

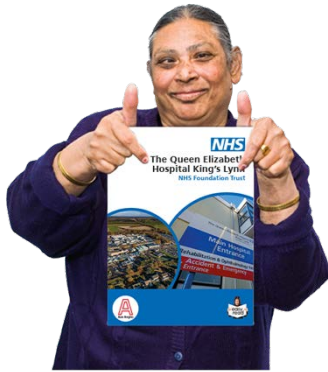
The Queen Elizabeth Hospital's

Annual Report Summary 2022/23



Translated into easy read
by Ace Anglia
info@aceanglia.com

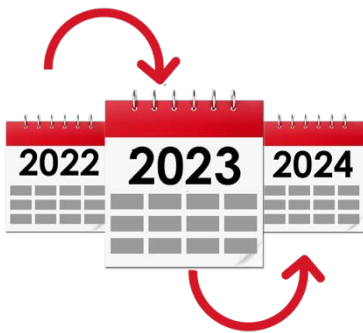




About this report



This is a report about how well things went for us from April 2022 to March 2023.



We write this report every year.



This report will also tell you what we plan to do in the next 12 months.



We did a lot of good things like-



- The government picked us to have a new hospital built



- Making new buildings



- Using more digital ways to help patients.

For example, having a better way of prescribing medication.



- Helping our staff stay healthy



- Making sure people can get urgent care they needed quickly



All of this is to make things better for our patients and staff.

- Section 1
- Section 2
- Section 3
- Section 4

We have split this report into sections to make it easier to read.



The words in **blue** are ones we think need to be explained.

We explain what blue words mean.



About us



We are The Queen Elizabeth Hospital King's Lynns NHS Foundation Trust.



We are a busy hospital in Norfolk.



In this booklet, we call ourselves the Trust.



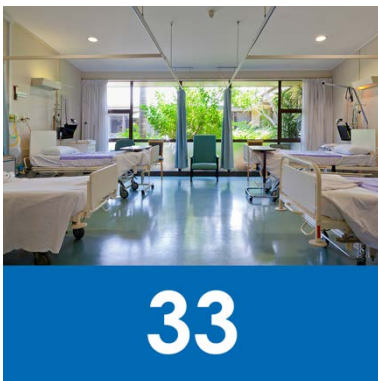
4,000

We employ more than 4,000 staff and volunteers.



530

We have 530 beds.



We have 33 different **wards**.



A ward is a room where patients stay in the hospital.



**Care Quality
Commission**



We must be registered with the **Care Quality Commission**.



Care Quality Commission checks to see if hospitals are giving good health care to patients.



Care Quality Commission gives hospitals a rating on how well they are doing.



Our rating is to do things better.



Our staff have continued to work on improving patient care and experience.



We are committed to working with staff and patients as well as their families, friends, or carers to provide the best care possible.



Our plans for improving our care



We made plans to make sure we got better.



We made a plan to-



1. Make sure we provide safe, sensitive, and kind care for patients and their families.



2. Make sure the care provided follows the law.



In the plan we included things the Care Quality Commission told us we needed to do.



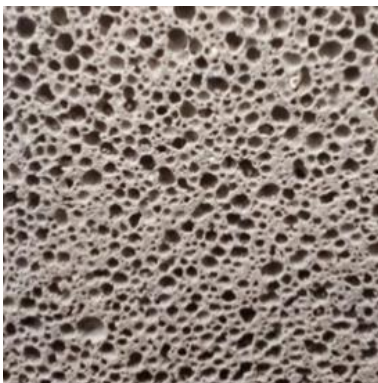
The National New Hospital Programme



Making sure our hospital is up-to-date and right for our patients and staff is important to us.



Our hospital was built in 1980.



It was built using a type of concrete which is now not very strong.



We have put a lot of money into making our hospital safe to use.



We are included in the National New Hospital Programme.



This means we will get a new hospital by 2030.



A new hospital means we can give the best care that patients need.



A centre for excellence is a place that provides the best care in an area.



Our goal is to be a centre for excellence for-



- Frailty and stroke



- Day surgery and regional anaesthesia



- Research and innovation



- Same-day emergency care



How well are we doing?



One way to find out how well we are doing is by how fast we treat-



- Cancer patients



- **Elective patients** - people needing operations and tests



- People in need of urgent and emergency care



Our ability to provide urgent and emergency care has been affected by-



- Pressures on the Trust and wider NHS



- Problems with our buildings.

Some rooms have been closed to keep everyone safe.



Four-hour emergency access standard



The Four-hour emergency access standard says most patients that come to A&E should be helped within 4 hours.



We help over half of our patients within four hours of coming to A&E.



We will keep working to make sure we see more patients within 4 hours.



We have more space for people coming in for emergencies.



We set up a **respiratory infections hub**.

A **respiratory infections hub** helps people who have infections like flu.



Ambulance handovers



Some patients come into our hospital by ambulance.



Our hospital staff then take the patients into the hospital.

This is called ambulance handover.



We have been working with the East of England Ambulance Service NHS Trust.



This is to make sure ambulance handovers happen within 15 minutes of arriving at the hospital.



We will keep doing this to make sure our patients get the best care they need.



Cancer patients



Our patients with concerns about cancer should be seen within 2 weeks.



Sometimes this didn't happen.



This was due to high number of patients that needed seeing about cancer.



We reduced the number of patients waiting more than 62 days for cancer treatment.



Our cancer services are working with other parts of our organisation to-



- Make care better for patients



- Reduce waiting times for patients



How are we doing with money?



We made £8.7million savings in the year.



We also spent £53.1 million on projects including-



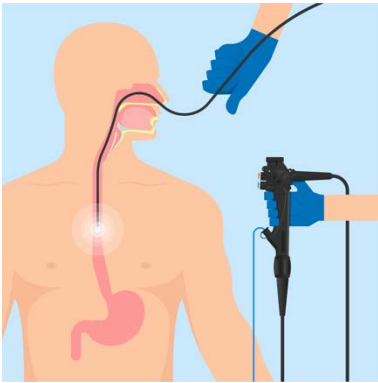
- Making our building stronger with steel supports.



- Making repairs



- Building new places for treatments including-



Endoscopy Unit – a building where patients get tests and scans using the best equipment



Eye Centre – a building where we treat patients with eye conditions.
For example, we do laser eye surgery



Patient experience



We want to talk and work with all our patients, their carers and other people in our area.



This can help us to improve-



- How good the services we provide are



- Patients' experience when receiving care.



Everything we learn is used by our staff to do better.



We learn about patient and carer experience in different ways like-



- Tests



- In get togethers where we talk and listen to patients



- At events



We talk with and listen to community groups.



We also listen to and learn from patients' stories-



- At board meetings



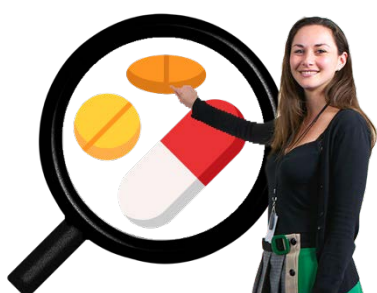
- From national patient surveys



- Looking at complaints and compliments.



Taking part in research studies



A **research study** means looking into something and trying to find out facts about it.



1,165

We recruited 1,165 people to National Institute for Health Research studies in 2022/23.



We plan to get more people involved in these research studies.



It can mean patients get newer medicines and treatments quicker.



Our Board of Directors



Our board of directors helps make decisions about how our services are managed.



We have Non-Executive Directors who are do not have other roles within the Trust.

They are-



Chris Lawrence, Chair



Alan Brown



Ian Mack



David Dickinson



Simon Roberts



Graham Ward



Claire Fernandez



Sue Hayter



We have Executive Directors who are employed by us and have managing roles with the Trust.

They are-



Alice Webster, Chief Executive
(from October 2022)



Dr Govindan Raghuraman, Acting
Medical Director
(from July 2022)



Helen Blanchard, Interim Chief
Nurse
(from September 2022)



George Briggs, Interim Chief
Operating Officer
(from November 2022)



Chris Benham, Director of Finance



John Syson, Interim Director of
People
(from March 2023)



Paul Brooks MBE, Director of Estates
and Facilities
(from October 2022)



Carly West-Burnham, Director of Strategy and Integration



Laura Skaife-Knight, Deputy CEO
(to February 2023)



Jo Humphries, Director of People
(to March 2023)



Louise Notley, Director of Patient Safety
(to March 2023)



National staff survey 2022



In 2022, 1,461 of our staff completed the annual NHS Staff Survey.



Fewer staff completed the annual NHS Staff Survey in 2022 than in 2021.



The 2022 survey showed that some of the things our staff are worried about were-



- Getting support from another person to help you express views and goals



- Having too much work



- Freedom to Speak Up – this means staff feeling able to say when they are unhappy or worried about something



We will focus on making our hospital a place filled with respect and kindness.



Freedom to Speak Up



Staff are often in the best place to identify where care may need to be better for our patients.



Freedom to Speak Up is a programme we have to support staff to feel comfortable to tell us about their concerns.



In 2022/23, 168 staff raised concerns.



This is more than the year before.



There is a phone number where staff can tell us a concern without needing to give their name.



Staff engagement



Staff engagement is an important way to find out-



- How much staff like their job



- How happy staff are in their job



Our Staff Engagement Programme for 2022/23 supports the health of our staff in 3 areas-



Financial health – This is having enough money to cover your needs and goals without worry.

An example of support we offer is-



Financial Health Clinic - where staff can get advice about their money



Physical health – This is taking care of your body, so you feel strong and well.

An example of support we offer is-



Know Your Numbers - where staff can get health checks such as weight and blood pressure.



Emotional health – This is feeling good about your emotions and being able to handle stress.

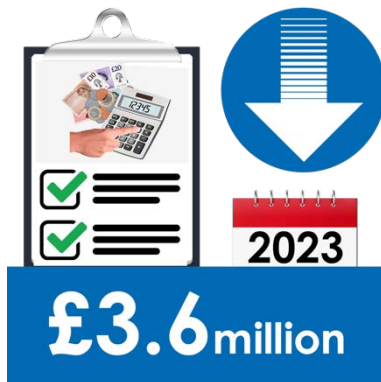
An example of support we offer is-



Wellbeing Day – all staff were given an extra day off to support good mental health.



Queen Elizabeth Hospital King's Lynn Charity



The Queen Elizabeth Hospital King's Lynn Charity's **net assets** went down in 2022/23 to £3.63m.



Net assets show how much money we have after all our bills have been paid.



The charity spent-



- £86,000 on new building projects and repairs



- £67,000 on hospital equipment



- £134,000 on activities to help staff and patients look after their own health and wellbeing



Our volunteers



We have now welcomed 147 volunteers back to the Trust following the COVID-19 pandemic.



The team of volunteers have given many hours of their time to care for and support our patients in roles such as-



- Front Desk



- Fundraising



- Pharmacy



We would like to have more volunteers.



An example includes having Butterfly Volunteers who support end-of-life patients and their families.

To request this document in a different language or format, please contact 01553 613051 or email communicationsqeh@qehkl.nhs.uk

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

Gayton Road, King's Lynn, PE30 4ET
01553 613613

This document was translated into easy read by Ace Anglia.

Website: www.aceanglia.com

Facebook: Ace Anglia

Instagram: @ace_anglia

Twitter: @aceanglia

Email: info@aceanglia.com

This document was made in August 2023