

A YEAR IN REVIEW 2018/19 AT A GLANCE



WHAT WE DO

We want to deliver outstanding care, every time for our patients, staff and the communities we serve.

With 9,000 staff we are the largest healthcare provider, major teaching hospital and tertiary centre for south west London, Surrey and beyond.

Most of our services are provided at St George's Hospital in Tooting, but we also have services at Queen Mary's Hospital in Roehampton, and in the community.

LOCAL AND NATIONAL SERVICES

We provide care for patients from a larger catchment area in south east England for specialist services such as complex pelvic trauma. A number of our services treat patients from across England – these include family HIV care, bone marrow transplantation for non-cancer diseases, and penile cancer.

CLINICAL NETWORKS

We also play a key role within clinical networks. These networks include the South London Cardiac and Stroke Network, and the South West London and Surrey Trauma Network, for which St George's Hospital is the designated heart attack centre, hyper-acute stroke unit and major trauma centre.

THE TRUST IN NUMBERS

50,000
planned operations



9,000
members of staff



22,000
members



5,000
babies born each year



excellent
kind
responsible
respectful

WELCOME



Thank you for reading this summary of the year 2018/19.

Twelve months ago, I had just completed my first year as Chairman of St George's. Another year on, it remains a privilege to be part of this organisation which does so much good, and to see the progress we are making.

It has been a pleasure to

work closely with our members and governors over the past year and to see first-hand the valuable contribution they make to the Trust. I would like to convey my thanks once again to Kathryn Harrison, who stood down as our Lead Governor in May after five years in the role.

Kathryn was hugely committed to St George's and we wish her all the best for the future. I was pleased to welcome Richard Mycroft as her successor. Richard has the same commitment and desire for St George's to succeed as Kathryn, and I've enjoyed working with him in his first few months in the role.

The Trust has made strides forward this year, some of which are highlighted in this document, and I'd like to thank all of our staff, governors and my fellow Directors for their considerable efforts.

Gillian Norton
Chairman



Earlier this year, we launched our new membership strategy, designed to encourage more local people to have a voice in the running of the services the Trust provides. The new strategy is improving the way it engages with members, new and existing; as well as developing new opportunities for members to express their views and get involved.

A full and summary version of the strategy are available online here: www.stgeorges.nhs.uk/about/foundation-trust/members



It has been a busy 12 months for the Trust, with plenty of challenges and achievements for us to reflect on. We are all awaiting the results of our latest Care Quality Commission (CQC) inspection that took place in July, and we hope that this will recognise the many improvements we have made.

Everyone at the Trust has been working hard to ensure we improve on our 'Requires Improvement' CQC rating, and it is my hope that when I come to write my introduction for next year, we will have improved our rating. A notable milestone for us this year was 23 April (St George's Day!), which saw the launch of our new five-year strategy – 'Delivering Outstanding Care, Every Time'. The strategy sets out our aims, ambitions and priorities for the future.

The process of engaging with staff, patients and the public was vital in the development of this strategy, and really brought home the feeling of good will toward St George's that exists within the community.

Our new strategy has provided some much needed direction for all of us, and I'm confident that it will see the Trust move closer to our ambition of providing outstanding care, every time.

Finally, I would like to say thank you to our staff for all of their hard work over the past year. It's a privilege to lead an organisation that has so many caring, dedicated and professional people in its ranks.

Jacqueline Totterdell
Chief Executive

DELIVERING OUTSTANDING CARE, EVERY TIME – OUR NEW FIVE YEAR STRATEGY



April 2019 saw the launch of our new five year strategy, which is designed to give everyone connected with us clarity about our aims and ambitions for the future.

The strategy has been shaped by our staff, patients and local communities – with more than 500 people attending 26 events over the past year. We also held meetings with local GPs, patient groups, trade unions and clinical and management teams at the Trust.

The four key priorities that are now driving what we do and influence the decisions we will take over the next five year can be found below.

We have already started work to make the priorities set out in the strategy a reality for our staff and patients, and we will be communicating the progress we are making through existing forums and meetings in the coming year.

To find out more and read the full strategy document, visit www.stgeorges.nhs.uk/about

STRONG FOUNDATIONS

An organisation with strong foundations that provides outstanding care, every time

EXCELLENT LOCAL SERVICES

A provider of excellent local services for the people of Wandsworth and Merton

CLOSER COLLABORATION

A partner in delivering joined up, sustainable health services across south west London

LEADING SPECIALIST HEALTHCARE

A provider of leading specialist services for the people of south west London, Surrey, Sussex and beyond

HIGHLIGHTS OF THE YEAR 2018/19

It has been another busy year for the Trust, with plenty of examples of our staff and patients achieving great things.

Here's a look back at some of the highlights of 2018/19.

▶ April 2018

Patients praise new cancer service at St George's Hospital

Opened in partnership with Macmillan Cancer Support, the Ambulatory Oncology Care Unit means that cancer patients don't have to wait in our Emergency Department, but can be seen by the right specialists sooner.



Pictured: Patients and staff at the launch of our Ambulatory Oncology Care Unit

June 2018

Quadruplets born at St George's for first time in 13 years

A team of more than 30 people, led by Professor Asma Khalil, delivered quadruplets for the first time in 13 years at St George's.

Hindu Kaye-Kisambira, 27 from Cobham, gave birth to quadruplets – two identical twin girls and two twin boys – on 21 June.



Pictured: Professor Asma Khalil with babies Hana, Ahmed, Asma and Ayub

▶ July 2018

Trust staff celebrate 70 years of the NHS

To mark the 70th birthday of the NHS, a range of events and activities were organised as a way for our staff, patients and the local community to mark the occasion.

Hundreds of people attended our Big 7Tea parties, while over 70 members of staff took part in our Big Birthday Walk from the site of the old St George's at Hyde Park to our Tooting home.

St George's rated Requires Improvement in boost for south London Trust

After an inspection by the Care Quality Commission (CQC), the Trust's rating was improved from 'Inadequate' to 'Requires Improvement.'



Pictured: Rosena Allin-Khan, MP for Tooting, cutting the ribbon at our NHS 70 tea party



Pictured: Members of our Emergency Department team

September 2018

St George's Emergency Department to offer life-saving HIV testing

Our Emergency Department (ED) now offers HIV testing to all patients, aged 18-59, as part of their routine blood tests. This new approach will lead to earlier diagnosis and ensure people can begin treatment and lead long and healthy lives.

▶ October 2018

Baby who survives after heart stops beating for 22 minutes turns one

Lacey Sherriff was born more than three months prematurely and was transferred to St George's for urgent specialist surgery. During the operation, Lacey's heart stopped beating for a total of 22 minutes.

Our team didn't give up on Lacey, and supported her in every way they could to help her pull through.



Pictured: Lacey Sherriff and family with some of the team that saved her life

January 2019

Surgeons at St George's used 3D spinal navigation for the first time

Surgeons at St George's used 3D spinal navigation equipment for the first time to carry out life-changing spine surgery.

The equipment enables surgeons to scan the patient during the operation and view a virtual reconstruction of the spine in 3D



Pictured: Members of the England Netball team visited St George's for the unveiling of the new navigation technology

▶ February 2019

Recruitment to clinical trials at St George's tops 10,000 patients in a year for the first time

Over 10,000 patients were recruited into clinical trials in 2018/19, the first time we've passed this important milestone during a 12 month period.



Pictured: Members of our Clinical Research team

▶ MEET OUR NEW LEAD GOVERNOR



In July 2019, we were pleased to announce the election of Richard Mycroft as our new Lead Governor. Richard, who has represented south west Lambeth as a St George's Governor since 2017, replaced Kathryn Harrison in the role.

The Council of Governors have an important role in making Foundation Trusts better for patients and staff. They hold non-executive directors to account for the performance of the Board, and represent the interests of Trust members and the public.

After his election, Richard said: "For me, the role is so important in representing the interests of the public and ensuring Governors' can work collaboratively with the Trust's leadership to deliver the best healthcare possible.

"I'm looking forward to Governors' continuing to be a voice for the public by better understanding Members' views.

This is an interesting and challenging time, not just for the Trust, but for the NHS as a whole.

"We have a tremendous level of admiration from those who themselves, or family or friends have been treated here. It would be great to turn that admiration to positive support.

"There is always a need for the public to scrutinise what is happening, which is a key role for Governors. I'm sure there will be lots of opportunities for productive engagement with our members."

Richard was elected as Lead Governor following a vote of the 25 Governors who currently make up our Council of Governors.



PATIENTS AS PARTNERS

We are serious about working with patients – as partners – to improve our services and shape new developments.

Read our Patient Partnership and Engagement Strategy and find out how you can get involved in one of our patient user groups by visiting [www. https://www.stgeorges.nhs.uk/patients-and-visitors/patient-involvement/](https://www.stgeorges.nhs.uk/patients-and-visitors/patient-involvement/)

▶ OUR PERFORMANCE



As part of our vision to provide outstanding care, every time we want to provide the right care, in the right place at the right time

Improvements to our performance have been made over the past two years, but it is still not as consistent as we want. We are determined to see, diagnose and treat patients more rapidly, and provide high quality care in the process.

Performance in our Emergency Department at St George's is an area we will continue to focus on. We need to manage flow better throughout the organisation, for the benefit of both patients and staff.

The Trust returned to reporting its planned operation activity (Referral to Treatment data) in January 2019 after a break of over two years. Since then, there has been a sizeable reduction in the number of patients waiting over 52 weeks for their first treatment – which is a big step forward. A thorough breakdown of our performance and the work of the Trust can be found in our Annual Report. Visit our website to view a copy:

www.stgeorges.nhs.uk/about/publications

The table below shows our annual performance.

Indicator	Measure	Annual performance
Referral to Treatment times	Number of patients waiting over 52 weeks for their first treatment	27
Emergency department access	95% of patients wait less than 4 hours	88.4%
Cancer access	% of cancer patients treated within 62 days of urgent GP referral	86.9%
	% of patients treated within 62 days from screening referral	86%
Diagnostic waits	Maximum 6 week wait for diagnostic procedures	0.36%

ST GEORGE'S IN THE MEDIA

Staff across the Trust do incredible work caring for our patients. We are always looking to highlight what they do in both national and local media.

Below are just a few examples of the positive media coverage we secured during 2018/19.



London Evening Standard
'Miracle' baby whose heart stopped beating for 22 minutes turns one



the guardian
Ex-BBC reporter Martin Bell praises surgeons who rebuilt his face



South London PRESS
St George's Hospital: Celebrating the Heroes of the NHS



WANDSWORTH TIMES
St George's provides Wandsworth and Merton state schools with emergency asthma kits



Daily Mail
Mother gives birth to QUADS at 32 weeks (with one weighing just 2lb 10oz) after a difficult pregnancy - and names one of her daughters after the doctor who delivered them



London Evening Standard
Girl, nine, who suffered a severe stroke dances back to a 'remarkable' recovery

GET INVOLVED BECOME A MEMBER

Anyone with an interest in or connection to the Trust can become a Member.

Email members@Stgeorges.nhs.uk or call 0208 266 6132.

All members are welcome to attend free health talks throughout the year.

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www.stgeorges.nhs.uk

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