

2022



East and North
Hertfordshire
NHS Trust

Our Trust:

Key achievements and ambitions



A message from our chief executive



Since joining the Trust in January 2022, I've been impressed every day by the commitment of our staff to deliver the best possible services for our patients and our community.

We have been revisiting and testing our values with this in mind, and setting out objectives for the year. Many are about restoring and increasing our services – treating those who have been waiting – and supporting our people, who carry with them experiences of the last two years.

We know that the challenges ahead are massive and, in many respects, bigger than the pandemic. But the optimism and excellence of our staff – together with continued collaboration between our healthcare partners – will help us to achieve these goals and our vision: to be trusted to provide consistently outstanding care and exemplary service.

**Adam Sewell-Jones, Chief Executive
East and North Hertfordshire NHS Trust**



Hertford County Hospital



Lister Hospital



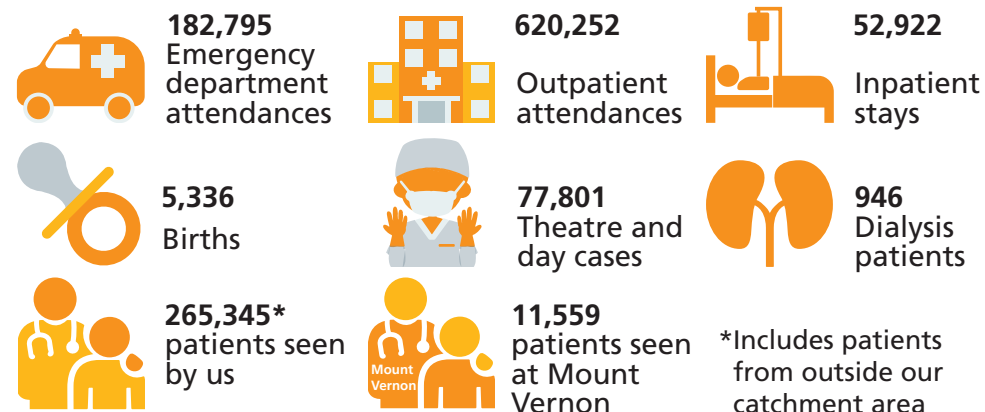
Mount Vernon Cancer Centre



New QEII Hospital

Our year in numbers

Our activity (2021-2022)




Demographics


492,700 Population in our core catchment area (2021)


513,600 Population in our core catchment area by 2030

4.2% Population growth to 2030

16,907 New houses by 2030

 Life expectancy: 84.2 for women, 80.7 years for men

 The number of people aged 65+ years will increase by 25% by 2030

 The number of people aged 0-14 years will decrease by 5% by 2030


Health

 1.4 in 5 people have a long-term condition

9.7% of people with a long-term condition have 5+ comorbidities

10% of people aged 18+ were smokers (2019-20)

59.5% of people aged 18+ were overweight or obese (2019-20)

 Disease prevalence is expected to grow, particularly for diabetes and chronic kidney disease

Key achievements

Our community diagnostic centre

Between April and August 2022, the New QEII Hospital Community Diagnostic Centre in Welwyn Garden City has undertaken an additional 3,500 examinations for a range of diagnostic tests – such as X-rays and scans.



Nursing and midwifery excellence

In July 2022, we became the second NHS trust in the UK to join an internationally-recognised programme for nursing and midwifery excellence.

Pathway to Excellence® accreditation demonstrates that we are creating an environment where nurses and midwives feel valued and supported – and that we are nurturing a culture where staff are motivated to do their best every day in caring for patients and each other.



Our third robot

We continue to invest in robotic technology and, in August 2022, one of our gynaecology surgeons carried out our first operation using our third robot – Versius.

The Trust was one of the early adopters of robotic surgery, beginning in 2008, and now has three robots used across four specialties – colorectal; ear, nose and throat; gynaecology and urology.

Benefits to our patients of robotic surgery include less pain, quicker recovery times and improved outcomes due to the efficiency of the robotic equipment our skilled surgeons use.



Cancer performance

Cancer performance was sustained over the course of 2021-22 where we met the national target for 62-day urgent referral to treatment, and our performance against this standard remains one of the best regionally and nationally.

Our strategy refresh

During 2021-22, the Trust has undertaken an extensive refresh of its strategy, including a bottom-up review of service ambitions and a strategic review of the Trust's vision, mission and strategic themes and objectives – some of which are displayed here.

Mission:
Providing high-quality, compassionate care for our communities



Quality: Consistently deliver quality standards, targeting health inequalities and involving patients in their care.



Thriving people: Support our people to thrive by recruiting and retaining the best, and creating an environment of learning, autonomy, and accountability.



Seamless services: Deliver seamless care for patients through effective collaboration and co-ordination of services within the Trust and with our partners.



Continuous improvement: Continuously improve services by adopting good practice, maximising efficiency and productivity, and exploiting transformation opportunities.

Vision:
To be trusted to provide consistently outstanding care and exemplary service

Working with our health and care partners

The Trust is part of the Hertfordshire and West Essex Integrated Care System, actively collaborating with colleagues in other health and care organisations.

This includes the Hospital at Home service, where we are working alongside Hertfordshire Community NHS Trust and GPs to support people to be cared for safely at home.

Howard's Hospital at Home story

One beneficiary has been Howard, who lives on his own in a Hitchin retirement complex. Howard is a very active 96-year-old, but has a number of health conditions.

Howard, who was having increasing abdominal pain, was able to avoid a trip to Lister's emergency department thanks to a referral to Hospital at Home.

A nurse visited Howard at his home to insert a catheter and a team of doctors and nurses were able to monitor his blood pressure and temperature remotely, and adjust his medication accordingly.

"I have spent two periods of time in hospital before, which took me a long time to regain my strength and independence.

"Hospital at Home enabled me to stay at home and I have recovered so much more quickly. I was back doing my own shopping after a week."



Investing in our hospitals

We continue to invest in our hospitals – from improvements to our emergency department at our 566-bed Lister Hospital, to building a dedicated kidney centre for those with kidney disease – and have spent more than £37million on capital investments in the last financial year (2021-22).

Procedure rooms at Lister and New QEII (£3.2million)

Three new procedure rooms to create extra space for simple operations, helping treat more patients waiting for elective surgery.

Transforming our Lister emergency department (£18million)

Completion of a new ambulance handover and triage area (below) so patients can be assessed more quickly, with an expanded children's emergency department and refurbished same day emergency care department to open in autumn 2022.



Chiltern Kidney Centre (£4.5million)

Relocation of our Luton Renal Unit to a purpose-built facility in Houghton Regis, helping us care for the increasing numbers of patients in Hertfordshire and Bedfordshire needing support for chronic kidney disease.

Investing in digital technology (£6.2million)

New digital systems for our maternity, ophthalmology (eye care) and theatre teams, as well as more than 2,500 new mobile devices and equipment to improve efficiency and clinical decision making.

Sustainability

We have published our Green Plan which sets out our aims, objectives and delivery plans for sustainability across the Trust. You can read the plan by scanning the QR code or going to our website – www.enherts-tr.nhs.uk/about/trust/sustainability



Thanking our staff

Our amazing staff are at the heart of everything we do. From administrative managers and anaesthesia associates to vascular surgeons and virologists – our people are responsible for carrying out hundreds of different NHS roles, across both clinical and non-clinical settings.

In July 2022 – to coincide with the 74th birthday of the NHS and as a small token of the Trust's appreciation – we hosted a Big Thank You Week for our 6,500 staff.

The week featured a series of events, lunches and treats – all funded from kind donations to our East and North Hertfordshire Hospitals' Charity.

It was also an opportunity to host our 2022 Staff Awards, the first awards night the Trust has been able to hold since the pandemic began.

The 'Time to Shine' ceremony was an opportunity to celebrate the incredible achievements of colleagues – with some photos from the night included in the collage below.



Tell us what you think!

We want to hear from our patients, their relatives and carers about their experiences to help ensure we provide consistently outstanding care and exemplary service.

If a member of staff has gone above and beyond – please get in touch. Equally, if we have areas we can improve on, please let us know.

After welcoming twins Leo and Lucas Banbury to the world on Christmas Day 2021, new parents Samantha Smith and Dale Banbury from Stevenage said:

“The neonatal intensive care unit nurses are absolutely amazing. They’ve been so helpful in helping us figure stuff out, especially my partner who had never held a baby that small before. We couldn’t have asked for more.”

Tell us about your experiences by emailing patientexperience.enh-tr@nhs.net



The information provided within this booklet was correct at time of printing in September 2022.

All photography in this booklet was taken in accordance to government Covid-19 pandemic regulations at the time, or prior to the pandemic.

#ProudToBeENHT