

Annual Review



Living our values every day



# Welcome

Looking back on 2016/17, the Trust has once again had a very good year. Although we have continued to face challenges and ever increasing pressures on our services, our staff have worked tirelessly to ensure the ongoing delivery of safe, high quality care. Throughout this time, the “Poole Approach” – our commitment to friendly, professional person-centred care – has continued to be at the heart of everything we do.

Once again, we are pleased to report that we have delivered what we set out to do at the start of the year. All key targets have been delivered – including the revised four hour A&E objective, agreed with our regulator – and all within the agreed financial parameters. This really is outstanding performance, given the tight financial position and the increased workload that the Trust has had to manage during the course of the year.

We have continued to manage our resources very carefully, with the financial position at the end of the year slightly better than planned. This is a significant achievement in itself, to the credit of all staff and teams who have worked so hard to deliver this position.

It is also encouraging that despite all our challenges, people really enjoy working here, with Poole Hospital in **the top 25% of Trusts in the country for staff recommending this as a place to work**. We are also proud of the fact that 94% of our staff would recommend the hospital to others for treatment – one of the highest scores in the country – and such an important indicator of the quality of care.

During the course of the year, we had the opportunity to recognise those staff, volunteers and fundraisers that go the extra mile and deliver a service above and beyond expectations at our annual awards event.

We're proud to be at the heart of the communities we serve and so were delighted to welcome Jeff Mostyn, chairman of AFC Bournemouth, as our guest of honour at the event. On the evening, Angela Schofield, Chairman of the Trust, was presented with a special award in recognition of her considerable contribution over the past six years. Angela stepped down at the end of her term of office, and Steve Erskine has since taken on the role of Chairman. Steve is an experienced Non-Executive Director in the NHS, with an executive background in business development, information technology and service delivery. His extensive experience will be invaluable as we move into a period of significant change to the way in which we deliver services to the people of Dorset.

As a partner within the Dorset health and social care system, our focus now is on working with other local NHS organisations to deliver the Sustainability and Transformation Plan (STP) and the Clinical Services Review (CSR). The CSR public consultation period closed in February 2017 and we expect the Dorset Clinical Commissioning Group to make its final decisions as to the future configuration of services at its meeting in September. Whatever the outcome of the Clinical Services Review, we remain confident that there is an exciting and positive future for Poole Hospital – both for its site and its services.

**So, as we look ahead to 2017/18, despite the financial challenges facing the whole of the NHS, we have a very exciting agenda here in Poole Hospital. We look forward to continuing our joint work with partners to deliver improved outcomes for patients, and making best use of resources across the whole of Dorset.**



**Steve Erskine**, Chairman (left)  
**Debbie Fleming**, Chief Executive (right)

# Our performance

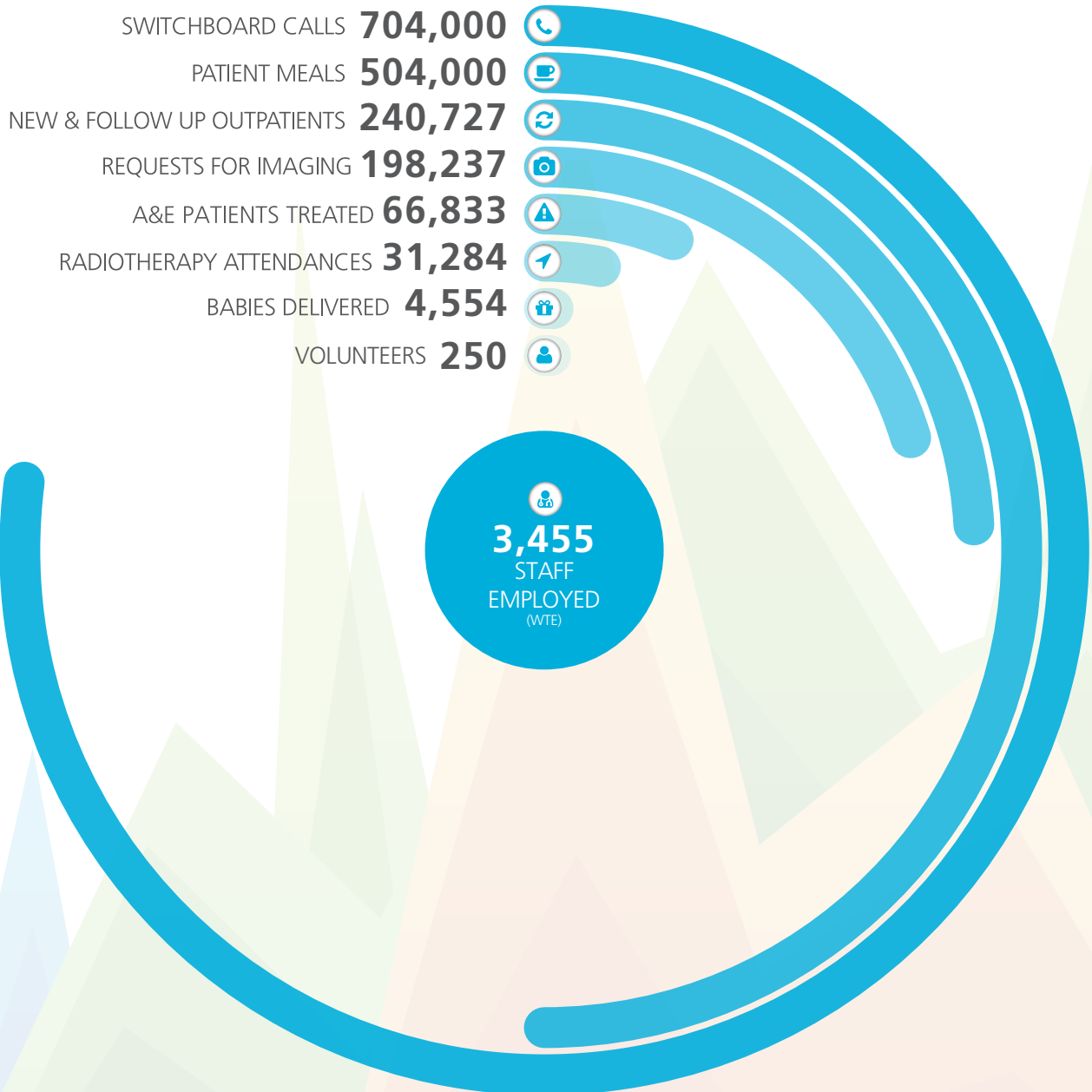
Poole Hospital's commitment to improving patients' experience was reflected in strong performance during 2016/17. The trust achieved or exceeded targets set down by our regulators and maintained strong performance within a challenging and changing climate. In this we have been helped by the close working relationship we have with partner organisations to ensure we provide services in the right place at the right time and expand or redesign them where possible to meet demand.

We met the four hour A&E target agreed with our regulator and performed well in comparison to other hospitals. In addition, we remain one of the country's leading Trusts for the proportion of patients with cancer seen and treated within the expected urgent time frames.

By providing high quality cancer services we are ensuring our patients receive the care they need, as shown by the National Cancer Patient Experience survey results where patients at the Dorset Cancer Centre rated their care as better than the national average.

It's vital that patients are diagnosed and begin their treatment as soon as possible. We continued our strong track record of delivering the overall 18 week targets from referral to first treatment. This is admirable given the rise in referrals and system-wide demand pressures, which have caused the national position to decline.

Our staff continue to work extremely hard to manage the pressures experienced through the year and the Trust remains committed to maintaining high standards and improving the experience of our patients.



# Highlights of the year

## Staff celebrated in annual awards

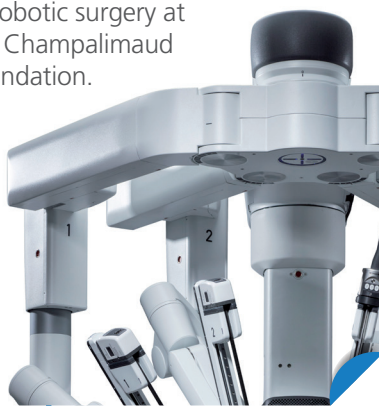
Our annual awards recognised staff and volunteers that go above and beyond to make the hospital a better place for patients and staff. Karen Fernley, Matron for Child Health, was named employee of the year, nominated for her exceptional contribution to the unit ensuring sick children receive great care.



APR 16

## World-leading surgery at Symposium

A robotic rectal cancer operation was streamed live to surgeons around the world. The operation, which is believed to be the first robotic procedure to be live-streamed directly via satellite, was conducted jointly by Mr Taz Qureshi, Consultant Surgeon and robotic lead at Poole Hospital, and Professor Parvaiz, Professor of robotic surgery at the Champalimaud Foundation.



JUN 16

## Shedding light on good hand hygiene

Youngsters at Poole Hospital found out more about how good hand hygiene can reduce the spread of bugs as part of a national awareness raising initiative. Lyla Goodman, 10, was among children who found out just how clean their hands were after washing using a special UV light.



AUG 16

SEP 16

## CQC inspection - 31 of 39 areas 'good'

A range of key services, including urgent and emergency care, were rated as 'good' by the Care Quality Commission (CQC) following an inspection earlier this year. In total, inspectors found 31 of the 39 factors they assessed 'good', with the caring approach in Critical Care noted as 'outstanding'. Some services were rated as 'requiring improvement', providing an overall rating of 'requires improvement' by the Commission.



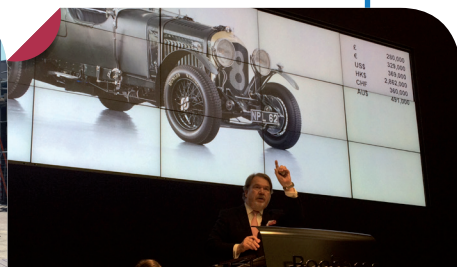
## Sculpture recognises donors and families

A special sculpture recognising the contribution made by organ donors and their families was unveiled. The sculpture includes a poem specially written by children at Lytchett Minster School and forms part of a national initiative aimed at raising the profile of organ donation.



## Auction raises £3m for cancer care

The sale of rare items including cars, motorcycles and watches took place at London auction house Bonhams. They originally belonged to local businessman Robert White, who was treated for cancer at the Dorset Cancer Centre. Before his death, Robert had resolved to support the hospital and its county-wide cancer services, with his overall legacy estimated to be an incredible £10m.



Everything the Trust does is governed by the values inherent in the Poole Approach, which pledges that staff will strive at all times be compassionate, open, respectful, accountable and safe. Our many highlights of the year show these values in action.

### A new best friend for our babies

Kat Smith, with daughters Jasmine and Amber, were among the first to benefit from the project where premature babies at Poole Hospital now have a new best friend – a crochet octopus to cuddle up to in their incubators. Used on the neonatal unit, these octopi are understood to better for health and wellbeing, with the tentacles reminding babies of being in their mother's womb.



OCT 16

### Innovative unit halving length of stay

Pioneering practice on the Kimmeridge ward is halving the time some patients spend in hospital. Its advanced nurse practitioner, Polly May, is part of the team looking after patients and her advanced nursing skills mean she is able to assess, diagnose and put in place treatment plans, as well as providing doctors with the benefit of her 25 years' nursing experience at the hospital.



DEC 16

### New chairman appointed

Steve Erskine was announced as the hospital's new Chairman. His appointment commenced in May 2017, after the previous Chairman, Angela Schofield, stepped down after six years in the role.

Steve is an experienced Non-Executive Director in the NHS and also has an executive background in information technology and service delivery.



FEB 17

MAR 17



### Helping to 'Build On The Best' end of life care

The public were invited to help improve the care that Poole Hospital patients receive at the end of their lives. The 'Building on the Best' programme aims to improve end of life care, defined as all care received during the last year of life. Poole Hospital was one of just 10 Trusts in the country to be selected to be part of the national programme, aiming to improve this type of care nationally.



Hello my name is Blanca Caballero-Garcia and I'm one of the

### New year, new career

A series of new awareness-raising films were launched as part of a recruitment drive, featuring staff in a variety of roles talking about their experiences of the hospital, why they joined and why they would encourage others to. Among them is Blanca Caballero Garcia, from Spain, who is now a deputy sister on the stroke unit after joining the hospital as a band 4 nurse.



### Top 10 nationally as a place to receive care, say staff

Poole Hospital was named in the top 10 acute hospitals nationally as a place to receive care or treatment. The NHS Staff Survey also rated the Trust second highest in the country for staff believing the hospital provides equal opportunities for career progression or promotion.

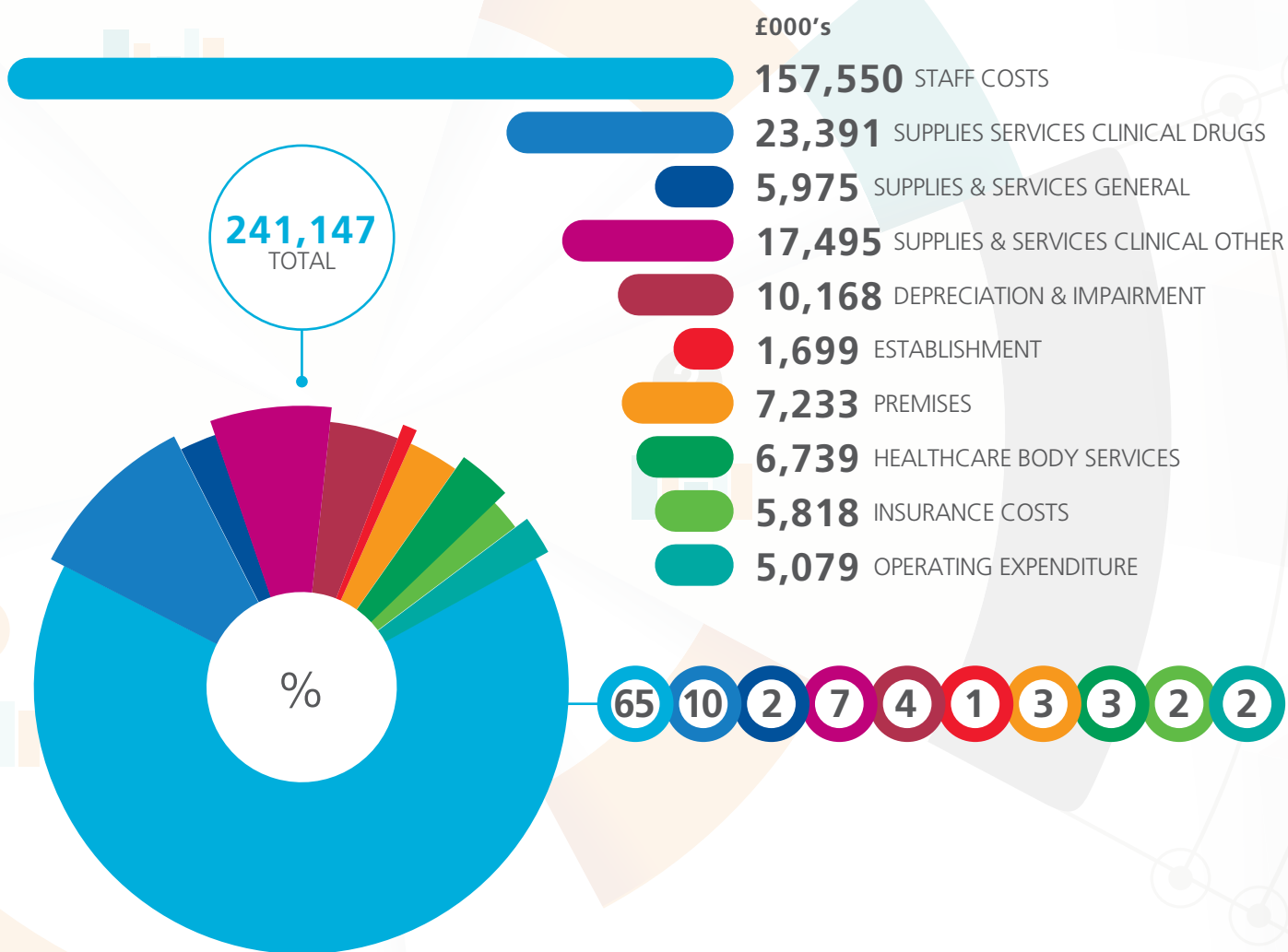
# Financial performance

Despite the financial challenges, the trust has maintained its track record for strong financial performance throughout the year. At year-end, the trust showed an operating surplus of £0.1m. This compares with a £4.1m deficit the previous year.

During the twelve months to 31 March 2017 we received £244 million in income. This included £9.3 million in non-recurrent income earned from the national Sustainability and Transformation Fund, without which the Trust would have reported a £9.2m deficit.

Underpinning this performance in 2016/17, we delivered a £9m cost improvement programme representing almost 4% of our operating expense. It focused on increasing efficiency and achieved these savings without compromising on the standards of care.

## How we spent our money



# Looking ahead

We anticipate and are prepared for another challenging year. The pressures on services will continue and resources will continue to be tight. We must ensure that whilst delivering today we prepare to meet the challenges of transforming for tomorrow

We will continue to fully engage and be an active partner in the Dorset health system, working with partners to implement the Dorset Strategic and Transformation Plan (STP), and particularly implementing Dorset's Clinical Services Review. The review will ensure the delivery of high quality services which meets the needs of the people of Dorset and to deliver these services as close to people's homes as possible.

Such is the quality of care provided by the hospital that we can afford look ahead with confidence. We know that whatever may change in the way in which services are delivered, Poole Hospital will be at the heart of these changes, working in close collaboration with all our partners. By maintaining an unwavering focus on what we do best, our dedicated teams will ensure patients experience the expert care that they deserve.

## Priorities for 2017/18

**Improve** safety and quality for patients and implement the recommendations of the 2016 Care Quality Commission hospital inspection

**Support** the STP digitally enabled Dorset work stream to ensure information is available to support effective clinical decision making

**Support** the STP leading and working differently work stream to ensure our staff have the skills and competences to provide sustainable health and care)

**Deliver** core access, quality and financial standards

**Improve** productivity and efficiency in line with the Lord Carter report

**Work** with partners to deliver new models of business support services

**Support** the STP one acute network work stream

**Support** the STP integrated community services work stream in East Dorset

**Operationally plan** to implement the commissioner decision arising from the Dorset Clinical Services Review

**Operationally plan** to ensure effective organisational governance is maintained during a time of significant transition and uncertainty



## Find us on social media

You can keep up to date with the latest health news, campaigns and job opportunities from the hospital on [Twitter \(@poole\\_hospital\)](#) and [Facebook \(poolehospital\)](#).

Alternatively go to our website at [www.poole.nhs.uk](http://www.poole.nhs.uk), where we have more in depth information - whether you are coming into hospital for treatment, visiting a loved one or friend, or want to know more about the hospital and our services.

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## Annual Review



This **Annual Review** summarises the main achievements of Poole Hospital NHS Foundation Trust during 2016/2017. You can find our Annual Report 2016/17 under the publications section of our website.

To comment on this review, or request further copies or a version in larger print, in audio or in another language, please write to:

**Communications, Poole Hospital NHS Foundation Trust,  
BH15 2JB** or email: [communications@poole.nhs.uk](mailto:communications@poole.nhs.uk)