

# Islington Health and Care Scrutiny Committee

Review of progress in 2018/19

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**7 March 2019**



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# Who we are



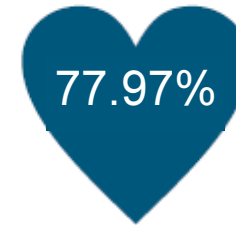
  
**21,000+** foundation trust members including staff

## Confidence in our services

Staff recommending Moorfields as a place to receive treatment



Staff recommending Moorfields as a place to work



## Moorfields ranks first in:

- Staff satisfaction with the quality of work and care they are able to deliver
- Staff motivation at work
- Staff satisfaction with resourcing and support

\*Compared to other acute specialist trusts

# Patients and productivity

730,000  
patient contacts



Across our  
31  
NHS sites



The CQC rate Moorfields as:



586,000 outpatients

100,000+  
visits  
to A&E



Almost  
112,000  
patients told us  
what they think



The CQC rate our services for  
children and young people as:



The CQC rate  
Moorfields at City Road:

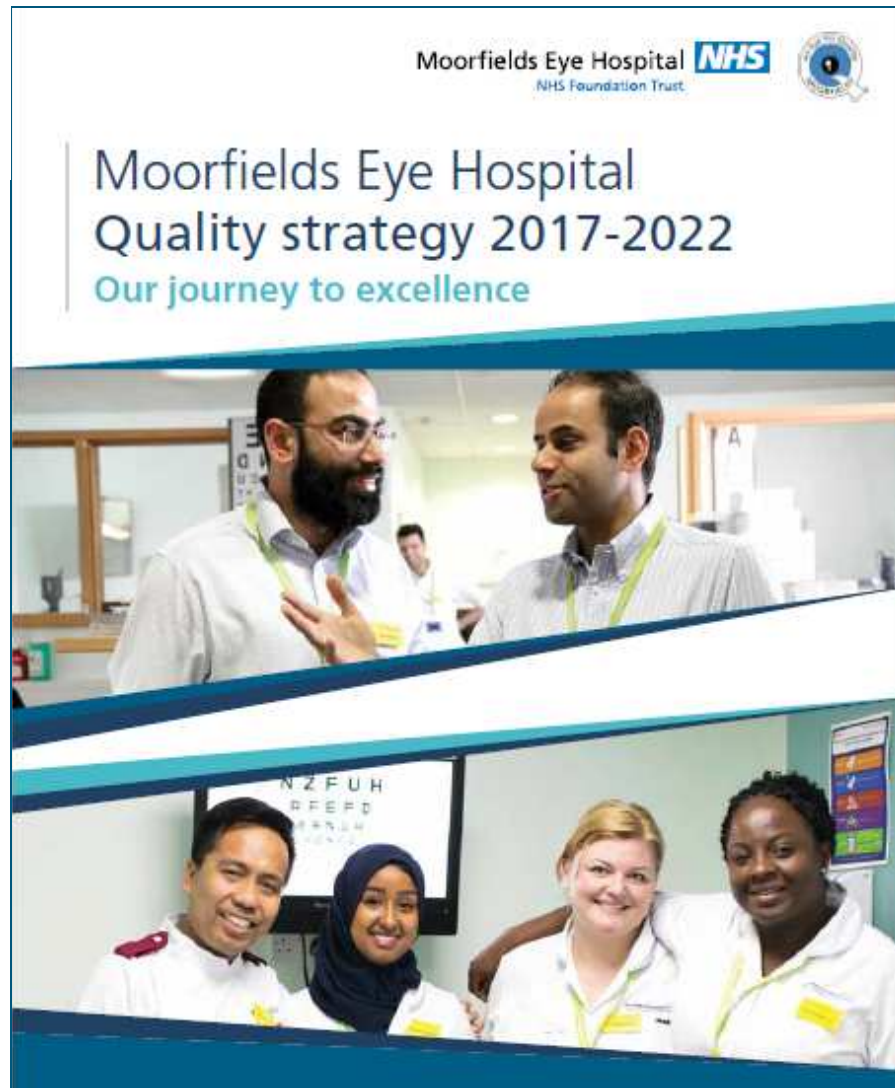


Turnover: @£229m

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## CQC inspections

- Overall rating: **‘Good’** (January 2017)
- CQC Core inspection November 2018
- CQC Well-led inspection December 2018
- Report expected in March/April 2019



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## 5 year Quality Strategy

### ‘Our journey to excellence’ - November 2017

#### **Year 1 delivery examples include:**

- Check-in kiosks have reduced waiting times in clinics and improved experiences
- Customer care training for our administrative teams
- Quality improvement projects and methods embedded
- Patient participation strategy launched. Completed year 1 delivery plan focused on patient participation across sites
- Created a quality governance framework increasing our integrated, consistent and proactive quality network approach

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## Compliance with national targets 2018/19

- Key national targets (Month 9 performance):
  - A&E:** 73,022 seen this year, slightly less than last year.  
Consistently achieving >98% within four hours (often >99%)
  - RTT 18 (incomplete treatment pathway):** Excellent performance against national target: achieving 94.6% against target = 92%
  - Cancer:** Meeting 3 of 3 national targets; cancer 2 week wait – first appointment from urgent GP referral; cancer 31 day wait – diagnosis to first appointment; cancer 31 day waits – subsequent treatment just below target
  - Six week diagnostic tests:** 100%
  - Infection control:** Year on year no cases of MRSA or C Diff



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## Quality: Patient experience (1)

### **National Cancer Patient Experience Survey: 2017 Results**

Where Moorfields did particularly well (90% or above):

Patients being given the name of a clinical nurse specialist who would support them through their treatment and who gave them clear answers to important questions, all or most of the time.

Patients felt there were always enough nurses on duty when they attended as an inpatient

Patients felt they were told sensitively that they had cancer and felt that they always had privacy when discussing their condition or treatment

Patients felt that their GP received enough information about their condition and treatment

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## Quality: Patient experience (2)

### **National Cancer Patient Experience Survey: 2017 Results**

#### Areas for improvement:

Practical advice about the side effects of treatment and how side effects could affect them in the future

Patients being able to discuss worries or fears during visits

Feeling length of time for attending clinics and appointments was not right

Giving family or carers all the information needed to help them at home

Patients not being given a care plan

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## Quality: Patient experience (3)

- **Friends and Family test**

Overall continues to be very good:

Inpatient score – month 9 = 99.4%

A&E score – month 9 = 94.1%

Outpatient score – month 9 = 96.8%

Paediatric score – month 9 = 98%

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## Financial update

- **Finances**

Currently on target to deliver a surplus of £6.71M

- **Use of resources rating (NHSI) remains 1 (best)**

### Outlook for 2019/20

- Expectations continue to be challenging for 2019/20

**Thank you**

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**Any questions?**