



Buckinghamshire Healthcare
NHS Trust

Introduction to Buckinghamshire Healthcare NHS Trust

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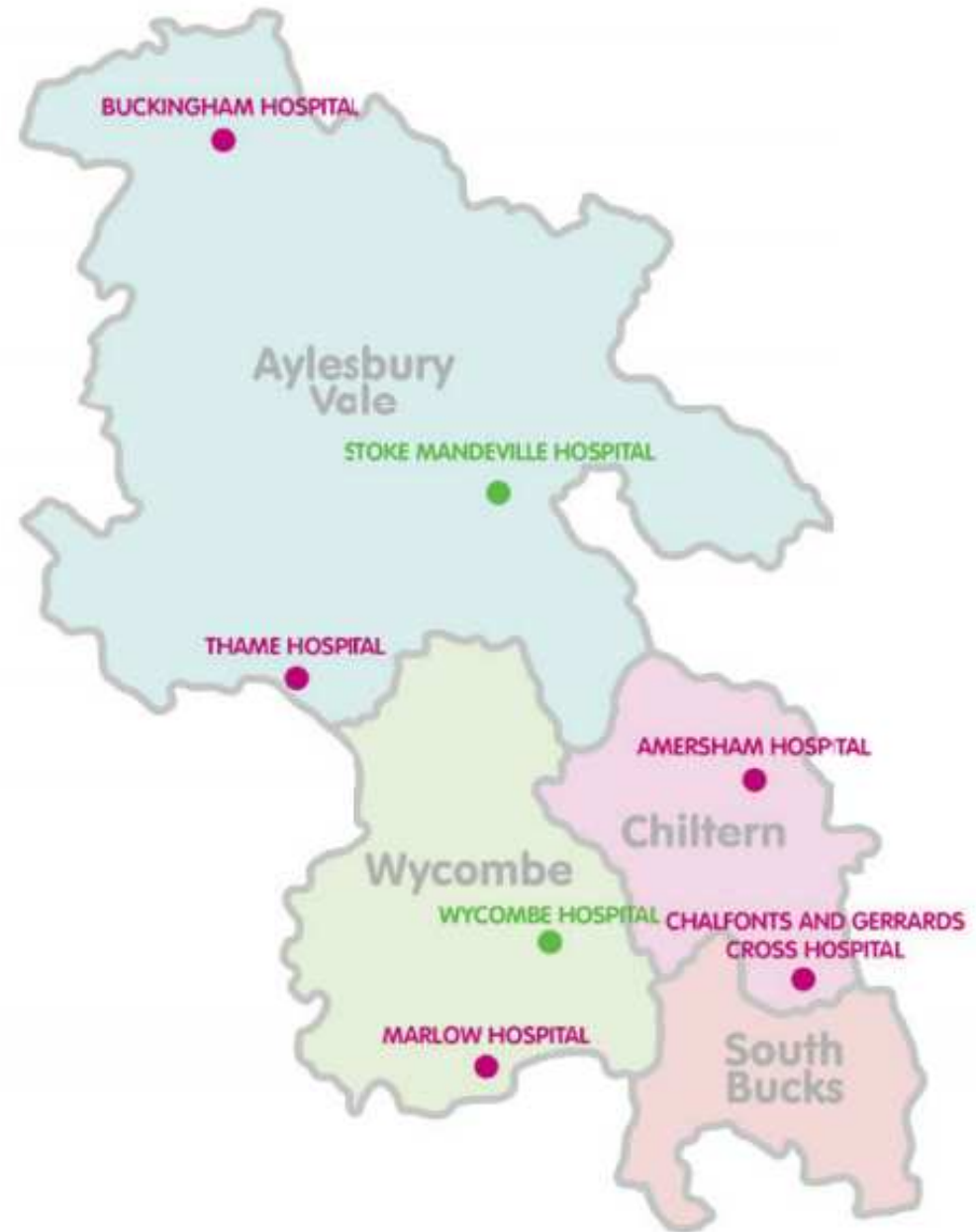
13 June 2017

Safe & compassionate care,

every time

About us

- Integrated acute and community
- Almost 6,000 members of staff
- Caring for over 0.5m people
- Budget of £405m



Caring in your home, hospital and community

Specialist care:

- Maternity
- Cardiac and stroke
- Spinal injuries
- Burns and plastics

Planned care:

- Surgery, outpatients

Urgent care:

- A&E

Community care:

- Children and young people
- Adult community

Buckinghamshire Healthcare NHS Trust

We are Buckinghamshire Healthcare. We are here for you when you need us; we will look after you in your home, the community or at one of our hospitals.

- + If you have a heart attack or stroke our specialist teams work with you and your family to get you back home.
- + Our adult community healthcare teams work with GPs and social care to ensure you have the care you need in your own home, 24/7.
- + The National Spinal Injuries Centre provides life-long inpatient and outpatient care and support to help people live their lives as independently as possible.
- + For head injuries or long-term neurological conditions such as Parkinson's or epilepsy you'll receive specialist care in hospital as well as support to get you home and back to work.
- + At the end of life our palliative care teams support patients and families and will make sure a patient can die in their preferred place.
- + Our rehabilitation teams help you recover from illness or injury to as normal a condition as possible.
- + We will help you remain active, independent and healthy through our healthier lifestyles service.
- + Our surgeons will patch you up; from hip replacements to reconstructive plastic surgery.
- + Our emergency department will help you if you have a life-threatening illness or injury.
- + Our pharmacists make sure you have the right medication and know how to use it.
- + Our sexual health clinics offer advice on contraception and treatment for sexually transmitted diseases.
- + For routine appointments you'll come to one of our outpatient clinics: audiology, allergies, ophthalmology and many others...
- + During pregnancy our midwives monitor the health of you and your baby and, alongside our obstetricians, help deliver your babies.
- + Our school nurses carry out developmental checks, prevent disease and infections and promote health education to your child.
- + Our health visitors support parents with children up to the age of five, helping you give your child the best start in life.

Find out more about us:

- www.buckshealthcare.nhs.uk/feedback
- [@BucksHealthcare](https://twitter.com/BucksHealthcare)
- www.facebook.com/BucksHealthcare

Safe & compassionate care every time

Expanding community services

**We are investing over £1m to expand community services
– providing more care out of hospital and making it easier for patients
to get the right support when they need it.**



Community hubs (6 month pilot) at Marlow and Thame hospitals providing a new community assessment and treatment service (frailty assessment service), more outpatient clinics and more diagnostic testing

Joined-up care with GPs, nurses, social care and the voluntary sector working together to support patients and carers

Short-term care and rehabilitation packages to support more people in their own homes

the **BHT** way

our ambition

Mission

Safe & compassionate care,
every time

Vision

We want to be one of the
safest healthcare systems
in the country.

Values



We have three strategic priorities:

Quality

We will offer high quality, safe and
compassionate care in patients'
homes, the community or one of
our hospitals:



Patients empowered to
manage their own health
and care

Joined up working
between hospital,
community, GP, social
care and voluntary
sector



Patient outcomes and
experience amongst
the best in the country

Recognised nationally
as a high performing
organisation



People

We will be a great place to work
where our people have the right
skills and values to deliver
excellence in care:

Inspirational leaders
developing strong
teams



Attracting and
retaining high calibre
and engaged people

Teams enabled to
innovate and develop
their services



Pioneering new ways of
working across sites, services
and organisations

Money

We will be financially sustainable,
will make the best use of our
buildings and be at the forefront of
innovation and technology:



Improved productivity
to ensure spending
stays within the income
we receive

IT-enabled 'paperless'
organisation



Specialist services at the
forefront of research
and innovation

Health and care hubs
supporting more people
in their communities



Working in partnership

Rapid improvements against our strategic priorities

Year 1 2016/17

Quality

- Sepsis: 90% of patients screened in A&E within 1 hour
- Hospital mortality: HMSR down to 92 (had been 102)
- Avoidable pressure ulcers grade 3 and 4: 54% reduction
- 'A' rated stroke service

DEVELOPING SERVICES:

- Children's and community
- Stroke and cardiac
- One stop shop eye clinic/ rapid access to rheumatology clinic/ paediatric A&E

People

- Staff survey engagement scores improved for 2nd year running
- Statistically significant improvements in 12 areas
- Staff engagement score improved from 3.76 to 3.78
- 92% of staff said role made a difference to patient care

REDESIGNING CARE:

- Out of hospital
- Integrated musculoskeletal service
- Collaboration with GPs and mental health

Money

- 3yr plan to reach sustainable financial position
- £17.6m cost savings
- Reduced historic deficit by one third to end 16/17 with a £1.8m deficit
- Agency costs reduced by 30%
- 200 more substantive staff

NURTURING INNOVATION:


- Life sciences innovation hub
- NSIC upper limb lab
- Developing partnership with Buckingham medical school

Our performance



A&E attendances
11,704
 April 2017

The number of people arriving in A&E went down this month from 12,030 in March 2017



Outpatients contacts
35,385
 April 2017

The number of patients receiving treatment in an outpatient clinic in April 2017 (43,689 March 17)



In patient falls
96 - April 2017
 (81 - March 2017)

We monitor the number of in patient falls and grade the severity of harm each month



Emergency admissions
2,446
 April 2017

The number of patients admitted to a hospital bed went down by 325 from 2,771 in March 2017




A&E patients seen within 4 hour target
90.8%
 April 2017

Percentage of A&E patients seen within 4 hour national target in April 2017



Pressure ulcers
0 grade 3 & 4
15 grade 2

We have only recorded 1 severe pressure ulcer grade 3 & 4, over the last 6 months



Planned procedures
4,246 April 2017
 (5041 - March 2017)

The number of elective day case and elective inpatient procedures carried out in April 2017



Mortality reviews
97%
 April 2017


Percentage of all deaths reviewed within three months of the death occurring - April 2017

HSMR 90.4
 (Feb '16 - Jan '17)



Cardiac arrests
1 - April 2017
 (3 - March 2017)

We are committed to achieving the elimination of all avoidable cardiac arrests



Friends & family test responses
94%
 (92% - March 2017)

Percentage of patients who would be likely or extremely likely to recommend our services to their friends & family in April 2017



Complaints responded to
96% April 2017
 (84% March 2017)



Joiners total: 171
 Nursing 27
 Clinicians 7
 Health care assistants 14
 Administrative 20
 Allied health professional 82

Leavers total: 84

Number of staff who joined the Trust in April 2017

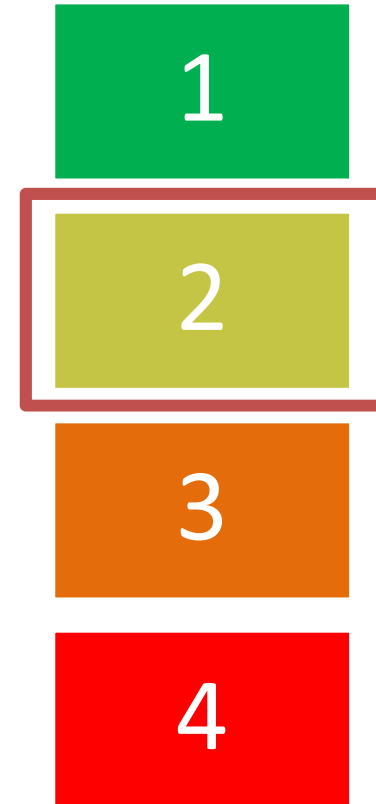


Training modules delivered
6,002
 April 2017

Number of staff training modules delivered by our learning and education team in April 2017

National performance

- Quality of care
- Finance and use of resources
- Operational performance
- Strategic change
- Leadership and improvement capability



Looking ahead

Quality

- Continue to drive outcomes
- Increase the patient voice
- £1m investment in urgent care environment
- 400 extra stroke patients
- 2nd catheter lab, additional 700 cardiac patients
- Clinical accreditation programme – excellence kitemark
- Reduction in harm – falls, pressure ulcers
- New CT scanner at Wycombe

People

- Employ more staff
- Improved engagement
- Expand size and reach of community teams
- Work with council, ambulance and voluntary sector to support frail patients at home
- Innovative roles – rotating between hospital and home
- Increase physio assistants
- Increase specialist nurses

Money

- Return organisation to sustainable position
- Reduce agency spend by further £4m
- £17.6m savings
- New electronic observation and referral systems
- Roadmap to link up acute, community and social care IT systems
- Working with partners on one public estate

WHAT WILL BE DIFFERENT?

1 Patient voice – invest in systems, work with partners, deliver the changes patients want

2 Continue investment in **leadership development**

3 Single approach for improvement and innovation

4 Making it easier – fewer meetings, shorter business case, develop IT, local plans agreed

5 Shaping the external environment

Ambition for outstanding

