Trust Profile 2016/17
Welcome

Thank you for the interest you have shown in Gateshead Health NHS Foundation Trust.

We are one of the best performing middle sized acute Trusts in the country with a long standing national reputation for providing high quality care. Our recent inspection by the Care Quality Commission (CQC), graded the Trust as ‘good’ overall, with ‘outstanding’ ratings for our care overall and for our Maternity and Gynaecology services.

We are looking for people who have the compassion and commitment to help us deliver excellent patient care, and the highest levels of safety and quality. Demand for our services is very strong, as patients increasingly exercise their right of choice of healthcare provider, demonstrating further evidence of our reputation for safe, high quality accessible services locally.

There has never been a more exciting time to join Gateshead and work alongside some of the most talented staff in some of the most modern and innovative facilities across the NHS.

Our state-of-the-art Emergency Care Centre (ECC) is now well established and we know that the improved environment, treatment and experience that patients receive there is proving incredibly popular with the local community. The centre, which was one of the first of its kind in the UK, has already won several awards.

The industry-leading Pathology Centre that we have built on-site is also attracting major attention from across the whole world with clinical teams from China, Israel, Australia, Germany, USA and the Middle East all coming to visit Gateshead to see the new equipment that we have put in place.

Surveys of our staff and independent assessments consistently tell us that our teams feel very loyal to the Trust and would recommend it as a place to work.

We hope you will now want to join us and help us build “Best In Class” services, keeping our patients at the heart of all we do.

You can find out much more about Gateshead and the workplace culture by visiting our website: www.qegateshead.nhs.uk

Ian Renwick
Chief Executive
**About the Trust**

Based in the North East of England Gateshead Health NHS Foundation Trust was established as a Foundation Trust in 2005.

Better known as QE Gateshead we provide a range of health services from our leading facilities including the Queen Elizabeth Hospital, Dunston Hill Day Hospital, QE Metro Riverside and Bensham Hospital, all within the town of Gateshead.

We also run a range of services from Blaydon Primary Care Centre and Washington Primary Care Centre, as well as a specialist unit in Houghton-le-Spring for patients who require rehabilitation care.

The Trust has revenue of around £220m and provides mainly acute hospital services, most of which are delivered to the 200,000 people who live in Gateshead. However a number of people from the surrounding area choose to use the Trust’s facilities and a range of specialist services are now provided for people from the wider geographical area.

We employ around 3,400 staff and currently provide 580 hospital beds across Gateshead. Our primary focus is on providing excellent general health services to our local community enhanced by some key specialist areas including gynaecology, maternity, palliative care and old age psychiatry.

Alongside a full range of local hospital services, we provide breast screening services for Gateshead, South Tyneside, Sunderland and parts of Durham – and we are the North Eastern hub for the National Bowel Cancer and AAA Screening Programmes, covering a population of around seven million people.

We provide cutting edge care from some of our state-of-the-art facilities including a £32m Emergency Care Centre, a £12m Pathology centre of excellence and the beautifully designed Peter Smith Surgery Centre, which aims to give patients the same care experience you would expect from a 5-star hotel such as en-suite facilities.

We also run the Gateshead Fertility Centre, one of the top ten IVF clinics in the country. Over the past decade, we have helped couples to create thousands of families in Gateshead and the surrounding area.

From 1 October 2016 a new organisation led by the Trust called Gateshead Care Partnership will be providing NHS community services across the borough bringing together teams from the NHS, Community Based Care Ltd (whose membership comprises all Gateshead GPs) and Gateshead Council.

This innovative new partnership enables the whole system to work together more effectively so that all the experts from doctors and nurses to GPs and social workers are working together on better, more responsive care.

People tell us they want care closer to home and a system that works seamlessly together, providing a single patient journey where patients aren’t passed around between agencies. By coming together in this way we bring everyone into a single organisation with patient care at its heart.

We are currently rated as ‘good’ with ‘outstanding’ care by the healthcare regulator the Care Quality Commission (CQC). Our maternity and gynaecology services were also rated as outstanding.
Why work at Gateshead?

At our Trust, we have a place for everybody, no matter where you want your career to go. We don’t just employ doctors and nurses, in fact there are over 350 careers within the NHS including:

- Scientists
- cleaners
- administrative staff
- drivers
- pharmacists
- IT staff

The Queen Elizabeth Hospital has been providing quality and excellence in NHS healthcare for more than 50 years. Based in the heart of North East of England, the hospital is widely recognised as one of the highest performing in the country. Alongside our neighbours across the Tyne NewcastleGateshead is now widely recognised as one of the most dynamic city regions in Britain, boasting everything from world-class culture to vibrant nightlife and award-winning dining.

There are also excellent transport links with the rest of the UK and Europe via Newcastle International Airport and the East Coast Mainline Railway. You can find out much more about this vibrant area, what it’s like to live here and all the exciting things on our doorstep by visiting the official NewcastleGateshead website here: www.newcastlegateshead.com

Meet our teams

You can meet some of our staff for yourself by watching our range of videos on YouTube. These include some of the nurses from across the Trust explaining what it’s like to work here, a look around our new Emergency Care Centre and a video tour of the pathology lab. Just visit: www.youtube.com/qegateshead for more.

People love working at Gateshead. In the annual survey for NHS staff, we score consistently highly as a place people would recommend others to work. In the most recent survey, 65% of our staff said they would recommend working at Gateshead, putting us in the top 25% of Trusts across the country.

Find your place

If you’re looking specifically for a clinical role you can find out more about working at the Trust and across the rest of the North East on our dedicated medical recruitment website, Find Your Place in the North East and Cumbria. Although this website is aimed at junior doctors it contains a wealth of information that will help you discover Gateshead and the rest of the North East. www.nhsfindyourplace.co.uk
Our Vision places the patient at the centre of everything we do and provides a focus through which we deliver the best in safe, high quality care, underpinned by sound values and a strong commitment to collaborative working with both staff and stakeholders.

We seek to be the provider of first choice to local residents and those beyond the Gateshead boundaries, who value patient centred care.

We aim to build on our proven experience of providing services in the community to support the interface between hospital, home and self care, working closely with commissioners and local authorities, networking with other health and third sector providers, to ensure that people enter hospital only when they need to.

Whatever the role, we expect our staff to be dedicated to delivering excellent patient care, take pride in what they do, and work with colleagues to achieve outstanding results.
Our strategy

The Trust’s strategy is being refreshed through meaningful engagement from service line to Trust Board. The following five year objectives have been agreed and set out the Trust’s direction of travel. They reflect a continued focus on delivering good quality and patient-centred care, while addressing the need to ensure both clinical and financial sustainability.

Five year strategic objectives

1. To provide high quality, sustainable clinical services to our local population in new and innovative ways.

2. To develop new effective partnerships with organisations in health and social care to offer high quality, seamless care.

3. To optimise opportunities to extend our business reach in the delivery of high quality clinical care.

4. To deliver the proposed portfolio of services and quality of care within the agreed financial envelope.

You can read more about our strategy and the operational plan for 2016/17 on our website by clicking here.
Accolades and awards

The services provided by QE Gateshead have been officially rated as ‘good’ with ‘outstanding care’ by the national healthcare regulator. The Care Quality Commission (CQC) has published a comprehensive report into the services provided by the Trust and given them an overall rating of ‘good’ with ‘outstanding’ care. The latest inspection places the QE among the best hospitals in the country and builds on our long standing national reputation for providing high quality care.

The maternity unit at QE Gateshead has also been rated among the very best in the country by the CQC. New and expectant mothers across the region will be delighted to hear the maternity team described as “a highly committed, enthusiastic team, each sharing a passion and responsibility for delivering a high-quality service” by government inspectors. The CQC gave maternity services at Gateshead an ‘outstanding’ rating - the highest possible mark - based on a detailed hospital inspection and feedback from local people.

A&E care at QE Gateshead has been highlighted among the very best in the country after being named as one of the top three units in a major national awards scheme. The team at the Queen Elizabeth Hospital was one of the top three in the excellence in accident and emergency care award, part of the CHKS annual Top Hospitals programme awards 2015.

Our state-of-the-art NHS laboratory was officially opened by one of the country’s best known athletes in a ceremony at the Queen Elizabeth Hospital. The new £12m facility provides clinical testing to patients across Gateshead, Sunderland and South Tyneside, bringing world class technology to hospitals and GPs across the region.

The Ambulatory Care Team from QE Gateshead was presented with an award for ‘Project Team Resilience’ at the National Ambulatory Emergency Care Network (AEC) conference. Ambulatory Care is a concept that offers patients access to urgent diagnostics and medical review either on the same day (or via reviews) without the need for being directly admitted into hospital.

QE Gateshead has become the first NHS Trust in the country to achieve the new Investors in People Health and Wellbeing Good Practice Award. Developed in partnership with leading experts, high performing organisations and employees, the newly updated award reflects the very latest workplace trends with physical wellbeing, psychological wellbeing and social wellbeing at its heart. The Award explores how well an organisation is looking after and supporting the health and well-being of employees in those three key areas, and demonstrates an organisation’s commitment to realising the potential of all their employees for high performance.

In December 2015 QE Gateshead was named as the Best Small team at a national communications and marketing awards ceremony. The award recognises work across the public sector, with an emphasis on excellence in social media and digital communications. Our communications were also highly commended by the Association of Healthcare Communications and Marketing Awards in November.
Quality and performance

Against the backdrop of the many challenges facing health and social care, both nationally and at a local level, sustaining high quality and safe care remains central to our values and our approach to service delivery on a daily basis.

Our staff are to be commended for their continuing dedication, commitment and passion to provide and continuously improve the care we deliver to patients and their families. This can be seen from the recent CQC inspection to the Trust in which we were graded ‘good’ with ‘outstanding’ care.

Feedback from our patients shows us that the Trust continues to provide a positive patient experience with an average of 97% of inpatients saying that they would definitely recommend the hospital to friends and family. 83% of patients that completed the 2015 NHS inpatient survey would rate the care provided at 7/10 or above (Picker Institute, 2015) and 97% of inpatients in our local Trust survey say that our staff are caring and compassionate.

A new Patient Experience and Information Centre has recently opened so staff working in the centre will be able to give “on the spot” help and advice to patients, relatives and carers.

We have regularly monitored our improvement plans during 2015/16 through our Patient, Quality, Risk and Safety Committee and the Trust Board. In addition to the examples detailed above, the Quality Account for 2015/16 reflects the excellent progress we have made against our priorities for the year:

- Increased numbers of patients using their own drugs;
- 50% reduction in the number of stillbirths and neonatal deaths;
- Implementation of the ‘ThinkSAFE’ project; and
- Reductions in reported Mortality rates.

While we have made significant progress in key areas over the past year we are not complacent and recognise that we can always do better. We will therefore continue to develop our focus on improved quality through the implementation of our SafeCare Strategy 2014/17 that sets out how we will continue to deliver improvements over the next year, alongside our six key priorities reflected in our Quality Account for 2016/17:

Clinical Effectiveness

- Continue to reduce avoidable hospital deaths focusing on the timely recognition and management of sepsis; and
- Continue to review and embed learning from the Saving Babies Lives Campaign.

Patient Safety

- Improve patient safety by reducing medication errors;
- Continue to implement the ‘ThinkSAFE’ project within the Trust; and
• Continue to reduce harm from falls occurring in hospital.

**Patient Experience**

• Using information from complaints to improve the patient (and family and carers) experience of our services.

**Further reading**

You can find out much more detailed information about the Trust by reading our Annual Report or the Annual report summary, both of which can be downloaded from our website. There’s also a wealth of information right across our website and the social media channels that we use including Linkedin, Facebook and Twitter.

**Applying for employment**

Each year the Trust receives many thousands of job applications, and sometimes the information provided is of a poor quality or does not give us the information we need. The Trust has therefore developed guidelines to support people who are considering applying for employment.

Please refer to the guidelines on the NHS Jobs website before submitting your application form. The information you provide us with will be used to decide whether or not to invite you for interview. The guidelines also provide additional information about the recruitment process, and working in the NHS.

Thank you for your interest in QE Gateshead and good luck with your application.