

# New Life

"Rich or poor, if I could have paid for treatment, I would not have got it any better than at St George's. Quite simply, they have given me my life back."

Anthony Dennis, stroke patient



# The heart of St George's

**"Your staff, from beginning to end, have been fantastic. They were polite, considerate, direct and reassuring. They are a credit to you."**

Richard Holmes, patient

Our staff form the heart of St George's, and their reputation for providing outstanding patient care is well deserved.

Every year, their dedication, diligence, expertise and unfaltering commitment to our patients have formed the bedrock upon which our patients rely.

St George's cares for thousands of families at every stage of their lives across South West London and provides a pioneering range of advanced treatments and therapies to over half a million patients across the UK.

We serve a local population that is as rich and vibrant in its cultural diversity as it is in its ethnicity and health needs. We are determined to provide equality of care for all.



"I would just like to say thank you for my operation. You must have done a very good job as I have not missed a single day at school."

Anon, patient



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# Life at St George's

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"The first thing I remember is the ambulance doors opening and seeing my mum," says 18 year-old Danielle Harding. "After that, I can only remember waking up on the ward with my mum sat by my side, my operation a success. A week later, I was back at home relaxing."

Danielle, from Tooting, had suffered a severe stroke. Major strokes are fatal in a third of all cases and a further third of these cases can leave patients with some form of disability. But doctors at St George's have moved to better the odds by providing stroke victims with rapid access to clot-busting drugs.

"By giving stroke patients thrombolytic drugs within three hours of an attack, we can break up the blood clots which cause strokes before they can destroy the parts of the brain that control speech and movement," explains Hugh Markus, Professor of Neurology. "In doing this, research shows that recovery can be significantly improved by up to 30 per cent."

St George's is one of less than 20 units in the UK to offer such treatment.

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# Progress



St George's has a bold ambition: to become the best teaching hospital in the country. We believe our patients deserve nothing less.

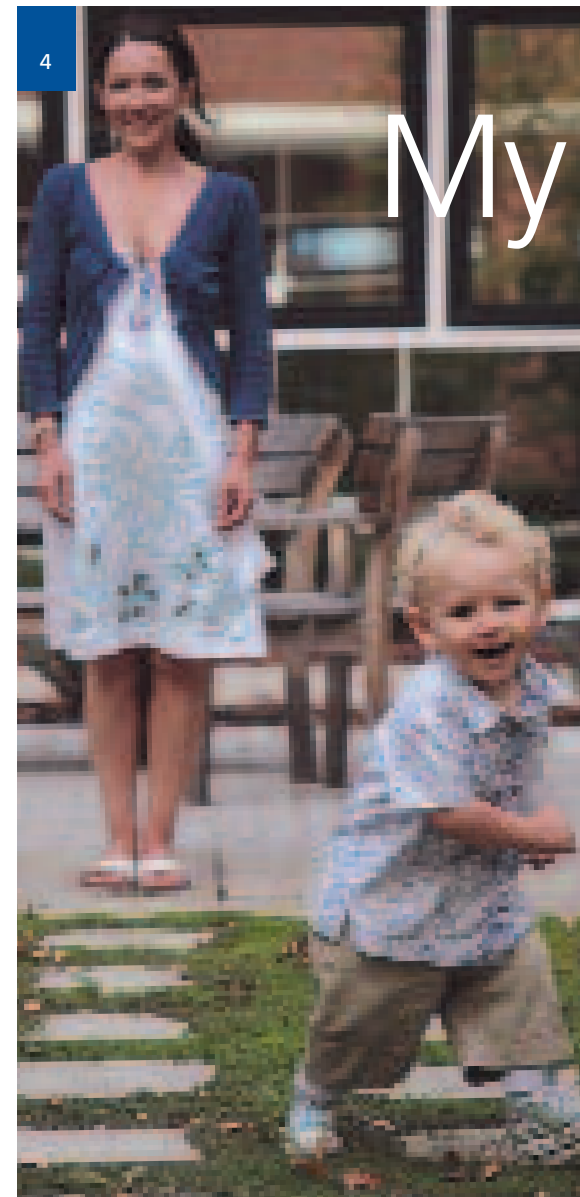
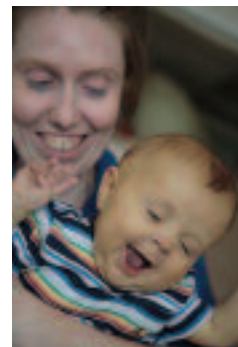
The past year has seen St George's grow ever-closer towards achieving this goal. We have strengthened our clinical performance; reduced

our waiting times; treated more patients; and pushed the boundaries of medical innovation and research to provide patient care that is second to none.

But we have faced many serious challenges. Two years ago our financial deficit stood at £32m. We took action; tightening the efficiency of the organisation whilst ensuring we maintain, if not improve, the quality and quantity of our patient care. We have made good progress.

At the close of 2005/06, we have reduced our in-year deficit to £11.6m. There is still much more we need to do, but to have come this far over the course of the year is something all at St George's should be proud of.

This summary includes the stories of some of our patients and staff – giving you just a taste of Life at St George's.



# My life story "fantastic science"

Rebecca, 36, is HIV positive. Her new baby boy Reuben is HIV negative. She has been a patient at the hospital's sexual health clinic for the past four years.

St George's is a leading centre for the treatment of HIV and AIDS and runs a special pregnancy clinic for women infected with the virus.

In the last ten years, our doctors have helped more than 250 HIV positive women give birth. The virus was not known to have been transmitted to any baby in the last five years.

Reuben has now had his final 18 month check-up for HIV and has been given the all clear. Rebecca can hardly contain her excitement:

"It's fantastic science," says Rebecca smiling. "The doctors and nurses know what they're talking about. I listened and did what I was told, and do you know what? It worked!"

**"I am extremely lucky to be treated at St George's," says mum Rebecca Moffet, from Surrey. "Without them we couldn't be here."**

# The Facts of Life

We are improving the speed and efficiency of the way we work; refocusing our performance, making better use of our resources, pushing down waiting times and, most importantly, improving patient care and safety:

- Outpatients wait no longer than 13 weeks for their first appointment
- Inpatients wait no more than six months for surgery
- The Healthcare Commission named St George's the eighth most efficient hospital in the country based on the percentage of operations carried out as day case procedures
- Our renal surgeons performed a landmark operation to remove a kidney from a living donor using keyhole surgery
- We launched a new emergency angioplasty service to treat patients who suffer heart attacks
- We introduced a revolutionary treatment to prevent infections and complications after major surgery

## The Trust in numbers

- Over 5,000 staff
- 61,500 inpatients admitted
- 98,700 patients treated in A&E – up 12 per cent in the last two years
- 421,000 outpatient appointments
- 4,660 babies delivered
- GP referrals up 6 per cent since 2004
- 96 per cent of our patients said they were treated with dignity and respect
- 92 per cent of our patients said they would recommend St George's to their friends and family

• We continued to curb the spread of MRSA with an ambitious infection control strategy

• And St George's received national acclaim for publishing mortality data for all clinical specialties – becoming the first hospital in the country, and possibly the world, to do so.



Cancer services at St George's were applauded this year for their innovative care, shortened waiting times and exceptional support for patients. But the service was not always like this.

"A few years ago, our patients would often experience long delays waiting for chemotherapy on the day of their treatment," says lead cancer nurse, Catherine Oakley.

# Patient Partnership

"We put a stop to this, setting up a more logical, streamlined service. Patients now have two planned visits; one for their blood tests, and a second where they return for treatment with everything ready and waiting in place."

Our patients are surveyed on a regular basis to assess their experiences of the hospital. Only by taking our patients' experiences into account can we improve the quality of the services we provide.

James Parsons could not agree more. The 64 year-old was diagnosed with bowel cancer in 2001. He has been receiving treatment at St George's ever since.

"The service keeps getting better," he says. "The new system for chemotherapy is now made for



our convenience; there's much less hanging around and you can plan your life around treatments more easily."

"From day one, I have had nothing but admiration for everyone at St George's. Walking back on the wards, it's like you're catching up with old friends. They've done so much for me, and for that I am forever grateful."