

May 2017



Epsom and St Helier  
University Hospitals  
NHS Trust

# News Round Up

Hello and welcome to our News Round Up - 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.

## A welcome from Chief Executive Daniel Elkeles



At this time of year - as the weather warms and summer feels like it might be just around the corner - we would expect the pressure on our hospitals to ease slightly. But that hasn't been the case this year, and we're still seeing high numbers of very sick patients coming through our doors.

We have also experienced two very busy bank holidays, and with the next May bank holiday quickly approaching, we'll be asking local people to only come to A&E if it's a genuine emergency, and issuing advice about how people can access other health services in the area.

I would also like to take this opportunity to thank all of the staff who have worked over the recent bank holidays - it has certainly been challenging at times (we saw more than 900 people in A&E on the Saturday and Sunday of the last bank holiday), but our team rose to the challenge once again.

I hope you enjoy this edition of the News Round Up - if you have any comments or questions, please email [communications@esth.nhs.uk](mailto:communications@esth.nhs.uk) - we would love to hear from you.

## Ending a record breaking year on a high

On the subject of busy A&E departments - the figures for last year are now in, and we can confirm that it was a record breaking year for us, with attendances to the departments at an all-time high of 151,900. Thanks to team work, innovation and the unwavering support of staff across our hospitals, we exceeded the standard expected of us, and treated or discharged more than 95% of patients within four hours.

Chief Operating Officer Caroline Landon said: "That is a remarkable achievement, and I would like to take this opportunity to publicly thank every single member of staff who helped along the way.

Achieving this standard is very much a team effort, and although we have to thank our nurses, doctors and support staff working on the frontline of our busy A&E departments, there are hundreds of staff working behind the scenes who also helped to make this possible.

"Although this is a fantastic achievement, we know that we can't relax our focus now - our hospitals are still very busy, and we have an absolute commitment to providing every patient with compassionate care in a timely way. That commitment stands firm, and will continue for years to come."

Over the course of the year, our staff worked tirelessly to provide treatment and care for 913,583 patient contacts in total - that's an increase of more than 14,300 people compared to the previous year. That is an amazing achievement, as it means that we provided care to 2,503 patients every single day.

## A spotlight on our performance

Every month, we put our performance as an organisation 'under the lens'. We take a closer look at our achievements and challenges against a number of key standards and share that information with all staff. Our latest performance data is below:

## £150,000 outpatient department now open



A brand new, state-of-the-art CT scanner is up and running at St Helier Hospital following an investment of £1.2 million.

The arrival of the new equipment means that the hospital now has two CT (computed tomography) scanners, which will enable patients who need specialist scans to be seen and treated faster than ever before. Mina Deved, Head of Radiology Services, said: "The investment in the new CT scanner is fantastic news for our patients. CT is a really valuable diagnostic tool - it is used for both emergencies and planned appointments, to help diagnose conditions, guide further tests and treatments for patients, and monitor existing conditions.

"A CT scan produces detailed images of many structures inside the body, including the internal organs, blood vessels and bones. These images can then be used to diagnose damage to bones, injuries to internal organs, problems with blood flow, strokes and cancer. The information we get from a CT scan can also help determine the stage of complex diseases, reduce the need for exploratory surgeries, and reduce the length of time someone spends in hospital."

Mr Wallace Sharpless of Carshalton (pictured centre) was the first patient to use the CT scanner, which is located in the Mackenzie Unit (1st floor A block), alongside the existing one. Mina said: "Using the CT scanner for the first time was really exciting for the whole team. We take great pride in putting our patients first and delivering great care to every patient, every day, and the new scanner will help make sure we can keep doing just that!"

## Midwife crowned Hospital Health Star in ITV awards

One of our senior midwives has been crowned the winner of Good Morning Britain's Hospital Health Star Award.

Lydia Baker, a Bereavement Midwife at St Helier Hospital, goes above and beyond the call of duty to support parents following a miscarriage, stillbirth or death of a child and provides specialist care to those who are pregnant again following their loss. She was nominated for the awards by a mum she cared for, and was announced as the winner on while live on air in the Good Morning Britain studio with Piers Morgan and Susanna Reid.



Lydia has worked at St Helier for 14 years and qualified as a midwife 11 years ago. After showing an interest in supporting bereaved parents during her day-to-day role, Lydia proved that the hospitals could benefit from the appointment of a dedicated bereavement midwife. Now, just two years after launching the service, Lydia has made such an impression in the new role that she's won a prestigious national award.

Lydia said: "It's been amazing to have this recognition and I'm so grateful. I love my job, and this role means everything to me. Although I will cherish this award forever, this has never been about me, it's all about giving these women and their families support in their darkest moments."

"I work with so many amazing people and I couldn't do this job without their ongoing support and guidance. I'm completely overwhelmed and blown away by all of the supportive messages I've received."

Charlotte Hall, Chief Nurse (and a qualified midwife) said: "We are all so proud of Lydia - she is a very special midwife, and this award is well deserved. She does an amazing job, and we are all thrilled to see her get such fantastic recognition for a job well done. I would also like to thank all of Lydia's colleagues and managers too - they have been key in supporting Lydia as this service launched. I am proud to work with them all."

For more information about the Trust's maternity services, visit [www.epsom-sthelier.nhs.uk/maternity-services](http://www.epsom-sthelier.nhs.uk/maternity-services).

### #proudtobeESTH

There are so many reasons to love working with our hospitals, and our staff and volunteers regularly tell us that they feel proud to be a part of the ESTH team. So we've started a hashtag enabling our staff to tell our 7,900 Twitter followers why they're proud to be part of the team. You can see all of the latest tweets from our staff by using the hashtag as a search term, or better still - why not tell us why you're proud to support us! #proudtobeESTH.

If you want to have your say but are not on Twitter, drop us a line at [communications@esth.nhs.uk](mailto:communications@esth.nhs.uk).

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