



Lewisham and Greenwich  
NHS Trust

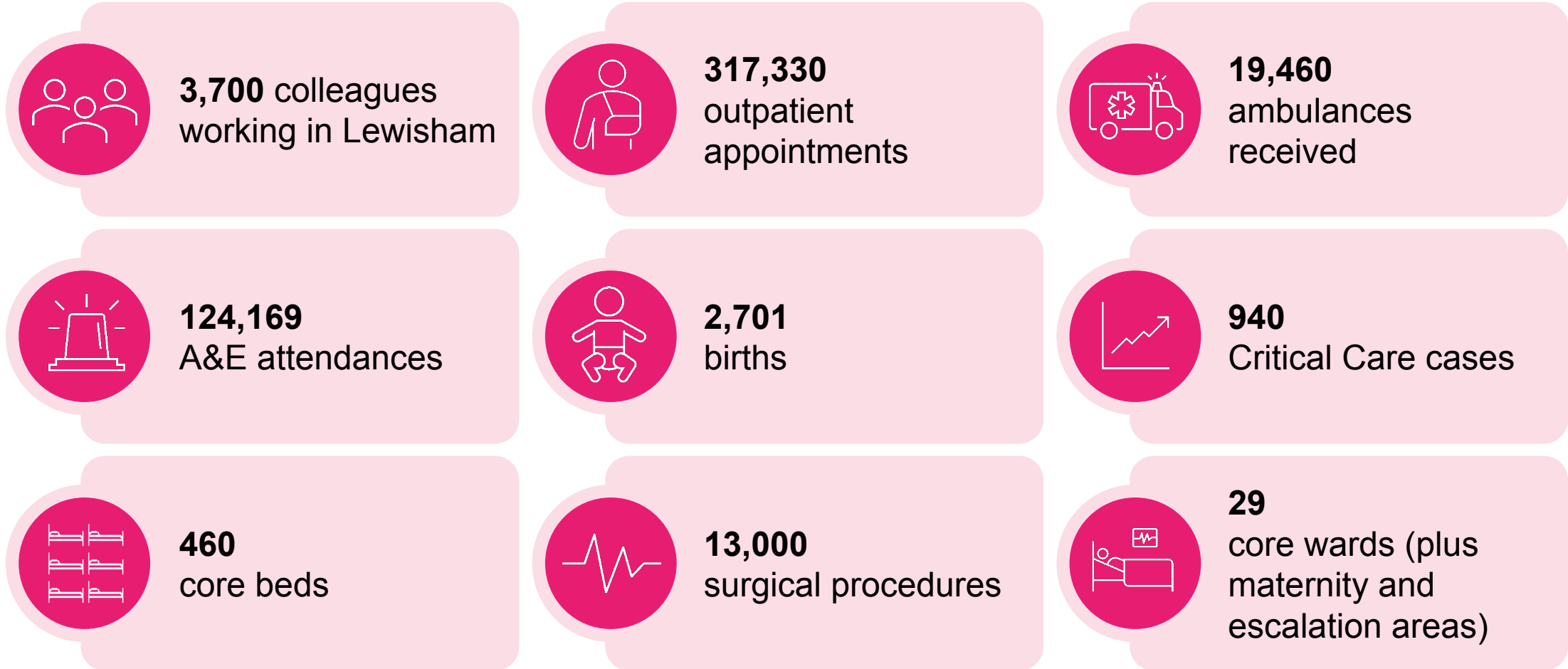
# University Hospital Lewisham update

Tuesday 12 March 2024

Ben Travis, Chief Executive



# Lewisham in numbers: 2023/24





## Patients

Put patients at the heart of everything we do

- New Patient Portal
- New Patient Experience model
- Re-design of UHL front door
- Focus on reducing long waits
  - ENT





## Quality

Continually improve safety and quality

Challenge: Consistent operational pressure is having an impact on quality and patient care

- In the middle of Super March
- Weekend operating list
- Positive CQC feedback
- Funding for hyper-acute sickle cell unit



## People

Support and develop our workforce to live our values every day

- Refreshed our vision and values
- Vacancy rate stable at just below 10%
- Positive 2023 National Staff survey results
- Continued commitment to London Living Wage
- Diversity of senior team



## Partnership

Work effectively with partner organisations

- 2x New Theatres on site – construction commencing in March
- Continued discussion with SLAM about Mental Health services
- Close working with partners in the Lewisham system including the council
  - Medically Fit for Discharge



## Money

Ensure we spend every penny wisely

- On track to meet financial targets for 2023/24
- 2024/25 will be very challenging
- Capital availability challenged

**Your questions**

