

Looking after you

Close to

600,000
contacts in the community



Over

480,000
outpatient appointments



More than

140,000
urgent care cases



Close to

55,000
planned admissions



Recognising our success

Over 13 regional and national awards received, including:



Four Thames Valley Health Research Awards for cardiology and ophthalmology, obstetrics and gynaecology and maternity

Royal College Of Anaesthetists 25th Anniversary Trainer Awards for three of our consultants

158 staff were nominated for CARE awards and we had 48 winners

The Trust was shortlisted at the Health Service Journal awards in London

Year one of our transformation



Expanded our paediatric A&E

£1m investment in out-of-hospital care

Introduced a rapid-access rheumatology clinic

Secured £1.3m funding for new life sciences innovation centre to open in 2017/18

Opened a new one-stop eye clinic for macular degeneration

Won five-year contracts for the healthy child programme and children's integrated therapies services

Expanded our stroke service enabling us to see 400 additional stroke patients from east Berkshire

Our burns unit was the first in the UK to introduce a new enzyme treatment for burn wounds, and only the second in the country with a special laser machine able to improve scarring in burns patients

Safe & compassionate care,

every time

To find out more, read our annual report available at www.buckshealthcare.nhs.uk

The BHT year: Our highlights from 2016-17

- We have been delivering year one of our transformation, focussed around our three strategic priorities: *Quality, People, Money*.
- We have been expanding our services, redesigning patient care and nurturing innovation.
- We have been working with our local partners to join up health and care services, making it easier for people to access the right care and support in Buckinghamshire.

Who we are



Employ over
6,000
people



One of the first
integrated hospital
and community
care providers



Offer services across five community hospitals, two acute hospitals and many community settings, including patients' own homes

Our ambition

Mission

Safe & compassionate care,
every time

Vision

We want to be one of the
safest healthcare systems
in the country

Values



We have three strategic priorities:

Quality

We will offer high quality, safe and compassionate care in patients' homes, the community or one of our hospitals

People

We will be a great place to work where our people have the right skills and values to deliver excellence in care

Money

We will be financially sustainable, will make the best use of our buildings and be at the forefront of innovation and technology

Quality in 2016-17

We worked hard to continue to improve the quality of care we offer. We measure the quality of our services in many ways including:

Care Quality Commission inspection
Increased our good ratings across our sites from 63 to 75



Mortality rate
Our standardised mortality rate continued to be amongst the best in the country



Sepsis
80% of patients with sepsis received their antibiotics within one hour, better than the national standard



Patient falls
57% reduction in severe falls



Pressure ulcers
We have reduced the number of grade 3 and 4 pressure ulcers by 63% (against a target of 10%)



Staffing
All our wards were staffed in accordance with the national recommendation



Meeting national standards

National standard	Our performance
95% of patients in A&E seen and discharged, or admitted, within 4 hours	90.5%
92% of patients wait less than 18 weeks from GP referral to treatment	89.8%
No patients wait more than 52 weeks from referral to treatment	3
85% of patients have access to cancer treatment within 62 days	85.07%
Less than 1% of patients wait more than 6 weeks for a diagnostic test	0.2%
All cancelled operations rebooked within 28 days	100%
No urgent operations are cancelled twice	0

Complaints and compliments

Listening to people's experiences of their care and treatment helps us to understand where we need to improve and where we get things right:

over **30,000** compliments received **487** total complaints **20%** reduction in complaints since 2015-16 **95%** would recommend us to friends and family

Tell us about your experiences of our services: www.buckshealthcare.nhs.uk/feedback

Money in 2016-17

Our financial improvement is not being tackled in isolation from our people and quality priorities – our clinical teams are leading the way in identifying improvements that will reduce cost whilst improving patient care and experience.

Our income was **£392m**

We saved over **£17.4m**

We ended the year with a **£1.8m** deficit

- We have a three-year plan to tackle our historical deficit and get to a sustainable financial position. In year one, we achieved our plan to **reduce this by 30%**
- We have **improved productivity** to ensure spending stays within the income we receive. For example, we made improvements to operating theatre processes, resulting in fewer patient cancellations and £1m savings
- We invested **£2.5m** in our IT systems and **£5.2m** in our estates
- We are on our way to becoming an **IT-enabled 'paperless' organisation**, with e-referrals and electronic discharge summaries for patients already in progress
- We have placed our **specialist services at the forefront of research and innovation**. One example of this is the upper limb lab we are developing in the National Spinal Injuries Centre so our patients can benefit from, and participate in, testing new innovations and technologies in treating spinal cord injuries
- We were **ranked 24th** out of 400 trusts in the **national league table** for research

People in 2016-17

We want to be a great place to work. We know that this will lead to better outcomes for our patients.

Attracting and retaining staff

We remained focussed on recruiting and retaining the highest calibre of staff in all areas.



Over **1,000** people joined us in 2016-17

Pioneering new ways of working

We are an exciting place to work. We are training and developing new roles such as nurse consultants, nurse angiographers, consultant pharmacists and physiotherapist assistants. We are a national pilot site for nurse associates. We are providing new opportunities for people who are looking to develop and take the next step in their careers.

Developing our staff

Almost **5,000** people took part in educational activities provided by the Trust

Over **300** managers and clinical leaders have taken part in our development programmes

Staff survey

Just under 3,000 people took part last year. We have continued to show rapid improvements: 78% of scores in 2016 were average or above average, up from 65% in 2015.



92% of staff feel they are making a difference

Key area	BHT 2016-17 results	2016-17 national average	BHT 2015-16 results
Staff engagement score (out of 5)	3.78	3.8	3.76
Staff would recommend us as a place to work or receive treatment (out of 5)	3.70	3.71	3.63
Staff believe the organisation provides equal opportunities for career progression	89%	87%	87%
Staff confidence and security in reporting unsafe clinical practice (out of 5)	3.61	3.68	3.55
Staff believe the organisation is interested in their health and wellbeing (out of 5)	3.72	3.61	3.64