design

Lulworth Ward, an acute elderly care ward, was refurbished to enhance the environment for patients with dementia, with lighting, signage and flooring all improved.



year. A small rise in cases of C.difficile in early 2013 resulted in a total of 27 cases over the year against a target of 25, and four cases of MRSA were also reported during the year. These figures are low compared to national averages, but steps have been taken to ensure we are doing all we should to protect our patients from infection. The trust is meeting its targets for C.difficile in 2013/14 and there have been no cases of MRSA so far this year.

A range of initiatives were implemented during the year to further enhance the way we deliver care. We continued to improve the way patients move through their clinical pathways so that delays are minimised, with a wide range of initiatives including enhancing the role of discharge co-ordinators, further development of seven-day working and the deployment of therapies into assessment units.

We also continued to work towards minimising unnecessary length of stay by expanding the use of ambulatory and day care, and worked with colleagues in primary and social care services to significantly reduce delayed discharges, allowing more people to return safely home sooner.



We continued work to enhance our patients' experience during 2012/13

Pooler matron is Nurse of the Year

Matron Geoffrey Walker was named Nurse of the Year by the British Journal of Nursing in recognition of his dedication and "passion for excellence".



Red Cross initiative helps patients home

A ground-breaking assisted discharge service was launched with the Red Cross to help elderly and vulnerable patients return home safely.



Cutting edge radiotherapy kit

Innovative RapidArc technology was introduced in our radiotherapy unit for patients with prostate cancer, allowing greater accuracy of treatment.



The year in numbers

46,417

inpatients

27,563

day patients

70,068

new outpatients

118,594

follow-up outpatients

59,961

emergency department patients

4,758

babies born

4,434

staff and volunteers (at 31 March 2013)

£3.3m

savings made

621

patient beds

190

clinical research studies

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National Nurse of the Year, Matron Geoffrey Walker

Money matters

Poole Hospital maintained a steady financial risk rating of 3 from Monitor throughout 2012/13 and delivered against its financial targets. We:

- Achieved an operating surplus of £1.3m before the impact of the revaluation of the estate
- Maintained a healthy liquidity position with cash balances of £15m at the end of the year (last year £15.3m)
- Invested £11.8m in the hospital and its equipment
- Increased income from £195.7m in 2012/13 to £202.4m in the current year.

In spite of this positive financial performance, however, the trust will face significant financial challenges in the future which we must plan for now. In common with other NHS hospitals, we need to make substantial savings over the coming years

and at Poole, the situation is made more challenging because of our case mix, which is heavily skewed to non-elective (unplanned) care, and the way in which hospital care is now funded.

The hospital is also already very efficient – around 7% more efficient than the average hospital, in fact – so there is an increasingly limited scope to find further savings.

The proposed merger with the Royal Bournemouth and Christchurch hospitals provides an opportunity to increase our financial resilience, as well as offering greater scope for developing services. Should the merger be prohibited by the Competition Commission, we will work closely with our commissioners and the foundation trust regulator Monitor to consider how we can meet the financial challenges ahead without the savings that merger provides.

What our patients said

The quality of patient care at Poole Hospital was reflected in our strong performance in three major national patient surveys.

The standard of care for cancer patients was rated amongst the best in the country in the National Cancer Patient Experience Survey, published in August 2012. The survey found that 94% of patients rated their care as 'excellent' or 'very good', giving Poole Hospital the highest score recorded amongst participating trusts.

In December 2012, patients using our emergency department (ED) rated the hospital highly for care and quality of treatment in a survey by the Care Quality Commission. The ED performed strongly in many areas including patients reporting they were treated with dignity and respect, patient privacy and confidence in staff.

The results of the 2012 National Adult Inpatient Survey painted a similarly positive picture. The survey was conducted from September 2012-January 2013 and published in April 2013, and found the hospital to be 'better performing' in a range of key areas including time spent waiting for a bed on a ward, confidence and trust in nursing staff, and privacy when being treated or examined.



**Our quality of care
has been rated
highly by patients**