

The BHT year: Our highlights from 2015-16

- We moved with **pace** and **ambition** towards our goal of becoming one of the safest healthcare systems in the country.
- We developed a **new strategy** based around three priorities – *quality, people and money*.
- We will deliver our strategy **the BHT way**: empowering our patients, engaging our communities and enabling our staff.

Who we are



Employ over
5,900 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

Looking after you

600,000
contacts in the community

400,000
outpatient appointments

120,000 urgent care cases

50,000 planned admissions

Proud to be BHT because...

- 1** Shown pace in our quality improvements and increased patient satisfaction
- 2** Established a new relationship with staff and taken significant steps in developing our culture
- 3** Determined a transformation strategy to make us sustainable and one of the safest healthcare systems in the country

Recognising our success

Over 16 awards received including:

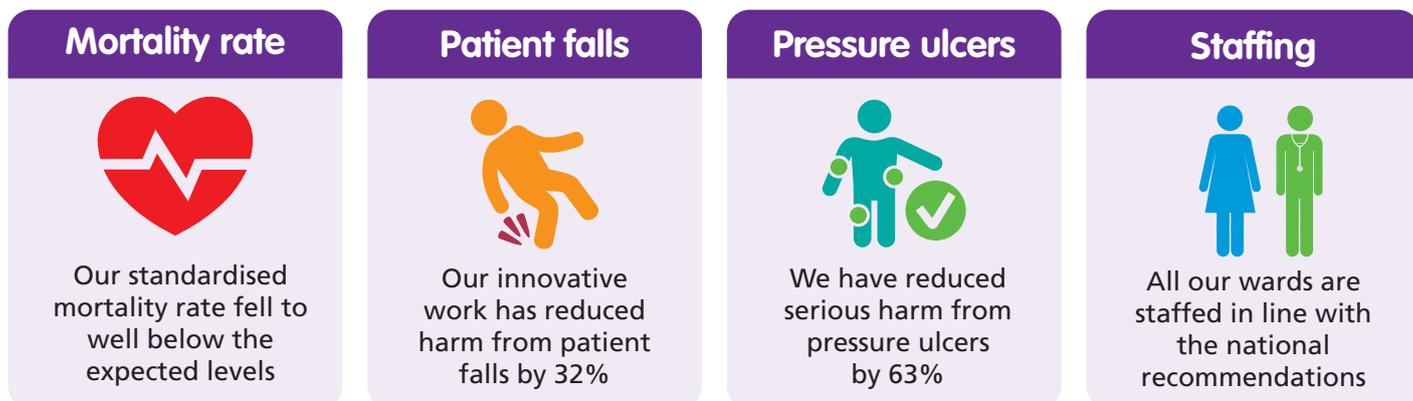
- **Macmillan quality environmental mark** for cancer care
- Royal Pharmaceutical Society **pharmacist of the year**
- Ranked as a **top hospitals** by CHKS
- **Four awards** at Spinal Injuries Association Awards
- Won **NHS patient champion of the year** and **NHS innovator of the year** at the regional NHS national leadership awards



Quality in 2015-16

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

Highlights:



Meeting national standards

National standard	Our performance
95% of patients in A&E are seen and discharged, or admitted, within 4 hours	93.2%
92% of patients wait less than 18 weeks from GP referral to treatment	92%
No patients wait more than 52 weeks from referral to treatment	1 patient
93% of patients are seen within two weeks of an urgent cancer referral	95.1%
Less than 1% of patients wait more than 6 weeks for a diagnostic test	0.1%
All cancelled operations are re-booked within 28 days	100%
No urgent operations are cancelled twice	0

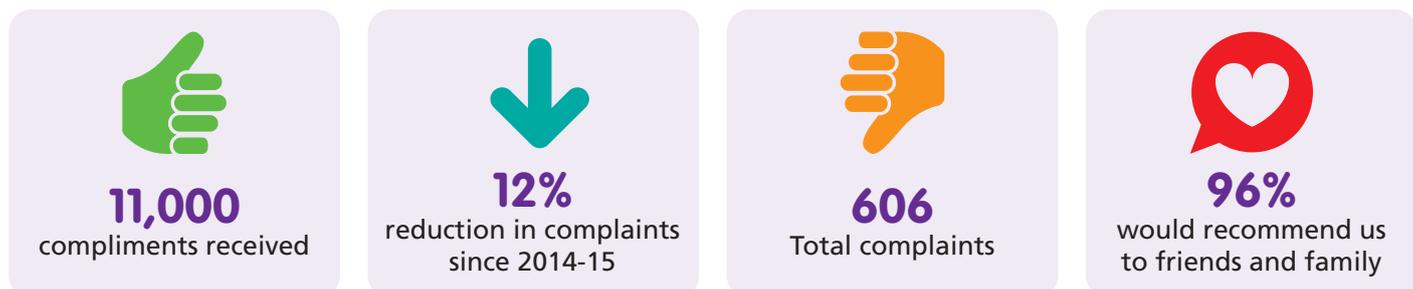
Working in partnership with our stakeholders

Engaging with stakeholders and those who use our services is central to *the BHT way*. In 2015-16 we have:

- Participated in a wide range of council, community and charity group meetings
- Sent our e-bulletin, BHT Connect, to over 600 stakeholders
- Engaged and involved over 550 patients and carers in developing services including end of life care, enhanced recovery and sexual health

Complaints and compliments

Listening to peoples' experiences of their care and treatment helps us to understand where we need to improve and where we get things right.



You can share your experience with us at www.buckshealthcare.nhs.uk/feedback and find out what we've done as a result of your comments.

People in 2015-16

Our staff

We know that our staff are vital to providing great patient care. Trusts with high staff engagement have the best patient outcomes. We have spent time this year establishing a new relationship with our staff to build morale and empower them to make improvements in the way they deliver care.



1000 people joined us in 2015-16



Our staff come from **84** countries and most live in Buckinghamshire

Our values

This year we developed new values and behaviours with our staff and patients

We CARE:



Collaborate
together as a team



Aspire
to be the best



Respect

everyone, valuing each person as an individual



Enable

people to take responsibility

Staff survey results

The staff survey is a helpful barometer of how staff feel about working at the Trust over 3,000 took part last year. 60% of scores were below average in 2014. In 2015 we were above average in 65% of scores.

Key area	BHT 2015-16 results	2015-16 national average	BHT 2014-15 results
Staff response rate	52%	41%	44%
Staff engagement score (score out of 5)	3.76	3.79	3.60 (worst 20%)
Staff receiving support from immediate managers (score out of 5)	3.71	3.72	3.53 (worst 20%)
Staff reporting good communication between management and staff	27%	30%	22% (worst 20%)
Staff who agree they would feel secure raising concerns about unsafe clinical practice (score out of 5)	3.55	3.64	3.42 (worst 20%)

Money in 2015-16



Our income was **£370m**

We delivered cost improvement programme of £18m

We ended the year with a £10.8m deficit

The main reasons for this deficit are:

- Staff costs – particularly ensuring safe staffing levels and the cost of agency staff
- An ongoing increasing demand for services
- A gap between what we earn and spend on community services
- Meeting our private finance initiative costs

the **BHT** way

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:



Patients empowered to
manage their own health
and care

People

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

Inspirational leaders
developing strong
teams



Money

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



Improved productivity
to ensure spending
stays within the income
we receive

Joined up working
between hospital,
community, GP, social
care and voluntary
sector



Attracting and
retaining high calibre
and engaged people

IT-enabled 'paperless'
organisation



Patient outcomes and
experience amongst
the best in the country

Teams enabled to
innovate and develop
their services



Specialist services at the
forefront of research
and innovation

Recognised nationally
as a high performing
organisation



Pioneering new ways of
working across sites, services
and organisations

Health and care hubs
supporting more people
in their communities



Working in partnership