

## Safe and compassionate Progress report: July 2016



Alwen Williams, Chief Executive

I was very proud of the effort and dedication shown by our teams at The Royal London and Whipps Cross Hospitals when the inspectors from the Care Quality Commission (CQC) visited at the end of July.

We won't receive the inspectors' formal reports until later in the autumn, but I wanted to place on record my thanks to all our staff and our partners who supported us to prepare.

The buzz and determination across our hospitals in the run up to this important milestone fills me with confidence that we will continue to make improvements for our patients in the coming months.

We do expect the CQC to visit some of our other services and hospitals unannounced during August and beyond so we focussed all our preparation on making sure our improvements are sustainable and become the way we do things at Barts Health.

Of course the inspection didn't stop us continuing with the day job and our relentless drive to provide our patients with safe and compassionate care as standard.

I hope you enjoy this snapshot of our progress during July.

**Alwen Williams**, Chief Executive





'My support and key contacts' z-card, for all your useful contacts for ways of raising concerns.



## Highlights this month

- We showed inspectors from the Care Quality Commission everything we're doing to provide safe and compassionate care when they visited The Royal London and Whipps Cross. We look forward to receiving their report in the autumn.
- Following a successful pilot at Whipps Cross, we launched The Guardian Service across Barts Health – it's a confidential way for staff to raise and discuss concerns around patient safety, whistleblowing, bullying and harassment and grievances.
- We've painted bold new No Smoking markings on the ground across The Royal London – demonstrating our commitment to improving public health and a direct response to complaints raised by patients.

## Our next steps

- We are opening a new midwife led maternity unit at The Royal London that will give mothers more choice of where to give birth. It will also give us more space in which to care for our growing population.
- We are inviting applications to join an exciting new project called collaborative pairs, which teams patients up with clinicians and managers to work together to solve problems in specific services. This is a key part of our patient experience strategy, demonstrating our commitment to involving patients in new and exciting ways.
- At Newham we are piloting a new way of identifying patients who may be at risk of sepsis. This is based on national guidance from sepsis experts and will help us find vulnerable patients more quickly, treat them faster and save more lives.



The Royal London Hospital,  
Mile End Hospital and  
Tower Hamlets Community  
Health Services

We became the

**1st**

**hospital in the country**  
to provide patients with an  
innovative implant that helps  
control blood pressure.



Last month

**174**

**patients avoided a  
stay in hospital**  
by being seen by experts  
earlier in our new ambulatory  
emergency care model.

Newham University  
Hospital

**150**

**staff and partners  
came together**  
to celebrate the  
contribution of all  
staff in improving  
care at Newham  
this year.



**Launched the  
ANNA Faculty for  
Maternal Health**

to bring focussed training  
and research  
opportunities for  
Newham staff.



St Bartholomew's  
Hospital



**Led a live broadcast**  
of a coronary chronic  
occlusion angioplasty and  
stent procedure to clinicians  
in the USA.

**Reduced waiting times  
in the breast cancer unit**  
thanks to a new biopsy chair  
funded by our breast cancer  
support group.



Whipps Cross  
University Hospital



We officially  
opened our new

**£5m**

operating theatres.

**Fiona Smith will be  
passing on the leadership  
baton to Mike Smeeton,**  
who we announced as our  
new permanent  
managing director  
from September.

