Croydon Health Services NHS Trust has made many lasting improvements in 2016/17 as part of our commitment to provide excellent care for all. We are also striving to help people in our borough live healthier lives.

Our 3,800 staff and 400 volunteers have worked tirelessly over the past year. We have cared for thousands of people in the comfort of their own homes and in our community clinics throughout Croydon. We have also provided more than 100 specialist services at Croydon University Hospital and Purley War Memorial Hospital.

As a result, nine out of 10 people surveyed said they would recommend our care for their friends and family.

We have made many improvements to our facilities including an upgraded dentistry department and new Croydon Heart Centre. In January 2017, Croydon’s first Child Development Centre was opened to provide multi-disciplinary services for children with special educational needs and disabilities. Work has also continued on our new £21.25million Emergency Department at Croydon University Hospital.

Increasingly we are striving to prevent ill-health and help people in our community to stay well. We must do this at the same time as providing rapid access to diagnostic services and medical expertise when and where it is needed.

Cancer patients rated our care as above the national average in the annual experience survey by NHS England, and our waiting time performance regularly placed us among the top five trusts in London.

The Trust’s maternity department was also highly rated in 2016/17, with more than 95% of women recommending our care to others.

Our experienced district nurses, Children’s Hospital at Home service and Homeless Health team have continued to provide excellent care throughout the community. This is helping to reach some of the most vulnerable groups in our borough.

As part of our ongoing drive to coordinate care and prevent ill health, we have continued to strengthen local alliances to provide more seamless care for older people and the very young in Croydon. Working with GPs, we have also opened a network of urgent care services, including booked appointments in Croydon’s new GP Hubs.

We have many reasons to proud of Croydon Health Services. Through acting on your feedback, and by supporting our staff, we will continue to make improvements to deliver consistently excellent care and look after the health of our community for years to come.

To read the Trust’s full Annual Report and Quality Account, visit www.croydonhealthservices.nhs.uk

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At a glance: CHS in 2016/17

**CLEAN**
98% of patients said *hospital rooms and wards were clean*  
(CQC INPATIENT SURVEY 2016)

**SAFE**
96% of patients had ‘harm-free care’—better than the national average

**3/4**
patients said we always treated them with dignity and respect  
(INPATIENT SURVEY 2016)

**WAITING TIMES**
100% of all routine referrals for diagnostic imaging department within six weeks  
ABOVE THE 99% NATIONAL TARGET

**Second best in London**  
for the number of staff who had the flu jab to protect their patients

**£1.5m LESS**
spent on agency staff in 2016/17

**ACCREDITED**
for empowering staff through LISTENING INTO ACTION  
for the second year in a row

**TOP 10**
in the country for participation in clinical research trials  
(acute trusts only).

**MANAGING OUR FINANCES**
Taken out of Financial Special Measures after just seven months having made “significant progress”

**ACCREDITATION**
8/10 in the national stroke audit

**CARING**
9/10 patients would recommend our care for their friends or family.

**TOP 5**
trusts for cancer waiting times in London

**TOP TEN**
in London for 8 months of the year

**TOP 10**
for our care of cancer patients HIGHER THAN THE NATIONAL AVERAGE  
(NHS ENGLAND CANCER EXPERIENCE SURVEY 2016)