Croydon Health Services
NHS Trust

Our future

We are an ambitious organisation and we wish to provide excellent services that meet the health needs of local people. Our local community is central to who we are and how we operate. The majority of our workforce lives in Croydon, the majority of our patients live in Croydon and our main partners across health and social care are located in the borough. Our future is firmly linked to what we can achieve as an integrated care organisation and the delivery of our vision. ‘excellent integrated care for you and your family, when and where you need it’.

Thank you for supporting your local NHS services
Find the full Annual Report at www.croydonhealthservices.nhs.uk under About Us/Trust publications or request a copy by writing to Director of Corporate Governance, Croydon Health Services, 530 London Road, Croydon, CR7 7YE.

Annual Report 2012-2013 Summary

Putting our staff at the centre of change to sustain improvements

People who care
More than 4,000 local people involved in the Trust’s work
Nearly 300 volunteers
Around 3,500 staff

Planned care
3,182 planned (elective) operations or procedures as an inpatient
353,554 outpatient contacts
operations and procedures without an overnight stay (day case) 28,328

Help in an emergency
66,853 people treated in Accident and Emergency
66,017 people treated for minor injuries or non-life threatening emergencies
4,229 babies born in the Maternity Unit and Birth Centre
37,843 non elective (emergency) in-patients

Care in or near people’s own homes
371,256 adult community services contacts
200,416 children’s community services contacts

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Croydon Health Services NHS Trust

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Our Vision: Excellent integrated care for you and your family when and where you need it.

Listening into Action
...a new way of working

www.croydonhealthservices.nhs.uk
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In 2012-13 we made the following improvements:

- Increased staffing levels:
  - We recruited more than 40 nurses, 45 healthcare assistants and 10 health visitors to substantive positions.
  - 20 more midwives arrived, bringing our midwifery to birth ratio to 1:30 (an improvement on the national benchmark of 1:30 and we will achieve the “gold standard” of 1:28).

- Developing emergency care to meet patient demand:
  - Opening a new Acute Medical Unit (AMU)
  - Developing RATT (Rapid Assessment, Triage and Treatment) for patients coming into A&E by ambulance
  - Increasing the number of observation beds in A&E over the winter months
  - Establishing a Surgical Assessment Unit (SAU)
  - The Trust was accepted onto the second wave of Listening into Action which means we are putting staff at the centre of change, ensuring effective leadership to help us achieve higher levels of quality to improve the patient experience.

- Improving patient experience:
  - The National Cancer Patient Survey 2012 rated the Trust as ‘good or excellent’ by 89% of our patients and on a number of key standards we were rated the best Trust in London.
  - Our Learning Disability Team achieved the highest rating in London on the Big Health Check 2012/13.
  - The CHS Stroke Unit performed very well in the Stroke Unit Annual Assessment for 2012/13. It is rated as being one of the best stroke services in the country on the national SENTINEL audit.
  - The Children’s Hospital at Home service received a very positive report in the last survey of ‘patients’ families. The service was overwhelmingly rated as “valuable” by families.
  - The CHS Teenage Pregnancy and Sexual Health Outreach Service won the “Pamela Sheridan Young People’s Sexual Health Service of the Year” award in the UK Sexual Health Awards 2013.

- Standards of care:
  - Expanding the health visiting team

- Meeting our objectives in 2012-13:

There are a number of national targets that the government sets for NHS Trusts. Our performance against them can be found in section 6 of the full annual report.

Our plans for 2013-2014:

- The challenge for Croydon Health Services NHS Trust (CHS) is to provide high quality health services, improve patient experience and contribute to improving the health and wellbeing of our population.

- This has to be achieved within the context of a very challenging financial environment and significant organisational change for the NHS.

- The Trust is investing £4.4m in measures to improve quality and patient experience and has plans to deliver several significant projects:
  - More registered nurses on the wards
  - Extra funding for overnight care
  - Recruiting additional consultants
  - Recruiting more midwives
  - Investing in elderly care, including additional support for ‘care at home’
  - Sustaining investment in A&E and submitting a business case for further development
  - Expanding the health visiting team

In addition the Trust has to fund £2.2m of cost pressures.

Meeting our objectives in 2012-13:

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Our Foundation Trust application:

Becoming an NHS Foundation Trust in our own right will enable us to demonstrate our accountability to local people and make it clear that our principle focus is on meeting their care needs.

The Trust’s application will be assessed by the NHS Trust Development Agency and the Department of Health and then – if successful – by Monitor, the independent regulator of Foundation Trusts.

Our application includes detailed plans for the next 5 years on how we can develop our services and continue to thrive as a stand-alone organisation with a strong local focus.

All local people are invited to support the application process by becoming a member of the Trust. You can join at: www.croydonhealthservices.nhs.uk/getting-involved/foundation-trust.htm
Meeting our objectives in 2012-13

In 2012-13 we made the following improvements:

- Increased staffing levels
- Divisions and NHS Trusts. Our performance against them can be found in section 6 of the full annual report.
- Funding of change, ensuring effective leadership to help us achieve higher levels of quality to improve the patient experience
- Improving patient experience
- The National Cancer Patient Survey 2012 rated the Trust at ‘good or excellent’ by 89% of our patients and on a number of key standards we were rated the best in London
- CHS Learning Disability Team achieved the highest rating in London in the Big Health Check for 2012/13
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- CHS Teenage Pregnancy and Sexual Health Outreach Service won the “Pamela Sheridan Young People’s Sexual Health Service of the Year” award in the UK Sexual Health Awards 2013

We have raised the following funding from the NHS

- £2.2m of cost pressures
- Sustaining measures to improve quality and patient experience and has plans to deliver several significant projects
- More registered nurses on the wards
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Our plans for 2013-2014

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Meeting our objectives in 2012-13

There are a number of national targets that the government sets for NHS Trusts. Our performance against them can be found in section 6 of the full annual report.

In 2012-13 we made the following improvements:

- Increased staffing levels:
  - We recruited more than 40 nurses, 60 healthcare assistants and 10 health visitors to substantive positions.
  - 20 more midwives arrived, bringing our midpoint to birth ratio to 1:30 (an improvement on the national benchmark of 1:30 and well ahead of the “gold standard” of 1:28).

- Improving emergency care to meet emergency demand for the NHS:
  - Opening an Acute Medical Unit (AMU)
  - Developing RATT (Rapid Assessment, Triage and Treatment) for patients coming into A&E by ambulance
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  - The CHS Learning Disability Team achieved the highest rating in London in the Big Health Check for 2012/13.
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  - NHS Teenage and Sexual Health Outreach Service for 2012/13.

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Our plans for 2013-2014

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- Expanding the health visiting team

In 2012-13 we made the following improvements:

- Meeting our targets that the government sets for NHS Trusts. Our performance against them can be found in section 6 of the full annual report.
- Improving staff engagement
- Increasing patient access for NHS Trusts.
- Increasing diversity
- Developing emergency care to meet national demand by:
  - Opening an Acute Medical Unit (AMU)
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