



**Moorfields
Eye Hospital**
NHS Foundation Trust



Islington Health and Care Scrutiny Committee Quality Review 2019/20

16 July 2020

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Health Professions**

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Our commitment to quality excellence

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Who we are



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Confidence in our services

Staff recommending
Moorfields as a place
to receive treatment

95%

Staff recommending
Moorfields as a place
to work

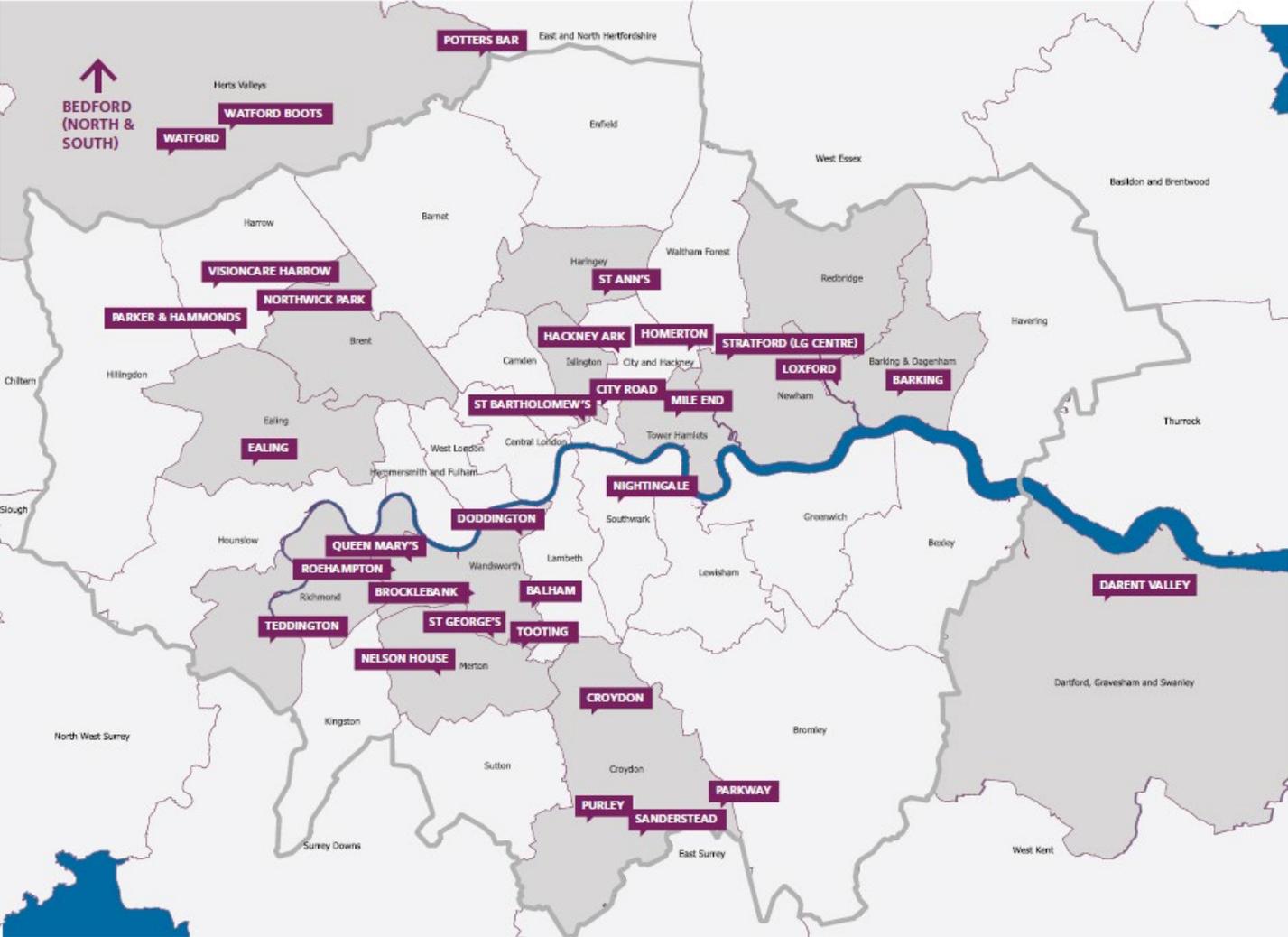
77.97%

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



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Moorfields Eye Hospital Quality strategy 2017-2022

Our journey to excellence



Year 2 progress based on our Quality Account

Six priorities

- Supporting safer care for patients undergoing invasive procedures
- Implementing and embedding our quality governance framework
- Lessons learned and changes to practice are captured, recorded and disseminated systematically
- Developing a culture and capability that supports ongoing changes to practice through quality improvement
- Involving and engaging our patients across the network in patient participation activities including service reviews and developments
- Ensuring for our patients, that appointments management is effective, efficient and responsive



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Compliance with national targets

Performance overview

- **A&E:** Achieved 98.5% within four hours against 95% target. Consistent year on year performance.
- **Referral to treatment 18 week pathway** (incomplete treatment pathway – patients yet to start treatment): Excellent performance against national target, achieving 94.1% 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; 62 day waits from urgent GP referral to first definitive treatment
- **Six week diagnostic tests:** 99.9%
- **Infection control:** Year on year no cases of MRSA or C Diff. Low rates of other infections



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Patient Experience

Overview

- **Friends and Family Test results:** Top performer nationally; overall score 95% would recommend us. Response rates increased due to new automatic texting service and continues to increase into 2020/21.
- **CQC Emergency care survey 2018** (every two years): Overall good performance compared to other trusts and similar high performance to 2016. Particularly good on information giving.



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Patient Experience

Overview

- **CQC Children and Young People's inpatient and daycase survey 2018** (every two years): Excellent results performing very well compared to other trusts and similar high standard compared to 2016.
- **NHS Cancer Survey 2018** (annual): Good performance with overall patient's average rating of care 8.3 out of ten.
- **Patient participation activities:** Strategy launched in 2018 creating a culture of genuine participation in all services and activities. Numerous examples given in Quality Account. Activities overseen by Patient and Carer Forum chaired by a trust governor.



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Finance

Overview

- Challenging year; increased due to Corona virus in final month

Overall deficit of £0.8 million compared to £8.5 million surplus in 2018/19

Outlook for 2020/21 = very challenging due to Corona virus



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