

Healthwatch Richmond welcomes this year's Quality Report from Kingston Hospital Foundation Trust.

There is much to celebrate in Kingston Hospital's quality report. The CQC report of the Trust included outstanding ratings for being well-led and caring. Staff recruitment and retention is good and improving, and the Trust is actively involving patients and the public in their work.

The report for this year is a creditable improvement on last year's report. It is pleasing to see this, with most priorities giving good evidence of noteworthy progress. Where this data is present it is really good to be able to recognise the Hospital's achievement and progress. We know that Kingston Hospital is an organisation that works hard to improve and learn. Some areas of the Quality Report lack the meaningful measures and comparisons necessary to understand whether the Trust has met the priorities.

In the previous Quality Report the Hospital recognised rising numbers of staff experiencing discrimination at work (12% in 2015 to 17% in 2017) and committed to actions to improve this. It is regrettable that the actions taken were not mentioned in this report. Furthermore, the National Staff Survey results for 2018 suggest the proportion of staff experiencing discrimination sits above the national average. We would like to see actions being taken by the Trust to address these findings.

Trusts produce Quality Reports to very tight deadlines and as a result any inconsistencies between our commentary and the final report may be due to newer data being available in a final version, and to improvements made to the Quality Report.

PRIORITY 1 - Avoid delays in patient care on the wards.

The measures taken have delivered a reduction by over 10% in the number of 'stranded' patients (length of stay above 6 days). This demonstrates a decrease in patients experiencing unnecessary delays during their hospital stay. This will make a valued difference to the hospital experience of patients and we commend Kingston Hospital for this important improvement.

PRIORITY 2 - Develop and implement a corporate process to ensure that we spread learning from adverse incidents, complaints and all patient feedback through the Trust.

While the performance of the Hospital learning from incidents and near misses is detailed in the report, it is uncertain if the new processes implemented in 2018/19 have made a significant improvement. We recognise the steps undertaken to set up a Triangulation Group to ensure a cohesive response, and therefore it would be beneficial to know if this is making a difference. It is encouraging to see the growing awareness of these processes among staff through the 'Shared Learning' newsletter, however only 38% of staff reported that they were aware of the newsletter.

Insufficient evidence has been presented for us to agree that this priority has entirely been met. This is disappointing as there is positive feedback from the CQC and some appropriate actions have been taken.

PRIORITY 3 - Increase the number of patients having day case surgery whenever it is safe and appropriate to do so

The positive shift of more surgeries to day cases does suggest that the aim is achieved. The data relating to the outpatient hysteroscopy rate is a little more uncertain, and in the presented figure the reader has more difficulty in understanding the degree of improvement. Achieving this

priority is praiseworthy as it ensures people get home and back to their lives as soon as possible, as well as freeing capacity for those who need it.

PRIORITY 4 - Increase staff engagement in quality improvement activities in the Trust

In addition to the evidence of good performance in this area, we have directly experienced staff engaging with service improvement through our work with Kingston Hospital.

Our report on urgent and emergency care at Kingston Hospital identified many positive aspects of care and also improvements that could be made. Staff reflected on the report's findings and were supported to devise actions to improve care and the environment. The engagement of staff in this and the support they received was excellent, and we hope the Hospital takes pride in this.

Whilst it will be disappointing to the Hospital that staff report feeling slightly less able to make improvements than they did last year, our experience firmly supports Kingston Hospital's claim that this priority is achieved.

PRIORITY 5 - Improve our patient administration and communication processes in outpatients.

The actions being taken by the Trust are encouraging and appropriate however they have not led to meaningful improvements in experiences, and it is not clear why the Hospital feels this priority is partially met.

The proportion of PALS concerns relating to appointment administration and communication appear to be unchanged in 2018/19 (compared to 2017/18). The Hospital has maintained their performance against an increased workload and credit most go to the Hospital for this. It is unfortunate that appointment administration still makes up over a third of all concerns raised with PALS, as reported in the 'Complaints Performance' section of the report. The 'Did Not Attend' rates are also similar between 2017/18 and 2018/19. The included data is largely unchanged and has not demonstrated the hoped-for improvement it is, therefore, commendable that Kingston Hospital has shown transparency in including this data in the report.

Aside from this the Friends and Family Test results are very positive, and as we have had sight of this we can report that many carry positive messages about experiences of care at the Hospital.

Quality Priorities for 2019/20

We support the priorities that have been set and welcome the Trust's engagement of stakeholders, including ourselves, and the public in setting these. As in the 2018/19 report, appointing effective measures will be key to demonstrating progress.

We fully support the priority "*Improve the process to identify patients with learning disabilities*" and welcome the invitation to be involved in setting appropriate measures for this priority.

Improving pain management in the Emergency Department was one of the suggested improvements from our work with the Hospital, so it is excellent this is included in the priorities. The number of trained individuals is an appropriate indicative measure. We value the offer for Healthwatch Richmond to be involved in the discussion of the best way to achieve this priority. Direct measures would be welcome such as number of medications supplied/administered.

We congratulate Kingston Hospital on this report and the improvements that it has made.