

News round up

Hello and welcome to our new bulletin - a briefing designed to keep local residents, patients and our health and social care partners up-to-date with the latest news from our hospitals.

Our six month review - a message from Chief Executive Daniel Elkeles



We are now just over halfway through our year (we work in financial years rather than calendar), and it's been an incredibly busy six months. As we approach winter, we still have the busiest part of the year to come, but despite that we have already seen:

- 77,039 A&E attendances
- 53,051 inpatient and day case admissions
- 326,935 outpatient attendances
- 2,356 births in the hospital (plus 56 home births).

That is a staggering number of patients and new families, and I would like to thank all of our staff for making sure we are caring for people in a timely and compassionate way. Despite the huge demand on our services, I am absolutely delighted to say that to date, 95.3% of all our A&E patients have been treated, admitted or discharged within a maximum of four hours.

Mortality rates - the hospital standardised mortality ratio (HSMR) is an indicator of whether the death rate at a hospital is higher or lower than you would expect. It looks at the majority of activity in a hospital where risk of death is significant, and compares how many people would be expected to die with the actual rate of death. Our mortality rates remain much lower than expected (the average is 100), at **89.7**, which we are very pleased about.



Friends and Family Test - the Friends and Family Test asks a simple question to gauge the experience patients had while being cared for by our services. The question asks: How likely are you to recommend our services to friends and family if they need similar care or treatment? In September (the most up-to-date figure we have) shows that 91% would recommend our services.

Waiting time for suspected cancer patients - we have again achieved all four of our Cancer Access Targets, which I think everyone will agree is fantastic and something for us to be really proud of. The maximum waiting time for patients who have an urgent GP referral for suspected cancer to their first appointment is two weeks. For the first quarter of this year,

we exceeded the standard of 93% and saw 94.6% of these patients within this time.

You can find out more about our performance (against a number of different standards) on our website's dedicated performance section: www.epsom-sthelier.nhs.uk/our-performance.

I hope you enjoy the rest of this newsletter, and if you do have any comments or questions for us (suggestions are welcome!), then please email communications@esth.nhs.uk.

Talk about a starter for 10! £500,000 X-ray Department officially opened

The brand new state-of-the-art X-ray Department at Leatherhead Hospital has been declared officially open by the original quizmaster of University Challenge, Bamber Gascoigne.



Guest of honour Bamber holds up his gift from the Chair of the Friends Audrey Mellor (left) with Chief Executive Daniel Elkeles (right).

The new unit (which is run by Epsom and St Helier), has undergone a top-to-toe refurbishment and is now home to a cutting edge X-ray machine worth £190,000. It was opened in front of a crowd of delighted staff and volunteers from the hospital's League of Friends.

The League of Friends of the Leatherhead Hospital funded the total cost of just over £500,000. Their Chairman, Audrey Mellors, said: "A project of this size can take years to organise and fundraise for,

so this official opening comes with a great sense of pride and achievement. I would like to thank all of the volunteers - past and present - for their hard work, and every person who has donated their time or money to us in recent years." As a token of thanks and a memento of the day, Audrey then presented Bamber with a framed photograph of his grandmother opening the Gascoigne Wing more than 75 years ago.

For the full story from the department's official opening, including information about the Gascoigne family's long connection with the hospital, visit the [news pages](#) on our website.

For more information about the League of Friends of the Leatherhead Hospital, including how you can support them, visit www.leatherheadhospitalfriends.org.uk.

Introducing Epsom Health and Care - a pioneering new health and social care service

The Rt Hon Chris Grayling (MP for Epsom and Ewell and Secretary of State for Transport) visited Epsom Hospital recently to find out more about our brilliant Urology Department and the brand new Epsom Health and Care '@home' service.

Chris was shown around our Urology unit by Consultant Urologist Dr Stephen Gordon and Superintendent Radiographer Liz Eversden, and was shown our Lithotripsy machine (the equipment that uses ultrasound shock waves to break up kidney stones) in action. We then went over to Langley Wing to find out more about Epsom Health and Care.



The Rt Hon Chris Grayling listens to details of the Epsom Health and Care @home service.

Epsom Health and Care is a partnership of four of the biggest providers of care in the area - us, Surrey County Council (who provide social care), CSH Surrey (who provide NHS health care in people's homes), and all of the 20 local GP practices. Dr Mo Ali, a GP and the Clinical Director, introduced Chris to the multidisciplinary team who were running one of their huddles (held three times a day) to manage the patients who we are now looking after in their homes as opposed to in our hospital. We then watched a video in which some of the patients who have begun to benefit from this new service explained how they had very much appreciated the care they had received in our hospital but it was so much better to be recovering at home.

This service means that over 65s can be seen in the right place, at the right time, and with the right support at home to avoid unnecessary hospital stays. We have started in quite a small scale but we hope by Christmas to have over 30 members in this team, and we will be looking after many patients each week.

Join the fight against flu - have your jab

As winter approaches, we're urging all our staff and local people to protect themselves against flu by making an appointment to have the vaccine.

For most people, flu is an unpleasant but not serious illness. However, for people considered 'at risk' - including pregnant women, over 65s and those with long term health conditions - the impact can be devastating.

For more information, please visit our [website](#).

Patient-Led Assessment of the Care Environment (PLACE) results

Every year, our hospitals (and others across the country) are assessed by a team of local people, who examine how the hospital's environment supports patient's privacy and dignity, the quality of food, cleanliness and general building maintenance.

Known as PLACE assessments (short for Patient-Led Assessment of the Care Environment), the inspections provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

The results of our 2016 inspection were published recently, and we are pleased to be able to share the results with you here. We compare well to the national average in the majority of categories, and have seen an improvement in many of them. However, the results also show that there are still some areas for improvement, which we have plans in place to address.

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	Cleanliness	Food	Privacy, dignity and wellbeing	Condition, appearance and maintenance	Dementia
St Helier 2016	99.39%	91.06%	76.11%	87.99%	71.94%
St Helier 2015	97.45%	80.61%	75.94%	83.57%	60.75%
Epsom 2016	99.32%	90.70%	76.64%	90.65%	71.53%
Epsom 2015	96.74%	87.93%	80.33%	90.05%	74.35%

Hear, hear! Children help declare new Children's Hearing Centre officially open

A brand new, state-of-the-art audiology unit for children and young people at Queen Mary's Hospital for Children has been declared officially open, following an £800,000 investment.



The new Children's Hearing Centre includes two specialist treatment rooms - for newborn hearing screening and identifying hearing loss in infants - and has been packed with updated equipment and child-friendly touches throughout. Chief Executive Daniel Elkeles said: "We have created something very special with the new Children's Hearing Centre - it is absolutely fantastic!"

"From the moment you step inside, it is clear that a lot of thought and hard work has gone in to the project, and the result is a warm, friendly space, packed full of state-of-the-art equipment that will enable us to continue delivering high quality care to our young patients. I was delighted to be on-hand to help some of the children who use the unit cut the ribbon and declare it officially open - it was a real team effort!"

The Paediatric Audiology team provide an important service, diagnosing and

treating hearing loss in babies, children and young people, as well as seeing children with balance problems and dizziness, tinnitus and hyperacusis (intolerance of everyday sounds). They also see children with autism and complex needs, and provide a monitoring service for patients whose hearing may be affected by certain drug therapies. Since the new centre opened its doors in April, the team has already seen 734 children in their new facilities - including performing 69 specialist hearing tests for babies (auditory brainstem response tests) and 147 hearing aid appointments.

You can read the full story [online](#).

