

COMMUNITY FORUM



Welcome to the Whittington Health Community Forum May Newsletter

Your support matters to us and more important than telling you our news is for us to hear from you. If you have queries, comments or suggestions – and we really would like to hear from you - please contact us via our website www.whittington.nhs.uk/communityforum

A good year for Whittington Health

At this time of year, we, like lots of organisations, look back - April 2016 to March 2017 - our annual performance. In difficult circumstances, we have had a successful year. Our mission is to 'help local people live longer, healthier lives.' How are we doing? There are lots of factors that make up good performance. Here are some of the key ones:

What the Inspectors say: The Care Quality Commission is the independent inspector of health and care in England, we were rated as 'good' overall and 'outstanding' for caring. The inspectors highlighted lots of areas of good practice and some areas for improvement: We are working on those.

What our staff say: Care is provided by our staff – over 4,000 nurses, doctors, midwives and other professionals. How they feel, about their work, the culture and the services provided makes a big difference. The national annual survey said our staff are more 'engaged' than most trusts – they think it's a good place to work; their suggestions for improvement are listened too, and they are motivated. They also report performance better than most trusts in there being an open reporting culture; appraisals are managed well, and that their care makes a difference.

What our patients say: We exceeded our target of inpatients and A&E patients who would recommend Whittington to friends and family together with

being the fourth fastest improving Trust in terms of the inpatient annual survey.

What the experts say: Whittington Health won the CHKS Top Hospitals programme *quality of care* award 2017. The CHKS Top Hospitals awards celebrate excellence throughout the UK and are given to acute sector organisations for their achievements in healthcare quality and improvement. The *quality of care* award is for excellence in high quality care to patients, appropriate to their diagnosis. It is based on the length of time patients stay in hospital, the rate of emergency re-admissions and whether the care pathway proceeded as originally intended.

In addition:

- We were successful in being awarded a large dentistry contract such that we now provide community dentistry across more than a third of London.
- The Emergency Department saw 87% of people (100,000 people attended A&E) within 4 hours compared to a target of 95%. Performance for achieving less than 18 week waits for inpatient admission improved on the previous year and exceeded the national target of 92%. We also improved waiting times for diagnostic tests and seeing urgent cancer referrals (96.4% of people were seen within 14 days).
- We are back on track financially. For the second consecutive year, we have hit our financial target (control total) and we should be able to eliminate our overall deficit by the end of this financial year 2017-18.

All of this is only possible by the hard work and dedication of all our staff. Of course, there is always room for improvement. Our commitment to openness, transparency and learning means when we sometimes get things wrong we see that as an opportunity for improvement.

First meeting of the Forum – 21 June

We are pleased to announce the date of the first meeting of the Forum on **Wednesday 21 June 2017 2pm – 4pm** at the Whittington Education Centre. You are welcome to attend.

It will be hosted by the Chair of Whittington Health, Steve Hitchins, who will be joined by Siobhan

Our gardens and open spaces

Join our working group for gardens and open spaces.

We are being assisted by an Islington Council funded group, [Octopus](#) who amongst a wide range of voluntary activity support community gardens. We are looking at providing a framework for staff,

Harrington, Executive Director of Strategy and Deputy Chief Executive. There will be several items for discussion on the agenda, including:

- A look back at our performance in 2016-17 and a look forward to our priorities for high quality care in 2017-18
- Latest developments on our 'strategic estates partnership' – our plans to modernise our buildings and facilities
- Changes in the way healthcare is organised in north and central London
- How we can promote the work of the Forum

There will be some presentations to stimulate discussion but the main aim is to discuss, receive feedback and ensure we hear what you think about these and other things. We look forward to seeing you.

Board meetings

The next meeting of the Board takes place on Wednesday 7 June 2017 2pm - 5pm. You are welcome to attend the meeting which is taking place at the Whittington Education Centre in the main Whittington Hospital site. The agenda includes things like discussing the latest performance, looking at incidents and seeing what we can learn from them and news from the Islington and Haringey Health and Well-Being board amongst other things.

patients and friends to undertake some gardening projects.

A small working group is going to work with Octopus. Anyone interested? Please get in contact. whh-tr.whittingtonforum@nhs.net

Cyber security

It was business as usual for Whittington Health community and hospital services during the recent cyber-attack. We were not affected by the cyber-attack that was being reported in the news. NHS Digital is working closely with the National Cyber Security Centre, the Department of Health and NHS England to support affected organisations and ensure patient safety is protected. We all must be vigilant – only open attachments in emails if you are sure the sender is trusted and make sure your computer, tablet etc. always has the latest updates installed

Open Day Saturday 16th September

After four years without an Open Day we're opening our doors on Saturday 16th September 2017. We have invited the Mayors of Haringey and Islington to the open day which gets going at 10am. Please put it in your diary, we would love to see you.

We're still at the planning stage but there will be stalls, tours of theatres and ambulatory (outpatient) care, question and answer sessions, a meeting of the Forum, a presentation about our estate strategy and much,

much more. If there is anything you would like to see or do, please ask and we will see what we can do.

Community Forum Art Competition

Don't forget to enter our art competition. It is open to anyone and everyone and the subject is **my favourite activity**. By entering you will have a chance to have your artwork displayed at the hospital. As well as the chance to win some great prizes – including art equipment from Cowling & Wilcox and a visit to Tottenham or Arsenal – and (if you're over 18) we will sign you up to the Forum. The closing date of the end of July is approaching – so don't miss out, we are looking forward to seeing your fabulous entries. All the information you need is available on our website www.whittington.nhs.uk/communityforum

Spread the word and encourage your friends, family and neighbours to join

We want as many people as possible to sign up and become involved. We encourage you to ask your family and friends to sign up by visiting www.whittington.nhs.uk/communityforum so they too can find out more about our plans, services, activities and events. The more people that sign up the more we will be able to receive and listen to the views of our communities. We have also agreed our Community Forum terms of reference and these can also be viewed at www.whittington.nhs.uk/communityforum

Steve Hitchins
Chair of Whittington Health

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