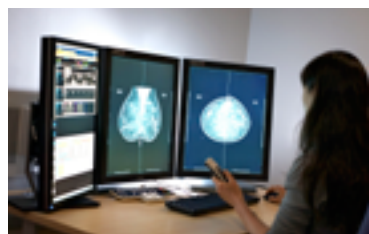




St George's Healthcare NHS Trust

2012/13 summary annual report



To read the full annual report visit
www.stgeorges.nhs.uk



Introduction

The last year has seen huge progress for St George's. During the last year we were named one of 16 trusts with the lowest mortality rates in the country.

This year we have run a formal public consultation on our plans to become a Foundation Trust (FT), which is a hugely significant step forward for us. Becoming an FT will bring with it greater financial freedom, which will allow us to re-invest any surpluses as we see fit to reflect the needs of our local communities. Perhaps the most significant change is the increase in accountability to the populations we serve.

Since our last annual report we've officially opened our new emergency department, featuring state-of-the-art diagnostic and treatment facilities for patients from across the south of England. We've also opened the pre-operative care centre, increasing safety for patients having elective surgery, as well as our paediatric intensive care unit.

Over the next twelve months we will continue to see the rapid redevelopment of our facilities. Our new helipad is already taking shape on top of St George's Hospital, and neurorehabilitation services will complete the move to Queen Mary's Hospital. Work will also begin to create a children's and women's hospital at St George's.

Last year saw the establishment of the South London Academic Health and Social Care Network and saw St George's Healthcare and St George's,

University of London join forces with King's Health Partners. These are two hugely significant achievements that will improve health outcomes for more than four million Londoners who live south of the river.

The coming twelve months will see renewed focus on improving patient experience for all patients at St George's. We will continue to ensure all our patients receive expert treatment in a timely manner, no matter which service they require. Our clinical outcomes are second to none but it is clear that we could make improvements to the patient experience. We are working with all our patient groups and partners to make sure these changes are made.

We would like to put on record our gratitude for the hard work, effort and commitment and dedication of our staff. Without their continued professionalism and enthusiasm we would not have been able to make such huge achievements. It is because of them that our future looks so bright.

In this summary annual report you will find some of the highlights of our last twelve months. You can read the full report on our website at www.stgeorges.nhs.uk

We very much hope you enjoy reading this report and look forward to your continued support over the next year.




Christopher Smallwood
chairman





Miles Scott
chief executive




Alison Robertson
chief nurse and
director of operations




Ros Given-Wilson
medical director

2012/13 in review

Outstanding, professional and sensitive care for maternity patients

Emily Holyfield has nothing but praise for St George's after having her baby, Giorgio, in July 2012.

While undergoing tests when pregnant with Giorgio, a Congenital Diaphragmatic Hernia (CDH) was detected. CDH is a birth defect of the diaphragm where a malformation allows the organs to push into the lung area, preventing the lung from developing properly. This condition can be life-threatening and there is usually a 50 per cent survival rate for babies diagnosed with CDH in the womb.

Emily said:

“The team were exceptional. I was treated with the utmost sensitivity, but also given clear information regarding the condition and the options that were available to me. This non-judgemental advice was so outstanding at an extremely difficult point and the staff were professional and sensitive.”

“After a lot of research, conversations with my family and a huge amount of consideration we decided to continue with the pregnancy.”

After Giorgio was born, he spent three days on the neonatal unit before undergoing surgery for his condition. The surgery went well and Giorgio spent the next week recovering on the neonatal unit followed by seven days on the special care baby unit.

Giorgio was discharged after 17 days and continues to do well.

Emily said that from the first moment she came to St George's she experienced professionalism, consistency, expertise and exceptional care plus outstanding human warmth.

“I was so impressed by the hospital on every level and cannot put into words my gratitude for the immense support I received. There are so many staff that work above their job description and put that extra thing in that makes St George's Hospital a very special place.”



2012/13 in review

Cutting edge robotic surgery improving cancer care

A robotic surgical technique which allows the accurate removal of cancerous tumours from the kidney was performed for the first time in the UK at St George's.

Using 'Firefly' technology in the da Vinci surgical robot, the technique is known as immunofluorescence assisted partial nephrectomy. This is a form of minimally invasive surgery which uses green dye to determine the blood supply to a kidney tumour. This allows surgeons to facilitate excision (removal) of the tumour.

Knowing the exact pattern of blood supply to the tumour enables surgeons to spare as much kidney function as possible whilst removing the tumour.

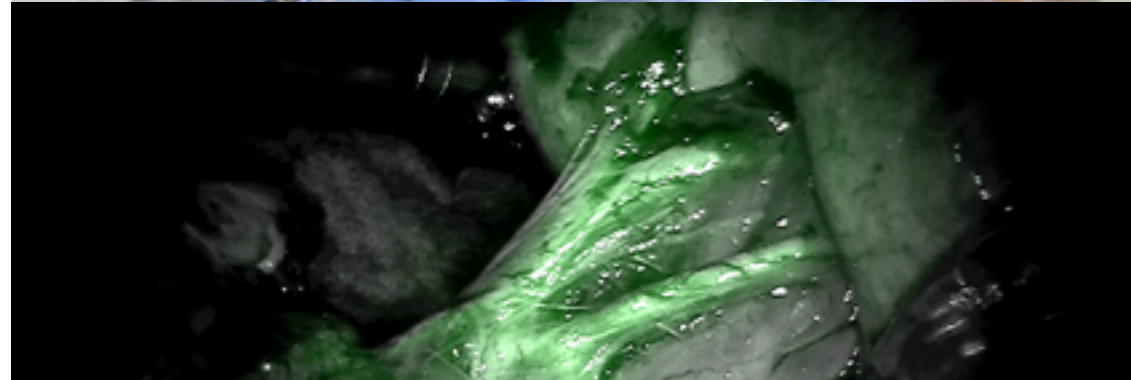
Dye injected into the patient shows up under the da Vinci robot's specialised camera as bright green light, which gives the technology its 'Firefly' name. The procedure was performed by Professor Alex Mottrie, a worldwide expert on robotic partial nephrectomy surgery from Belgium.

Chris Anderson, consultant urologist at St George's, said:

“Partial nephrectomy is a complex operation and requires excision of the tumour and reconstruction of the remaining healthy kidney. Using this latest technology we are able to achieve this better than has been possible in the past.”

“It is an excellent innovation and we are fortunate to have been part of the pioneering process of this technique in the UK.”

The procedure is now performed regularly by surgeons at St George's for removing tumours from the kidney, bladder and prostate.



2012/13 in review

Heart Attack Centre catheter lab has London's best survival rates

St George's Hospital's Heart Attack Centre was named as having the best cardiac arrest survival rates in London last year by the London Ambulance Service.

72.4% of patients suffering from cardiac arrest who were brought to the St George's catheter lab survived, compared to the London average of 63.3%.

The catheter lab is used to perform lifesaving angioplasty for patients suffering cardiac arrest and other serious heart conditions.

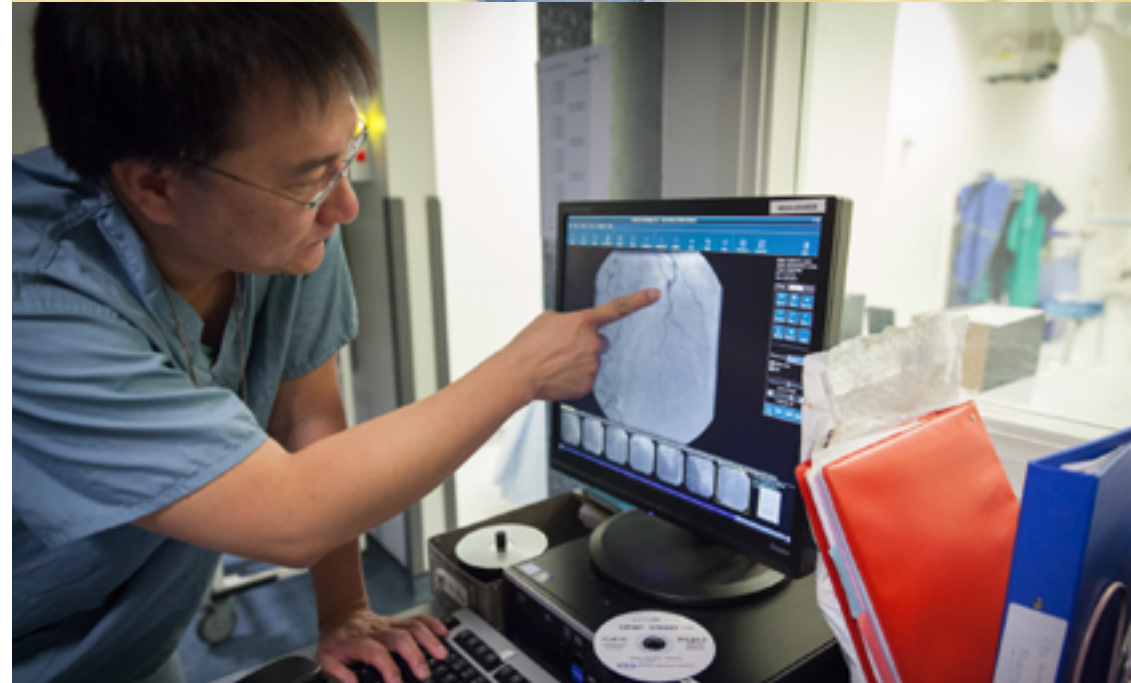
Pitt Lim, consultant cardiologist and clinical lead for cardiac intervention, said:

“This clearly demonstrates that patients suffering a heart attack have a much higher chance of survival when they are taken directly to a Heart Attack Centre with a modern catheter lab like we have at St George's. We provide one of the most effective cardiac intervention services in the country and a 24/7 enhanced heart attack service which saves many lives each year.”

“We work hard to develop our staff, who are among the most skilled in London. Outcomes for cardiac patients at St George's are excellent and this is all thanks to the specialist team approach and advanced facilities we have.”

St George's Hospital is one of the biggest and busiest of the seven specialist Heart Attack Centres in the capital, serving south west London and east Surrey.

The Heart Attack Centre provides emergency care, diagnosis, medical treatment and outpatient services for heart attacks, heart failure, heart valve disease, heart muscle disease, congenital heart defects, high blood pressure and arrhythmia (irregular heart beat).



2012/13 in review

Amputee rehabilitation helps

Martine achieve Paralympic dream

2012 was a year to remember for Martine Wright, one of the faces of the London 2012 Paralympic Games and winner of the Helen Rollason Award at the BBC Sports Personality of the Year 2012.

Martine lost both her legs in the 7/7 bombings in 2005. She spent eight months undergoing intensive rehabilitation therapy as an inpatient at the Douglas Bader Rehabilitation Unit at Queen Mary's Hospital.

“I went to the Douglas Bader Unit in September 2005. I knew it was the best unit in London and the home counties for amputee rehabilitation and I felt very lucky to be admitted as an inpatient and have my own room.”

“All aspects of my care were great. Dr Soori, consultant in rehabilitation medicine, was just fantastic.”

“The psychological support I got was also very good and the walking school was amazing. I count myself so lucky to have been there and in my opinion I was looked after by one of the best physiotherapists in the world, Maggie Uden. When she came to my wedding she asked me what I wanted as a gift and I said nothing – you've already given me the gift of walking again!”

“My prosthetist John Sullivan is also wonderful. He helped me during the Paralympic Games as I lost a bit of weight and so had to have my prosthetics adjusted.”

“When I got married to Nick in 2008 I wanted to be able to walk down the aisle confidently. All The team helped me do that – from John ensuring that my prosthetics were right to Dr Soori playing ‘vicar’ at the end of our practice aisle!”

“I cannot thank the unit enough for everything they have done to help me over the last seven years.”



Becoming a Foundation Trust

Becoming a Foundation Trust (FT) is an essential and significant milestone for St George's, which we aim to achieve in 2014.

During our three month long public consultation on proposals for becoming an FT we contacted more than 10,000 people by post, email, online and face-to-face.

More than 500 individuals and 23 organisations responded formally to the consultation. This feedback has been vital to the process. We have increased the number of staff and local representation on the Council of Governors in response to feedback from people who responded.

Our membership numbers have swelled to nearly 15,000 this year, with work on establishing a Council of Governors in preparation for our expected authorisation as an FT in 2014 well underway.



Performance

Mortality

St George's was named as only one of 16 trusts in the country to have statistically significant lower than expected mortality rates, making us **one of the safest trusts in the country.**

Referral to treatment

96.8 per cent of our non-admitted patients received their treatment within 18 weeks of referral, against a national standard of 95 per cent.

For admitted patients this figure was **91.4 per cent**, against the national standard of 90 per cent.

Accident and emergency

Over 95 per cent of patients attending the emergency department were admitted, transferred or discharged within four hours of their arrival.

Last year **over 147,000 patients** attended the emergency department at St George's Hospital - **403 patients a day** - making St George's one of the busiest emergency departments in the country.

Cancer

We met all national cancer treatment and diagnosis targets, ensuring patients who are suspected of having cancer or have been diagnosed receive treatment as quickly as possible.

95 per cent of patients with suspected cancer were seen at St George's and Queen Mary's Hospitals within two weeks of being referred by their GP. Almost **98 per cent of patients diagnosed** with cancer received their first treatment within one month of diagnosis.

Infection control

The trust detected nine MRSA cases against a threshold of two infections for the year. The majority of these cases occurred in a two-month period. This is a **90% reduction** over the last five years.

Finance

During 2012/13 we returned a surplus of £6.28 million. We have now generated a surplus for six consecutive years whilst maintaining excellent standards of clinical care.

We generated an underspend on our Capital Resource Limit of approximately £9.0 million in 2012/13, mainly as a result of the St George's Hospital helipad development work not starting until 2013/14, the procurement of new monitoring equipment throughout the trust over the next few years and the relocation of neurorehabilitation services.

We undershot our External Financing Limit by approximately £7.5 million and therefore stayed within the overall cash limit set by the Department of Health. The undershoot was caused primarily by the slippage on the capital programme.

During 2013/14, we face a similar financial challenge and will need to identify savings of £37.1 million, the same figure as 2012/13.

To support the delivery of this tough savings programme we have invested significantly in a service improvement programme. This has been an area of real focus for the trust in 2012/13 and the methods and approach are beginning to bring real benefits which will help us meet our productivity challenge in 2013/14 and beyond whilst improving the quality of care we offer and the patient experience we deliver.

Surplus by year

2012/13	£6.28m
2011/12	£5.7m
2010/11	£5.0m
2009/10	£10.8m
2008/09	£1.7m

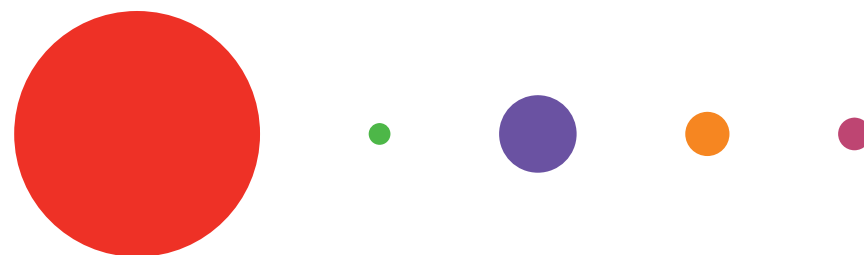
Revenue by year

2012/13	£641.7m
2011/12	£620.4m
2010/11*	£610.9m
2009/10	£488.8m
2008/09	£439m

*St George's merges with Community Services Wandsworth

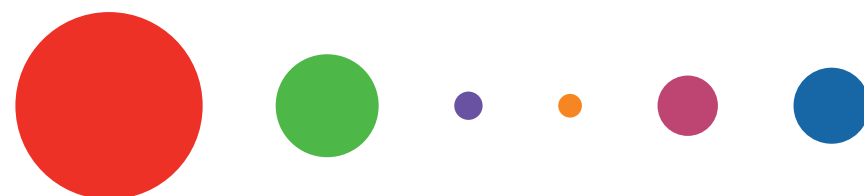
Where our money comes from

NHS patient care	£559 million
Private patient care	£3.7 million
Education, training and research	£53.7 million
Non-clinical services for other organisations	£16.8 million
Other	£8.9 million



Where we spend it

Staff	£393.6 million
Clinical supplies	£117.6 million
Services from other trusts	£8.3 million
Transport	£5.7 million
Premises	£39.7 million
Other	£63.6 million



Contact us

You can read the full annual report on our website at www.stgeorges.nhs.uk/annual

Let us know what you think about our annual report

Telephone: [020 8725 5151](tel:02087255151)

Email: communications@stgeorges.nhs.uk

Get support from our Patient Advice and Liaison Service

Telephone: [020 8725 2453](tel:02087252453)

Email: pals@stgeorges.nhs.uk

Find out more about working for us

Telephone: [020 8725 0600](tel:02087250600)

Email: hrrecruitment@stgeorges.nhs.uk

Become a member

Telephone: [020 8266 6132](tel:02082666132)

Email: members@stgeorges.nhs.uk

Make a donation to St George's

Telephone: [020 8725 4916](tel:02087254916)

Email: giving@stgeorges.nhs.uk

Web: www.givingtogeorges.org.uk

Find out how to become a volunteer with us

Our volunteers perform roles as varied as manning information desks, general housekeeping, administrative work and helping patients find their way around. If you would like to volunteer at any St George's sites contact the voluntary services team.

Telephone: [020 8725 1452](tel:02087251452)

Email: zoe.holmes@stgeorges.nhs.uk

Contact the communications team if you would like a printed copy of the annual report.

Telephone: [020 8725 5151](tel:02087255151)

Email: communications@stgeorges.nhs.uk

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