



**NHS**

**Barts Health**

NHS Trust

# Introduction to Barts Health

## Tower Hamlets Health Scrutiny Committee

10 July 2018



# About us

- Four major hospital sites and a number of community locations
- Almost 1m individual patients every year
- More than 6,000 people treated every day
- About 1.5% of NHS hospital activity
- Biggest emergency & maternity services in England

Our vision: To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.



# Royal London & Mile End Hospitals



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Trauma & Emergency



Neurosciences & Stroke

BartsMS



Children's Hospital



Renal & Diabetes



# Royal London & Mile End Hospitals



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18/19 strategic aims:

1. **Flow** - Open our Urgent Treatment Centre, extend Ambulatory Care & support our PRU
2. **Out-patients** - transformation & integration of care with THT
3. Mile End **Diagnostics**, and explore 'Triangle'
4. Mechanical Thrombectomy, Neuro-rehabilitation & Burns
5. **Staff well-being** – safety, appraisals, learning, diversity



# Our improvement journey

**2015:** Response to special measures: *Safe and Compassionate*

**2016:** CQC inspection reports say we are getting better  
*Safe and Compassionate 2: our ambition for excellence*  
Cancer turnaround: meeting all nine national standards

**2017:** **WeCare** values and Barts Health group brand  
Staff survey: more progress than any other NHS Trust  
**WeImprove** approach to quality improvement  
Trust no longer 'inadequate' but 'requires improvement'

# Our improvement journey

## The Royal London

### Our 2017 Inspection

Following an unannounced inspection in June 2017, the CQC raised the overall rating for maternity from 'inadequate' to 'requires improvement', while highlighting two areas of outstanding practice.

The revised rating is a reflection of the overhaul in our approach to security, including installing baby tagging and new doors, the 98 hour consultant cover in the delivery suite, and improved arrangements to monitor and govern the process of sterilising theatre instruments. We continue to work with our partners via the Maternity Partnership Board.

### Our 2016 Inspection

After re-inspecting The Royal London in July 2016, the CQC published a report which showed that we have made real improvements; the quality of the care we provide to our patients is getting better all the time:

- Overall our hospital improved from **Inadequate** to **Requires Improvement**
- Critical care scored **Outstanding** for the 'caring' domain and retained its Good rating overall
- Surgery improved from **Inadequate** to **Requires Improvement**
- Services for children and young people moved from **Inadequate** to **Requires Improvement**
- End of life care moved from **Inadequate** to **Requires Improvement**

# Our improvement journey

**2017**  
The Royal London CQC Report

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	Safe	Effective	Caring	Responsive	Well-led
Urgent and emergency services	Requires Improvement	Good	Good	Requires Improvement	Good
Medical care	Requires Improvement	Good	Requires Improvement	Good	Requires Improvement
Surgery	Requires Improvement	Good	Requires Improvement	Inadequate	Requires Improvement
Critical care	Good	Good	Outstanding	Requires Improvement	Good
Maternity and gynaecology	Requires Improvement	Good	Requires Improvement	Requires Improvement	Requires Improvement
Services for children and young people	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement
End of life care	Requires Improvement	Requires Improvement	Good	Requires Improvement	Good
Outpatients and diagnostic imaging	Requires Improvement	Not rated	Good	Requires Improvement	Good
Overall	Requires Improvement				

# Many of our services are rated ‘good’ Some are rated ‘outstanding’

So our plan is to:

- Sustain the progress we have made
- Exit quality and financial special measures
- Become ‘good’ and ultimately ‘outstanding’ across the board

And that means we must:

- Not only provide quality care, but also continuously improve the care we provide
- Work with partners to transform services to meet the needs of local people
- Recruit more permanent staff, and develop them so they stay with us



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## The Royal London and Mile End Hospitals Management Team



**Jackie Sullivan**  
Managing Director



**Neil Ashman**  
Deputy Managing Director



**Simon Harrod**  
Medical Director



**Lucie Butler**  
Director of Nursing



**Kenny Hanlon**  
Associate Director of Estates and Facilities



**Dan Gibbs**  
Director of Operations



**Gabrielle Walters**  
Head of Quality and Efficiency



**Craig Finch**  
Head of Finance



**Helen Byrne**  
Director of Strategy and Integration



**Damian McGuinness**  
Assistant Director of People

