

## Transformation & Improvement

### Welcome to our first E-Bulletin!

Our aim is to let you know about the good work and success that we have achieved as an organisation.

By the year 2020 the population in Dartford, Gravesham and Swanley will have increased considerably due to new housing developments in Dartford and Ebbsfleet, including the launch of the London Paramount Theme Park. These new developments to the local area will put a significant pressure on the Trusts services. The THiNK 2020 programme will reflect the overall vision of the Trust regarding the delivery of high quality care for all our patients and securing the long term financial future of the Trust.

The THiNK 2020 programme aims to:

- Ensure the forecasted demand on our services aligns with the plans to manage our capacity and the clinical strategy for the next 5 years (2020).
- Explore innovative ways to improve the services we offer to our patients.
- Reduce the average length of stay for patients, and where possible, avoid unnecessary admissions.
- Develop integrated pathways, so patients can be seen and treated in the community, whilst having access to specialist advice from us.
- Help us to become more efficient and improve the way we use our resources.

### Lean Workshops

Please come and take part in the next Lean Workshop on 19 October 2016 to look at ways departments, teams and individuals can work LEAN, which will help save time, money and improve working environments.



### Clutter! Broken Items! Gone! Lean & Clean Week

All unwanted items, that were broken or not being used, were removed in June 2016. This resulted in financial savings for Procurement and an improvement in safety and infection control measures for patients and staff.



### No More Data Breaches! Goodbye to Faxes!

95% of fax machines have now been disabled and removed from the Trust. We no longer use faxes for internal or external transmissions. This has helped prevent data breaches.



### Huge Success in Infection Control!!

The Clean Happy Campaign raised awareness of infection control across the Trust through roadshows and newsletters. The Campaign also helped with our CQC inspection that resulted in the Trust receiving positive feedback from the CQC.



### Great Achievement for Nurse Led Discharges!

Rowan and Juniper wards have had 2 beds free each day by 10:30am!! This was due to the Surgical Team trialling nurse led discharge for non-complex colorectal patients on these wards. There are now plans to roll this out for other types of operations.

If you would like to know more information, please contact the Service Improvement Team on X4719 or come and visit us on Level 4.

### Better Patient Experience! Surgical Assessment Team (SATNAV)

The Bridging Teams have been brought back to work in the hospital and formed the new SATNAV Team which works from ACU.

The new service was implemented at the beginning of July. SATNAV will contribute towards reduction in length of stay, improvement in patient flow from A&E Minors and a better patient experience.

### Massive Improvement in A&E!

There has been a huge improvement in patient flow from Minors and the eradication of ambulance handover financial penalties due to the implementation of a transformation programme which has resulted in a calmer & safer Department.