A Snapshot

OF WHO WE ARE AND WHAT WE DO
WE ARE
TEAM OUH

And our core values are:

- Respect
- Excellence
- Delivery
- Compassion
- Learning
- Improvement
WELCOME to this brief overview of Oxford University Hospitals

We are one of the largest NHS teaching trusts in the UK with a national and international reputation for the excellence of our services and our role in education and research.

Our Trust consists of four hospitals – the John Radcliffe Hospital, Churchill Hospital and Nuffield Orthopaedic Centre, all located in Oxford, and Horton General Hospital in Banbury.

Most services are provided in our hospitals, but over 6% are delivered from 44 other locations.

These include outpatient clinics in community settings and satellite services in a number of surrounding hospitals such as:

- a satellite surgical centre at Milton Keynes University Hospital
- renal dialysis units at Stoke Mandeville Hospital and at the Great Western Hospital in Swindon.

We deliver services from community hospitals in Oxfordshire, including midwifery-led units. We are also responsible for a number of screening programmes, including those for bowel cancer, breast cancer, eye illnesses associated with diabetes, cervical cancer and chlamydia.

PICTURED OPPOSITE: Staff from our vascular surgery ward on Ward 6A, level 6 of the John Radcliffe Hospital.
ABOUT US

We offer a wide range of local and specialist services, including:

- Emergency Departments
- Cancer
- Cardiac services
- Critical care
- General and specialist surgery
- Infectious diseases and blood disorders
- Maternity, obstetrics and gynaecology
- Neurosurgery and maxillofacial surgery
- Newborn care
- Renal and transplant
- Trauma and orthopaedics

During 2018/19 we provided 1.4 million patient contacts

We aim to provide excellent care with compassion and respect
We also provided:

- **105,190** planned admissions
- **80,491** unplanned and emergency admissions
- **142,889** Emergency Department attendances
- **1.2 million** meals for inpatients

…and delivered **7,585** babies!

At the end of 2018/19, at OUH there were:

- **1,185** beds, including **157** for children
- **60** wards
- **48** operating theatres
- **11,836** staff

Our turnover in 2018/19 was **£1.073 billion**
Brand new X-ray equipment at the Horton

State-of-the-art X-ray equipment in our Emergency Department at the Horton has been up and running since early this year, and the surrounding room has had a complete renovation.

The state-of-the-art equipment has improved image quality and reduced patient radiation dosage in comparison with the previous equipment. The new equipment can also automatically move itself between lying and standing patient positions – reducing the risks to staff from moving and handling the X-ray equipment manually around the room.

It makes life easier for patients, too – the wireless digital plates used to record images can be moved around the room, so patients can be scanned on trolleys where necessary.

This reduces the need to use a computed radiography system or to move immobilised patients on to the X-ray examination couch.

CHANGING THINGS FOR THE BETTER

Dr Bruno Holthof, our Chief Executive Officer, cuts the ribbon on our new X-ray machine with North Oxfordshire MP Victoria Prentis.
How we prepared for winter

Winter is a difficult time for hospitals up and down the country – a combination of flu season, increased risk of slips and falls, and the cold weather causing trouble for people with respiratory problems, adds up to increased demands on the health service.

Last year, we led the way nationally and joined up with our health and social care colleagues to create a central Winter Team to best manage the demands of the season.

The Winter Team ensured all health and care professionals in the county (including social services, GPs, hospitals, ambulance services, mental health services and charities) worked together to deliver better, responsive and more joined-up services.

By working together, we could make sure all the relevant measures were in place to care for people closer to home and in the community, rather than just in hospital.

“2018/19 was a year of exciting developments across the Trust.”
A home from home for families

Earlier this year, we started construction work on the Ronald McDonald House extension.

The 62-bedroom building will provide free accommodation for families with seriously ill children in the John Radcliffe Hospital.

Sometimes, the best medical care isn’t close to home, so families and children have to travel for specialist treatment. The new building will be open to families with children having treatment at Oxford Children’s Hospital, as well as Children’s Critical Care and the Newborn Care Unit at the John Radcliffe Hospital.

With an anticipated opening date of summer 2020, the new House will have 62 en-suite bedrooms and communal living facilities, including kitchens, lounges, playrooms, laundry rooms and a garden; making it a true ‘home away from home’ for many more families who would otherwise have to travel lengthy distances at a time of stress and anxiety. They can stay at the House as long as they need.

PICTURED RIGHT: Staff from our Trust with colleagues from Ronald McDonald House Charities, Oxford Hospitals Charity and footballer Martin Keown at the groundbreaking ceremony earlier this year.
Improved facilities for patients and staff

Late last year, we opened three newly refurbished areas thanks to £3.2m of funding from the Department of Health and Social Care.

Our new Assessment Area in the Emergency Department of the John Radcliffe Hospital and our refurbished Complex Medicine Unit wards both improved surroundings for our patients, and ultimately improved treatment.

The Assessment Area allows patients to be seen earlier (within half an hour of arrival) by senior clinicians to determine what tests or treatment they may need.

Our Complex Medicine Unit has been hugely improved, too. Oxford Hospitals Charity also gave £100,000 towards improvements to make the whole area more dementia-friendly.

Specialist painting schemes (colour contrasts in doorways and on handrails to help dementia patients) and artwork now help patients to orientate themselves better.

A big improvement was also the reconfiguration of the nurse bases, meaning nursing staff are now actually based right in the wards with patients.

Our Operations Centre (at the heart of our hospital) was also refurbished – we’re sure our staff will agree it’s a much more pleasant environment now!
OUR QUALITY PRIORITIES

1 Patient Safety

**Priority:** Reducing Never Events – particularly around safe surgery and procedures
**AIM:** Prevent Never Events, avoidable adverse events which should not happen if specific safety checks are consistently applied.

**Priority:** Launching the new version of the National Early Warning Score (NEWS2)
**AIM:** Standardise the assessment and treatment of acutely unwell patients through the Trustwide implementation of this alert system.

**Priority:** Patient Safety Response Teams
**AIM:** To be piloted first on the John Radcliffe Hospital site for 8-12 weeks and the impact evaluated before a potential Trustwide rollout. The team will review all moderate and above clinical harm incidents daily and, if required, visit clinical areas to support patients, relatives and staff.

**Priority:** Reducing stillbirths
**AIM:** Reduce stillbirths by 20% by 31 March 2020 by introducing the five elements in NHS England’s Saving Babies’ Lives Care Bundle.
Clinical Effectiveness

**PRIORITY:** Sepsis care – antibiotics within one hour

**AIM:** More than 90% of sepsis patients to receive antibiotics within one hour by 31 March 2020. Prompt treatment can reduce the duration and severity of subsequent illness.

**PRIORITY:** Reducing the number of ‘stranded’ patients

**AIM:** 16% reduction in the number of patients with an extended length of stay in hospital (more than 21 days) by 31 March 2020.

**PRIORITY:** Digital – rollout of the SurgiNet module in Cerner Millennium

**AIM:** To support best care for patients undergoing surgery and procedures.

Patient Experience

**PRIORITY:** Patient Portal to support better interaction with hospital services

**AIM:** A new, secure online system that will enable patients to access more healthcare information available via smartphone as well as online.

**PRIORITY:** Care of patients with mental health issues

**AIM:** Child and Adolescent Mental Health Services (CAMHS) and Emergency Department Psychiatric Service to see 100% of patients referred to them within one hour by 31 March 2020.

**PRIORITY:** Home Assessment Reablement Team (HART) services

**AIM:** By 31 March 2020, 60% of patients supported by HART after leaving hospital to be able to live independently at home.
RESEARCH AT OUR TRUST

Research Trials

Pioneering research at Oxford University Hospitals is tackling the major healthcare challenges of the 21st Century. The patients we serve benefit from discovery and innovation, but also play a vital role in making it happen.

The great news is that new figures show a significant increase in the number of people taking part in research with us over the past year.

Professor Meghana Pandit, Chief Medical Officer at our Trust, said: “We’re delighted to hear that there were more than 30,000 participants in research at our Trust in the past year.

“Our research covers a wide range of medical specialties and health conditions, which has helped ensure that so many Oxfordshire residents have been given the opportunity to take part.”

In 2018/19, we:

- recruited 32,285 participants to 534 National Institute for Health Research (NIHR)-supported studies at our hospitals
- ranked second in England for both the number of participants and research studies.
Say hello to Nick

One of the people who participated in research was 71-year-old Nick Dobson, from Oxford, whose eczema cleared up after he took part in a drug trial. He had the condition for more than 30 years before taking part in a research trial of a new drug, which has since been approved for routine use in the NHS.

Mr Dobson, a former university lecturer, welcomed the increase in the number of NHS research participants in Oxfordshire: “I’ve always volunteered for studies and it’s never occurred to me as something not to do. As this study was into something that affected me personally, if it worked, why wouldn’t I take part?”

“It feels fantastic not to have eczema now and to do the trial has been a joy.”

“The researchers have been very supportive and I’ve enjoyed the experience. The relief of not having to scratch and apply ointment was huge.”

Patients are encouraged to ask their doctor about research opportunities and search for studies seeking volunteers at:

www.bepartofresearch.uk
www.ouh.nhs.uk/research-volunteer
CELEBRATING OUR STAFF

As such a big employer in the area, we’re incredibly lucky to have so many wonderful people working for us.

From porters to paediatricians, from nursing assistants to neurologists, all of our staff play a vital role in delivering the most important aspect of what we do – excellent, compassionate patient care.

Take a look at just some of the achievements of our staff from the last year…

- Two of our staff were on Her Majesty’s birthday honours list for services to nursing. Karen Mitchell and Courtney Hughes were honoured for ‘services to nursing’ and ‘services to older and vulnerable people’ respectively.

- Our Hip Fracture Team at the Horton General Hospital was named as one of the top five in the country for the sixth year running. They reached all eight of their best practice targets in nearly 90% of patients, while the average nationally is 57%. The report also highlighted that the Horton General Hospital has some of the lowest mortality figures in the country for patients with hip fractures.

- Our Integrated Psychological Medicine Service team won a prestigious Psychiatric Team of the Year award at the Royal College of Psychiatrists Awards. The team was praised for delivering a pioneering way of providing psychiatric and psychological care to people who are physically ill. The judges said: “The Oxford University Hospitals NHS Foundation Trust Integrated Psychological Medicine Service Team is a unique and innovative service that breaks down the barrier between the mind and the body.”
Dealing with 29,113 helpdesk calls, handling 14.6 million pieces of laundry, and maintaining 73.8 hectares of land last year are just some of the reasons why our Estates and Facilities team is an award-winner. The team beat fierce competition last year to win the 2018 Institute of Healthcare Engineering and Estate Management (IHEEM) Award for Estates Team of the Year.

Nurses throughout the year have received prestigious DAISY Foundation awards. The scheme allows patients, their families, and colleagues to nominate a registered nurse or midwife who has made a real difference by going above and beyond to deliver outstanding clinical care to their patients.

Since its launch, 10 of our staff have received awards, often with highly moving nominations from patients under their care. Our Chief Nursing Officer Sam Foster said: “We have had a wonderful response since we launched our DAISY Awards last year, and have received many inspiring nominations from staff and patients.

“It has been an honour to hand out these awards to such deserving staff who have gone above and beyond to deliver skilful and compassionate care across our hospitals.”

We also host our Staff Recognition Awards annually to thank our staff for the wonderful work they do.

PICTURED ABOVE: Congratulations to our Hip Fracture team, Daisy Award winners, Estates and Facilities Team, Courtney Hughes and Karen Mitchell.
Your local NHS Foundation Trust hosts over 300 different job roles across its four hospitals in Oxford and Banbury. This means we can offer an impressive range of meaningful career opportunities for candidates with the right skills and values, including an exciting selection of administration and clerical support roles, and apprenticeships.

With dozens of job opportunities to discover (from brain surgeons to tree surgeons!), now’s the perfect time to consider a future with us.

jobs.ouh.nhs.uk