

# North east London trust updates

10 January ONEL JHOSC

## Reducing our waiting lists

- The total number of patients waiting 18 months or more reduced from 474 in July to 124 in December
- Our 'super' clinics continue; [Gynaecology 'Perfect' Week](#) treated 81 women. It would usually take around a month to carry out this number of operations
- Construction has also started on our [£14m Surgical Hub at KGH](#), which will see us complete, on average, at least 16 additional operations per day
- Patients are also benefitting from faster diagnosis thanks to more [diagnostic equipment at Barking Community Hospital](#). We've also submitted a planning application for a £15m Community Diagnostic Centre at the site, which would provide a range of tests and scans, such as CT, MRI and ultrasound

## Care Quality Commission (CQC) inspection: November 2022

- Inspectors visited our Emergency Departments (EDs), medical wards at Queen Hospital (QH) and King George hospital (KGH) and diagnostics at KGH. They also conducted [a well led review](#)
- CQC had particular concerns about the lack of flow across our hospitals and long waits in EDs. We are waiting for their full report, however we have already started work to address the issues
- Positive feedback included how welcoming our staff were and praise from some of our patients about the care they were receiving

## Urgent and emergency care (UEC)

- We've seen an increase in mental health (MH) patients in our EDs waiting longer than they should be for the MH services they need. In November we had 40 patients who waited over 36 hours to be referred to MH services. We're working with MH trusts and councils to reduce delays and we're adapting our departments to provide a better environment
- At QH we launched Operation Snowball to reduce waiting times by proactively moving patients each hour out of ED and onto the relevant ward
- In September, an additional 75 patients moved through the Frailty Unit, with more patients transferred earlier in the morning. Average length of stay in the unit decreased by four hours. We're now doing the same with other departments and continue to work with partner organisations to improve discharges

## Supporting our staff with cost of living

- We've held two more marketplaces, which were expanded to include toys, clothes, household items and food
- Together with other initiatives including uniform vouchers and free period products, we've supported more than a thousand members of staff so far

## Senior leadership

- Our Executive team has been boosted by the appointment of Janine La Rosa who has joined us from NHS London as our new Chief People Officer

# Barts Health update December 2022



- **Winter pressures and planning:**
  - The number of occupied beds across our hospitals - more than 1,500 – is already as high as last winter.
  - We have almost completed our annual Winter Planning process and will be working across the system to reduce pressure in emergency department (ED) and getting ambulances back on the road as soon as possible.
  - Our REACH programme enables clinicians to engage with primary care, 111 and ambulance teams to agree the most appropriate emergency care for patients rather than patients coming straight to A&E. This has significantly reduced ED attendances, and the scheme will extend across BHRUT for winter
  - There will be a system wide response and we are discussing with Tower Hamlets, Newham and Waltham Forest the appropriate mitigations, including step down beds, virtual wards and support for complex discharge where out of hospital support is required.
  - We are still caring for up to 80 Covid positive patients, though most are primarily being treated for other illnesses or injuries. The numbers are a third of the level at the Omicron peak, but our winter planning includes a scenario where Covid increases significantly
- **Elective**
  - Our longest waiters are now almost cleared, with the last remaining patients due to receive treatment in December
  - As part of our winter planning we will include options to maintain our elective programme over what will be a challenging winter
  - This will include a prioritisation framework that will ensure those most in need of treatment will be prioritised
- **Staffing:**
  - We welcomed the first cohort of security and reception staff (Soft Facilities Management services) who were previously employed by Serco into the Barts Health family in November. Further teams will transfer to Barts Health over the coming months.
  - There are over 70 new midwives set to join the Trust in the coming months to strengthen our maternity services.
  - Members of the Royal College of Nursing employed at Barts Health hospitals will not take industrial action this winter, as the number of staff members taking in the strike ballot did not meet the workplace legal threshold for their vote to count.
  - We are continuing to develop our contingency plans for further potential strikes.
- **Award-winning discharge project:** A Barts Health project to cut the time spent in hospital for heart attack patients won a 2022 HSJ award for 'Acute Sector Innovation'. The 'AMI early discharge pathway' was established at the start of the Covid-19 pandemic by Barts Heart Centre clinicians concerned about a shortage of beds and the risk to patients of catching Covid whilst recovering in hospital.