



East and North Hertfordshire **NHS**
NHS Trust



East Hertfordshire Council
14 December 2011

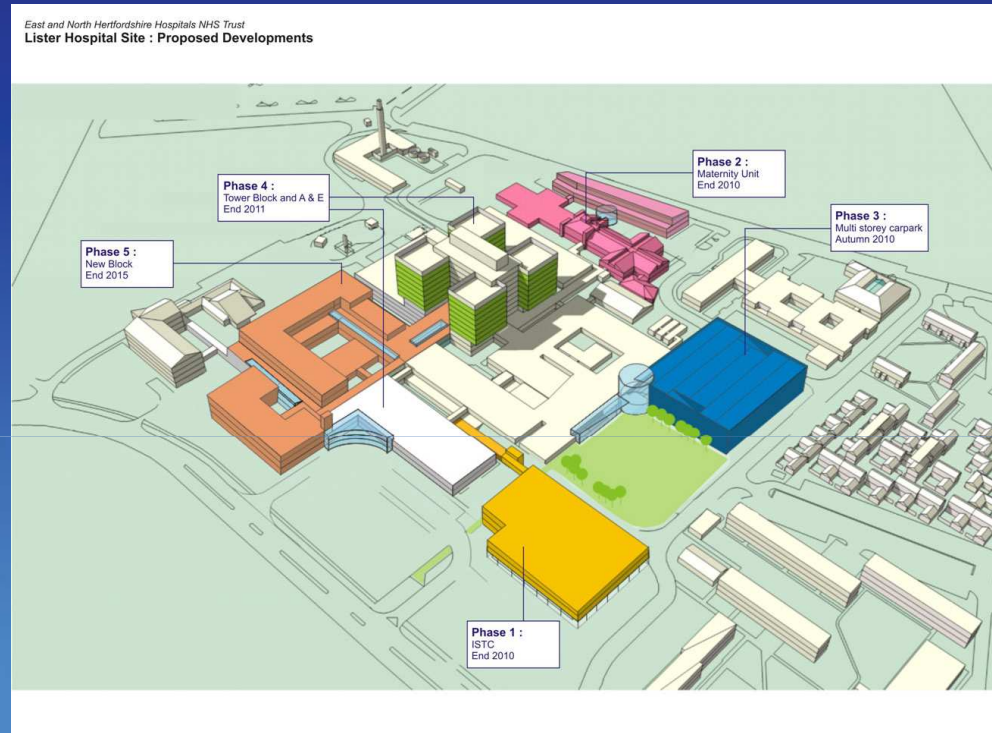
Overview

- **Strategic context – Nick Carver, chief executive**
- **Our changing hospitals programme – Sarah Brierley, director of business development & partnerships**
- **QEII A&E service from January 2012 – Sarah Brierley, director of business development & partnerships**



Strategic Context

❖ **Nick Carver,**
chief executive



Delivering Quality Healthcare for Hertfordshire

- ✓ Improve clinical outcomes for more complex/serious conditions
- ✓ Improve access to services for less complex care
- ✓ Enable investment in cutting edge technology
- ✓ Provide an attractive environment to enhance staff recruitment & retention
- ✓ Put the NHS in Hertfordshire on a firm basis to ensure future operational sustainability and financial viability



Our strategic aims moving forward

- **Constantly improve the quality of everything that we do**
- **Maintain pre-eminence of Mount Vernon as a tertiary cancer centre and provide more cancer care locally in Hertfordshire**
- **Work with PCT/CCG colleagues to improve local access to hospital services**
- **Consolidate acute services at the Lister**



A track record of delivery...



Making DQHH a reality in east and north Hertfordshire

- Service reconfiguration on a scale unprecedented
- Clear rationale behind the *Our changing hospitals* Programme
- Robust programme and project management approach



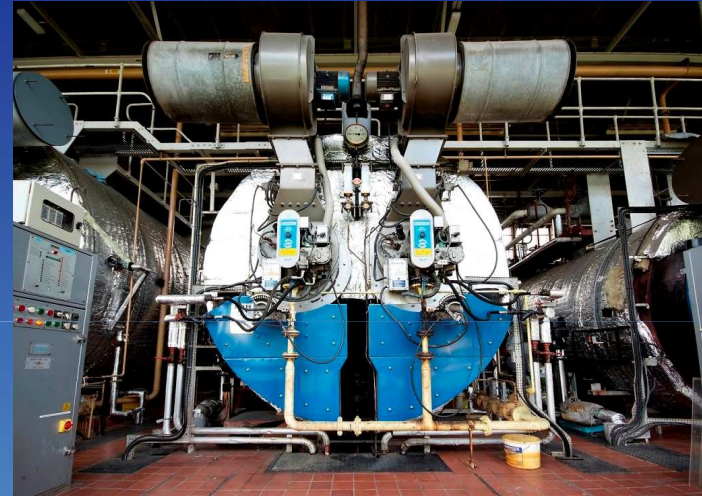
Our changing hospitals

❖ **Sarah Brierley,**
director of business
development &
partnerships



Lister infrastructure works: electrical upgrade

- Dedicated link to national grid
- 100% emergency back up power January 2012
- Planned installation of combined heat and power plant October 2012



Lister phase one: Surgicentre

- Delivered by NHS' partner - Clinicenta
- Day case and short stay adult orthopaedic surgery and all ophthalmology services
- Opened fully from October 2011, 12,000 operations per annum
- Facilitated reconfiguration of remaining Trust surgical and trauma services



Lister phase two: maternity services

- Opened fully October 2011
- New midwife and consultant-led units, day assessment and early pregnancy units
- Expansion of existing neonatal unit
- Home-from-home environment – all rooms have en-suite facilities
- Designed to accommodate 5,500 births annually



Lister phase three: car parking

- 667 car parking spaces, including 83 designated blue badge bays
- Pay-on-exit tariffs
- Direct undercover link to main entrance, with lift access to floors
- Green plaza
- Opened September 2011



Lister phase four: emergency and inpatient services

- **11 individual projects to increase capacity at the Lister, including:**
 - Emergency department extension and refurbishment
 - New two-storey ward block
 - Four new operating theatres
- **Outline business case approved August 2011**
- **Emergency Department full business case with DH/Treasury for final approval**



Looking ahead to QEll's changing role

- PCT's business case for new QEll hospital underway – planning permission September 2011
- Phased consolidation of acute emergency and inpatient services at Lister
- Constant focus on interim service configurations to ensure safe, sustainable services during the transition
- Ongoing engagement will continue to inform our planning



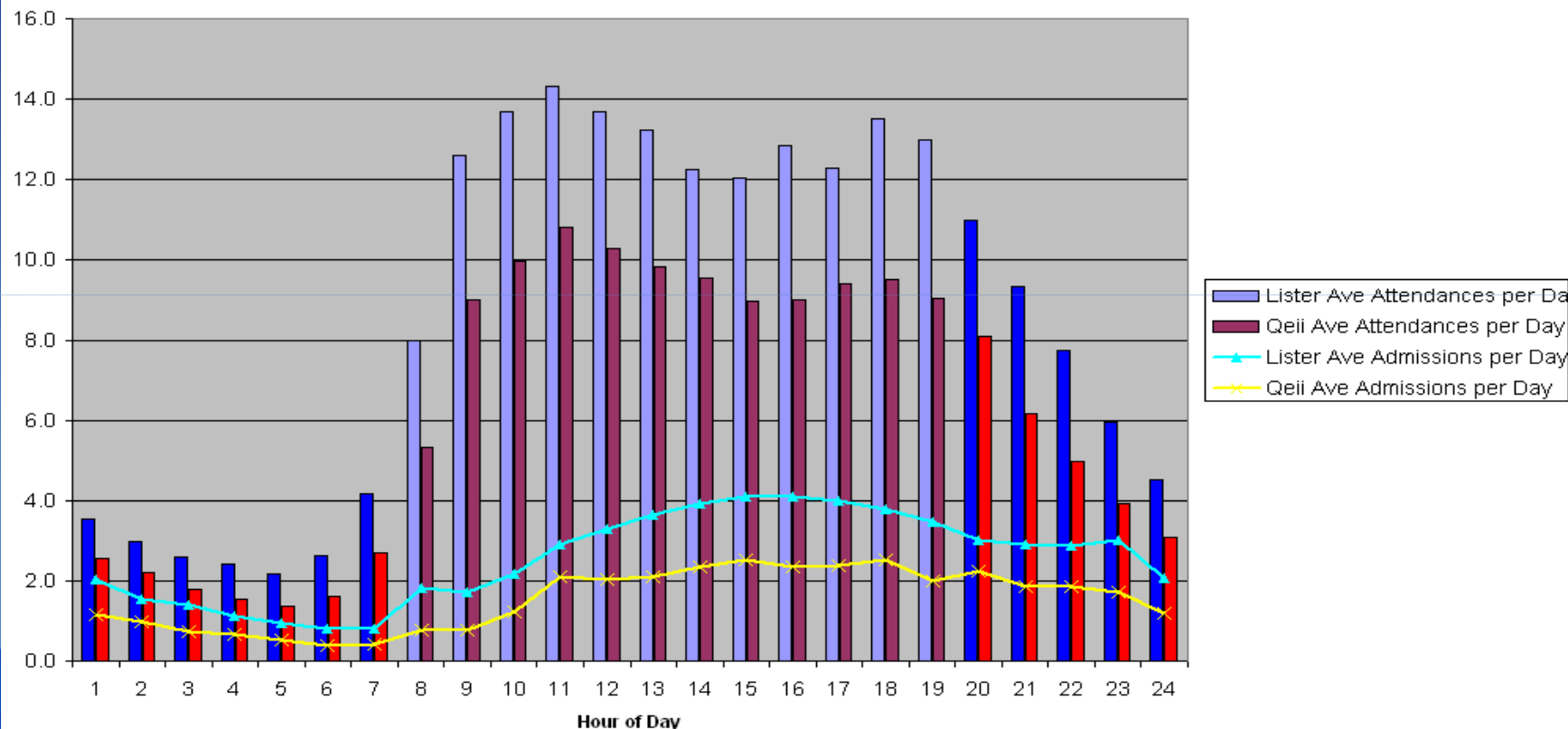
Further improving clinical quality

- Changing services to improve :
 - quality
 - efficiency
 - patient experience



East & North Hertfordshire NHS Trust – average daily A&E attendances and admissions

Average daily A&E attendances and Admissions by site and hour of day
 (Note: red and blue bars show attendances during 8pm to 8am)



Changing adult emergency services

- **8am to 8pm:**
 - QEII A&E service as now
- **8pm to 8am:**
 - QEII A&E revised service: still support non-life threatening injuries and illnesses
 - Out of Hours service at QEII
- **Minor injuries unit at Cheshunt**
- **24/7 A&E at Lister**



Implications for adult patients

- **Adult service changes only overnight:**
 - Majority of patients (c 65%) attending at these times will continue to be treated at the QEII
- **All night-time emergency ambulance journeys to the Lister or other A&E if closer / more clinically appropriate**
- **All QEII self-presenting patients requiring Lister service stabilised before being transported:**
 - If too unwell to travel, QEII retains ability to cope
- **Patients cared for by the right specialist teams:**
 - Including more consultant-led care where clinically appropriate
- **Between 8.00pm and 8.00am daily, of the 40 adults (on average) attending the QEII A&E currently, c 26 will continue to be treated at the QEII and c 14 are expected to go to the Lister emergency department**



Children's emergency services

- 24-hour specialist paediatric care through Lister's dedicated children's emergency service
- QEII: 8am to 8pm Children's urgent and unscheduled care including GP out of hours service
- QEII and Hertford County Hospital: Outpatient clinics
- Clinical team exploring scope to set up "hot clinics" for urgent GP referrals



Implications for children and their families / carers

- No change to night-time A&E services – remain as now (24/7 service at Lister)
- Approx. 65% of children attending between 8am to 8pm are expected to continue to be treated at the QEII
- Based on 2010 data this is approximately 7,064 children and young people
- Children and young people will be cared for by the right specialist teams:
 - Including more consultant-led care where clinically appropriate





To be amongst the best...

Accelerate

Refocus

Consolidate

....quality

....on our values and
our patients

....our services and
teams





Trust's values...



We put our **patients** first



We strive for excellence & continuous **improvement**



We **value** everybody



We are **open** and honest



We work as a **team**



Key challenges

- **Getting key phase four full business cases approved and work underway early 2012**
 - New Lister emergency department key enabling step
- **Work starting on building new QEII hospital**
- **Communicating QEII still very much open**
- **Transport and travel**
- **Workforce – especially at QEII**
- **Authorisation as a NHS foundation trust in 2012**



Your questions

WLS

