



Annual Review





Welcome

Every year the Trust makes a difference to the health and quality of life of thousands of people in our local communities.

High quality care and high quality services continue to be our priority, alongside putting our patients at the centre of everything we do.

The past year has been outstanding and we have achieved many things that we can be rightfully proud of, from positive Care Quality Commission (CQC) reports to doing very well in our Quality Governance Review, where our quality governance systems are reviewed externally as part of the pathway we must take to become a Foundation Trust.

Over the past year we have also developed and grown some of our services, notably we have opened new services at Whitton Corner Health and Social Care Centre in well-baby and post-natal clinics, podiatry, musculoskeletal services (MSK) and sexual health.

Our future is bright; we continue to focus on achieving Foundation Trust

status which will give us greater freedom to develop our services in a way that suits our local communities.

As the local community provider it is important that we are focused and committed to continuous improvement in the quality of all the services we provide. Our focus must continue to be providing the right care, at the right time, in the right place, whether that is in one of our health centres across both boroughs, local hospitals where we offer services, in people's homes, or another location. We are committed to delivering high quality, safe and effective care within a variety of settings.

It has been a good year for the Trust and we have progressed in many areas, however there is still more to do and challenges for us meet. This booklet outlines what we are doing and our continued commitment to improving the quality and safety of the care we provide to our patients.

Stephen Swords, Chairman

About us

We provide community health services for the 441,000 people living in the London boroughs of Hounslow and Richmond upon Thames.

What we do

Community healthcare covers most of the services that are provided outside of hospital or GP surgeries. We are passionate about delivering high quality care and we provide a range of services for both adults and children including community nursing, health visiting, physiotherapy, nutrition and dietetics, health promotion and stop smoking services and speech and language therapy. We also provide some specialist services such as audiology, neuro-rehabilitation, continence services and continuing care.

Some of our services such as the Walk-In Centre (WIC) at Teddington Memorial Hospital (TMH) and the Hounslow Urgent Care Centre (UCC) are attended by patients from nearby boroughs and we also run services further afield such as the Ealing, and Sutton & Merton Healthy Lifestyles Programme.

We employ over 1,000 staff, the majority of which are clinicians including nurses and allied



health professionals such as physiotherapists, speech and language therapists, dietitians, podiatrists and occupational therapists. Our staff work across a range of different sites including health centres, hospitals, GP surgeries, children's centres, local council facilities and people's homes.

In numbers...*

700,000 patient contacts
166,000 health visitors and school nurse appointments
172,000 district nurse visits
70,000 Adult physiotherapy contacts
120,000 visits to our UCC and WIC
418 people admitted to TMH and totalled 16,500 bed days
Helped 1,512 people quit smoking
6,600 new birth visits within 14 days

Highlights

Providing high quality services

Providing high quality services and putting our patients at the centre of everything we do is central to our organisation. Over the past year we have seen excellent examples of our staff demonstrating this.

UCC and WIC

We have been running the Urgent Care Centre (UCC) at West Middlesex University Hospital for over a year now and are delighted at how well established it has become within Hounslow. In March 2013 60.2% of patients coming to the site were seen within the UCC, who would have previously been treated at Accident and Emergency (A&E). We are also continuing to successfully meet the four hour wait target in both the Walk in Centre (WIC) at TMH and the UCC.

Infection control

The Trust has robust infection prevention and control measures in place and our staff work to nationally agreed standards to prevent the spread of infection. Over the past year we have monitored and demonstrated staff compliance with infection control measures, including hand hygiene, by auditing performance.

New birth visits

Visits by health visitors to new babies within 14 days of their birth provide vital information and advice on health promotion and safety for the family. The team have exceeded the target and visited 98.4% over the past year by proactively working together in innovative ways.

CQC: Positive UCC report

The Trust received a positive report on the Hounslow Urgent Care Centre (UCC) from the Care Quality Commission (CQC), following an unannounced inspection in December 2012.

The report highlighted many areas of positive feedback and found the Trust to be meeting all six essential standards that the CQC looked at. Overall the unit was described as providing good care and patients spoke highly of the care they received.



18 week target

In line with the government target, we aim to start treatment within a maximum of 18 weeks from referral. This means patients are diagnosed and start treatment as soon as possible. Our performance in this area has improved, particularly since August 2012, where this target has been met.

Statutory and mandatory training

It is important that we have a trained workforce. Over the last year we have concentrated on six priority areas of statutory and mandatory training. We have made real progress in this area, with the percentage of staff trained in these areas rising from 48.3% in April 2012 to 86.9% at end of March 2013.

Finances

Hounslow and Richmond Community Healthcare NHS Trust planned for a surplus of £698k and achieved £704k. The surplus was achieved through sound financial planning and control by budget managers.

Case study: District Nursing

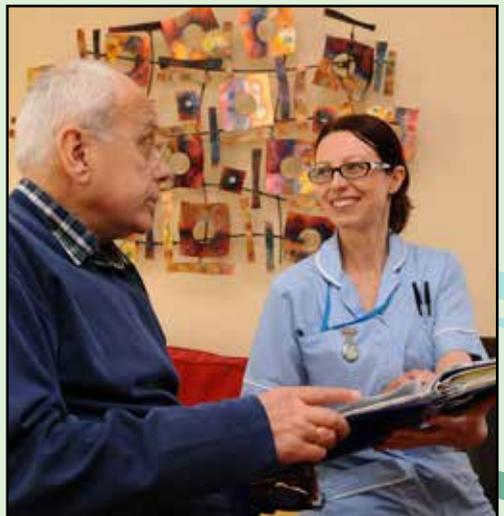
District nurses provide care for patients in their own homes or community settings providing vital treatment and support. Our nurses also work together with GPs to support people.

District nurse, Nicola Dolby, said: "We aim to provide the support that our patients need to carry on living independently in their own homes, many of whom are housebound or have issues with mobility."

Richard Kember, suffers from a spinal injury and is a tetraplegic wheelchair user.

Richard says: "I rely on regular care that the Whitton district nurse team provide for me. I'm comforted that the nurses are always available if I need to get hold of somebody."

"This support allows me to remain independent and get on with the rest of my life. The service they provide is invaluable for me."



Improving patient experience

Ensuring our patients have a positive experience when coming into contact with our services is a priority for the Trust.

Patient surveys

A survey at the Hounslow Urgent Care Centre found that 92% of patients rated the service as excellent or good.

We piloted a mystery shopper exercise at Teddington Memorial Hospital Walk-in Centre. The results were very encouraging and provided recommendations to improve future patient access and experience.

Our website: service directory

We have updated our service directory on the website, including the addition of Word Bank to help make sense of difficult words or medical jargon.

Training

Our staff were supported in their roles by attending training from the local voluntary and community organisation.

Friends and family test

The Friends and Family Test is a government initiative focused on improving patient care. Patients are asked if they would recommend the service based on their experience.

On 1 April 2013, we put the test into place on Teddington Memorial Hospital inpatient wards. Over the next year we will begin to roll it out across other services.

The feedback collected from these tests will help us to improve our services and will be made available on our website soon.



Equality and diversity

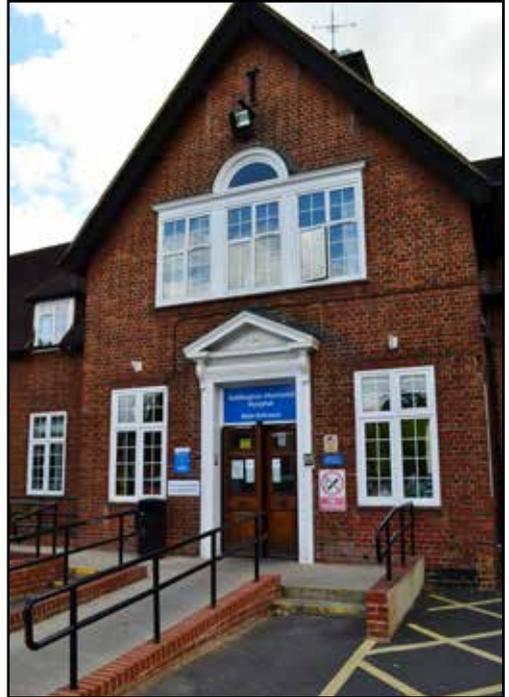
We promote fair and accessible services for all, celebrate diversity and advance inclusion. In the last six months we have made major strides in driving forward this agenda by revising our Equality training programme, developing a protocol to support carers of people with learning disabilities, reviewing flexible working for staff, holding a successful training session with staff on transgender health and taking part in the Stonewall Healthcare Equality Index.

Teddington Memorial Hospital refurbishment works

Teddington Memorial Hospital (TMH) provides a range of services to local people.

A number of improvements have been made to support the patient experience there, making these areas more pleasant for people coming into the hospital.

The main entrance has been refurbished to create a modern and brighter appearance in keeping with the existing front of house features and the Walk in Centre assessment rooms have also been redecorated. The wards have also had infection control-compliant hand washing facilities installed throughout them. The entrance to physiotherapy at TMH has also undergone a refurbishment to its entrance and waiting area.



Richmond Rehab Unit updates its look



This unit offers various services including physiotherapy, dietetics, multiple sclerosis, podiatry, continence, respiratory and neurological rehabilitation.

Improvements have recently been made to the unit, making it clearer, brighter and more welcoming, particularly in the entrance and waiting area. Information displayed within the clinics has also been changed, making it easier to read and ensuring signage allows for easy navigation around the unit. We have also changed handrails and floor markings within the unit to improve patient access.

Healthy lifestyles

Our health and wellbeing services provide vital support to people.

The service has been very successful, helping clients with healthier eating, weight loss, being more active, improving emotional health, overcoming social isolation, stopping smoking and reducing drinking. The health trainers can also arrange for referral where appropriate to more specific services such as weigh2lose, exercise on prescription, and other stop smoking services.

Our health trainers within the team support individuals to make lifestyle changes that will help them become healthier, stay healthier for longer, and get the most out of their lives. We provide these services across the boroughs of Hounslow, Richmond and Ealing and will be rolling out similar services in the boroughs of Merton and Sutton next year.

People living in these boroughs can be referred by a healthcare professional or can refer themselves to the programme: Livewell Richmond: 0208 487 1745 or Hounslow Health and Promotion Service: 0208 630 3386.

Case Study: Diabetes X-PERT Programme

Our X-PERT group education programme provides type 2 diabetes patients with the knowledge to self-manage their condition.

Rupindar Sahota, Diabetes Specialist Dietitian said: "Lifestyle management is key to controlling type 2 diabetes; the programme promotes healthy eating, weight management and regular exercise."

Georgina O'Brien, attended the X-PERT programme last year. With support from the course she has significantly reduced her blood glucose and lipid levels and lost weight.

Georgina said: "I have learnt so much from the diabetic team on the X-PERT program. The program helps you live a healthier life by taking on the knowledge and information you are given.



"It offers support and advice to keep you motivated and in control of your diabetes, and it makes you feel like you are not alone in dealing with your condition."

Our staff

Recognising and rewarding

Our committed and motivated staff are central to the organisation we are.

We have over 1,000 staff, with a range of skills and expertise working in clinics and locations across the two boroughs.

Staff Excellence Awards

Over 100 staff members attended the Trust's annual awards in 2012. The event recognises the achievements of staff and celebrates the success of colleagues over the last 12 months.

Eight staff excellence awards were presented, as well as Long Service Awards (pictured top right), which recognise staff at the Trust who have recently achieved over 25 years of working within the NHS.

Queen's Nurse

In April 2013, District Nurse, Gail Goddard (pictured below), was awarded



the title of Queen's Nurse, by the Queen's Nursing Institute (QNI). Gail was recognised for her commitment to patient-centred values and continually improving practice in nursing care.

Queen's Garden Party

Our volunteer coordinator, Linden Loader, attended the Queen's Garden Party at Buckingham Palace in May. Linden was chosen to attend the prestigious event in recognition of her work with local volunteers.

Leadership programmes

The Trust has developed bespoke management development programmes and initiatives for our staff to ensure that the Trust has the right set of skills to achieve its strategic objectives.



Looking forward

Our focus going forward is continuous improvement in the quality of all the services we provide. We must provide the right care, at the right time, in the right place, whether that is in one of our health centres across both boroughs, local hospitals where we offer services, in people's homes, or another location. Our future is committed to delivering high quality, safe and effective care within a variety of settings.

Over the next year we are working to become a Foundation Trust (see opposite page). Becoming a Foundation Trust will give us the freedom and flexibility to continue to provide innovative and high quality services. We are also exploring opportunities for closer integration with social care and as part of this we are working with both the London Borough of Richmond upon Thames, the London Borough of Hounslow and Clinical Commissioning Groups (CCGs) for both boroughs. We are clear that integration will be better for our patients as they receive more seamless care. More information on the work surrounding this can be found on our website: www.hrch.nhs.uk

Case Study: Physiotherapy MSK

Our Musculoskeletal (MSK) team assess and treat patients with physical problems including shoulder and back pain, joint pain, stiffness and physical disabilities. They work jointly with patients to identify the cause of their problem, agree and deliver a management plan and help them to achieve their goals.

Patient Simon Redston said: "I damaged my shoulder in an accident and was referred to the MSK physiotherapy service at Teddington Memorial Hospital, which is local for me. The physiotherapist prescribed manipulation and a series of exercise routines which I followed.

"This really helped the joint problems resolve.

"I'm self-employed and as a result of my injury had not been able to do all of the jobs I'd normally do – but thanks to the help of the physio team I've now returned fully to work."



Becoming a Foundation Trust



We are applying to become an NHS Foundation Trust.

Over the last year we have taken some important steps on the road to becoming a Foundation Trust.

We believe becoming a Foundation Trust will enable us to deliver our mission and provide better care at, or closer to, people's homes helping the population we serve to live healthier and more independent lives with less need to go to hospital.

Importantly, we recognise that being successful in becoming a Foundation Trust secures our future and ensures we keep control locally. We want our patients to have their say in the way we run our services. They can do this by becoming a

member, anyone who lives in the area or works for us can become a member of the Trust.

Become a member

- Help and advise us on developing our services to best meet the needs of our patients, their families and the local community
- Stand for election as a representative governor
- Receive regular information about the Trust.
- Be invited to special events and meetings where you can find out more about the Trust

Become a member of our trust by visiting our website where you can fill in the form online.

www.hrch.nhs.uk/members

Case study: Podiatry

The Trust's Podiatry Service treats a variety of conditions relating to feet and lower limbs, many of which are caused by complications from other illnesses, such as diabetes.

Patient Aiyathurai Ravithasan said: "I developed pressure sores on both heels. Since I am a long term diabetic patient, the healing process was very slow and I could not walk for some time. I was referred to the Trust's Specialist Podiatry team for treatment and thanks to their professional help and the regular treatment they provide for me, my foot ulcers are now improving."



Specialist Podiatrist Alison Cunningham said: "We aim to provide a holistic approach to patient care, working with other services across the Trust - such as the Multidisciplinary Diabetes Foot Clinic Team - to provide the care needed to address and treat the patients' condition effectively."

Charitable funds

Our Charitable Funds allow us to buy equipment and provide better facilities. Money raised through charitable funds enables us to go over and above what the NHS provides and makes a big difference to our patients.

For more information on our charitable funds and how to donate visit our website www.hrch.nhs.uk. Registered charity number: 1144987.

Please let us know what you think of this booklet by emailing communications@hrch.nhs.uk

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