

One Trust...



...serving our local communities

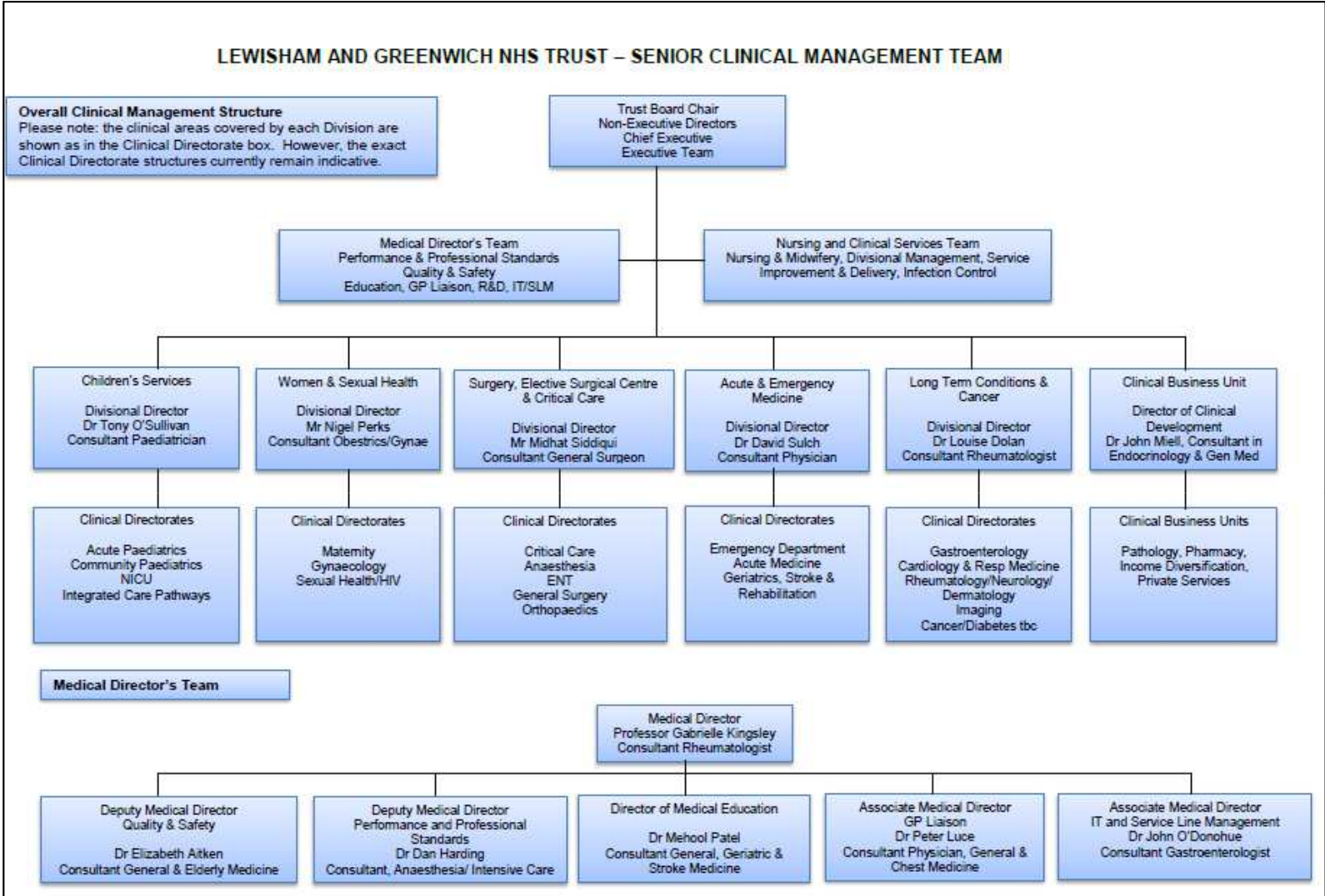
Launch of new organisation

The new organisation was launched formally on 1 October 2013. Services have not changed following the merger and patient care is unaffected.

Preparatory work to launch the new organisation included:

- Putting in place the clinical and corporate structures we need to run a safe and sustainable Trust from day 1.
 - Clinical leaders were appointed to the Trust as divisional directors (in a designate capacity before 1 October).
 - Divisional directors are clinicians with a significant practising role. Their clinical roles will be reduced to allow effective time to undertake their management roles.
 - QEH based clinical staff were transferred to the Trust on day 1 by a 'lift and shift' process. There was a pre-transfer selection process for corporate staff previously employed by SLHT
- Our business plan and Post Transaction Integration Plan (PTIP) were agreed by our Board and reviewed by the Trust Development Authority in August.
- We are hosting a Legacy Management Office (LMO) to deal with any matters relating to SLHT which cannot be dealt with by the other receivers.





Strategic objectives of the new Trust

Our business plan identifies our strategic objectives:

1. Provide consistently safe, high quality, patient-focused services
2. Create a strong, unified, sustainable and well-governed organisation
3. Strengthen and extend effective relationships with all our partners for the benefit of local people
4. Promote a caring workforce through good quality leadership and excellence in education
5. Secure the future of the organisation as a clinically-led, independent, and commercially viable Foundation Trust



Public engagement

Patient care is not changing following the merger. We are engaging with local people to let them know it is 'business as usual' at Queen Elizabeth Hospital and Lewisham Hospital.

In particular, there has been much speculation about the Government's plans to downgrade Lewisham's maternity and emergency services in two to three years' time.

- These plans were overturned in July 2013 following appeals by the Save Lewisham Hospital campaign and Lewisham Council.
- The Government is appealing this decision and the hearing is set for 28 and 29 October.
- There is a clear distinction between the Government plans for service change and the organisational change (i.e. the merger).

In the longer term, we plan to work with GPs, partners and local people to improve and develop our services.

Lewisham and Greenwich 
NHS Trust

**Working together to improve
local healthcare**



Lewisham and Greenwich NHS Trust is a new Trust, bringing together
Lewisham Healthcare and Queen Elizabeth Hospital.

Health services have not changed following the merger,
and patient appointments are unaffected.

For further information, please visit our new website, or call 020 8314 0481

www.lewishamandgreenwich.nhs.uk



Performance

The data below relates to performance before 1 October 2013.

A&E four hour wait (the standard is 95%)

- 95.74% for Lewisham for quarter 2 (July to September)
- 93.54% for Queen Elizabeth Hospital
- Infection control performance
 - Lewisham: 0 cases of MRSA and 4 cases of C-diff (quarter 2)
 - QEH: 1 case of MRSA and 4 cases of C-diff
- 18 week wait target for outpatient appointments (standard is 95%)
 - Lewisham: 99.1% (April), 99% (May), 98.9% (June), 99.2 (July), 92.7% (August)
 - QEH: 95.6% (April), 94.1% (May), 94.4% (June), 95.7% (July), 97.6% (August)

We are expecting an inspection from the CQC this year.

On 1 October, we recently extended the Friends and Family test for patients of maternity, adult outpatients and day care surgery services.



Staff engagement

We are running a programme of staff engagement across the organisation, including:

- A cultural audit, interviewing staff in Lewisham and Greenwich as part of our organisational development plan
- Briefing sessions (since summer this year)
- Welcome sessions and a staff welcome pack
- Launching a new intranet

From next month, we will be running engagement sessions on our staff values and associated behaviours.



Our values – 1 of 2

Respect and Dignity

- Respect our patients and our colleagues
- Actively engage patients, carers and staff in decision making at every level

Commitment to Quality of Care

- Provide high quality, safe and effective care
- Effective and efficient use of resources to deliver excellent patient experience
- Be open and transparent in terms of our performance

Compassion

- Put patients, their families and carers at the heart of everything we do
Listen and respond to feedback from patients, GPs and other stakeholders



Our values – 2 of 2

Improving Lives

- Deliver the right care, at the right place, at the right time
- Encourage innovation in all that we do

Working together for patients

- Work creatively with local partners to secure benefits for local people
- Support our staff and ensure they have access to the education, training and development opportunities they need to do their job well

Everyone Counts

- Respectful of everyone's views
- Open-minded and willing to change and do things differently

