

Carers Health Forum

10th March 2008

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A Few Facts

- Probably the biggest organisation in west Hertfordshire, with about 5000 staff
- Turnover of a quarter of a billion pounds
- We serve more than $\frac{1}{2}$ a million people
- We probably treat $\frac{3}{4}$ of a million people a year – over half of whom are over 65 years
- And around a million people a year visit us

What we are doing

- Listening to patients, to staff – to you
- Telling the truth – admit what's wrong – it's the only way forward.

Then.....

- You can tell people what is right

And.....

- Together we can then put right what's wrong

What are we doing (2)

- Showing staff their skills and commitment are recognised and valued
- Telling managers to recruit more staff – and ensuring they do!
- Getting rid of waiting
- Getting us into the black for the first time in ages
- Getting the new St Albans Elective Care Centre working properly
- Getting the new services at Watford right from the word go – in October
- Making some immediate, but sensible investments in our buildings and furniture, particularly at Watford

Cancellations

- We have reduced cancellations on the day of operations at St Albans by 80% in 3 months
- Watford cancellations are still running too high
- National target for cancellations is 0.8% of planned operations we are running at over 2%
- Our waits for scans, hearing aids, etc have all tumbled in the last 6 months - people wait under 6 weeks
- Last summer we had some of the longest waits in A&E in the country. Today we are close to the shortest

Did You Know?

- We will make a surplus of over £2m this year
- We should get a better rating from the Healthcare Commission for this year
- About 90% of our patients who don't need a bed are seen and treated in 18 weeks....and 60-70% of those that do are too
- Both are massive improvements on 6 months ago
- We are introducing new specialist cancer services