



North East London

# Barking, Havering and Redbridge University Hospital NHS Trust

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Meeting name: ONEL JHOSC

Presenter: Fiona Wheeler, Chief Operating Officer

Date: 16 April 2024

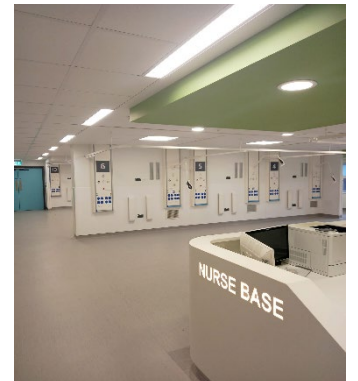
## Urgent and emergency care

- 75.08% of patients seen and treated within four hours in A&E in February 2024 - our best performance in four years for all types
- Compared to February 2023, nearly 7,000 more patients seen and treated in our A&Es and Urgent Treatment Centres within four hours despite a more than 9% increase in attendances during this time
- Queen's saw the biggest increase in ambulances across London with 600 more, compared to February 2023.
- Type 1 performance improved by over 20% since January 2023; ended 2023 the most improved Trust in the country
- Initiatives that have helped: Same Day Emergency Care departments, virtual wards
- Despite the improvements, we know too many people are still waiting too long and we apologise for this
- We've begun preliminary discussions with NHSE about securing the estimated £35m we will need to redesign and improve the A&E department at Queen's – in the same way as we've done at King George Hospital.



## Reducing our waiting lists

- End of February, 65,677 patients on our waiting list. 1,276 patients waiting more than a year – reduced by more than 500 since December 2022.
- 272 moved to us from Barts Health to help tackle their delays. Overall, 750 of their patients have transferred to us.
- Two new theatres at King George Hospital (KGH) will see us carry out 100 extra operations each week for patients across north east London. Last year, 7,613 operations took place at the KGH Elective Surgical Hub



## Impact of industrial action

- 39 days of strikes
- 17,283 outpatient appointments and nearly 1,250 non-urgent surgeries rearranged
- Total cost was £2.4m this financial year after being significantly reduced by national funding support

## Cancer targets in January

- 28-day Faster Diagnosis Standard met - patient should not wait more than 28 days from referral to diagnosis;
- Missed 96% target for 31 days (94.5%) - first treatment within 31 days of decision to treat for all cancer patients;
- And missed the 85% target for 62 day (67.6%) - first treatment within 62 days of referral or consultant upgrade
- Strikes, reporting delays, workforce issues and diagnostic capacity affected our performance
- New Community Diagnostic Centre in Barking will increase capacity - more than 60,000 tests and scans
- We're using advanced technology to speed diagnosis and treatment for certain cancers
- Introducing blitz sessions to treat more patients faster.



## Patients with mental health needs

- 336 patients were referred to mental health services from our A&E in February. Average length of stay in A&E was 22.1 hours; 156 patients spent more than 12 hours there
- Under the Mental Health Act, a police constable has the power to detain in a place of safety in the interests of that person or for the protection of others, any person who appears to be suffering from mental disorder and to be in immediate need of care or control. KGH had the third highest of these (22 patients) in London in February
- We're continuing to work with our partners at NELFT, our local mental health and community trust, to address the problems so patients can access services more appropriate to their needs more quickly.

## No Abuse No Excuse

- Incidents of violence and aggression towards our staff have more than doubled in three years – 36 in January 2021, rising to 75 two months ago
- We launched our No Abuse No Excuse campaign last month. We've also increased the use of body-worn cameras, made it easier to ban individuals and introduced de-escalation training so staff are better equipped to handle these incidents.

