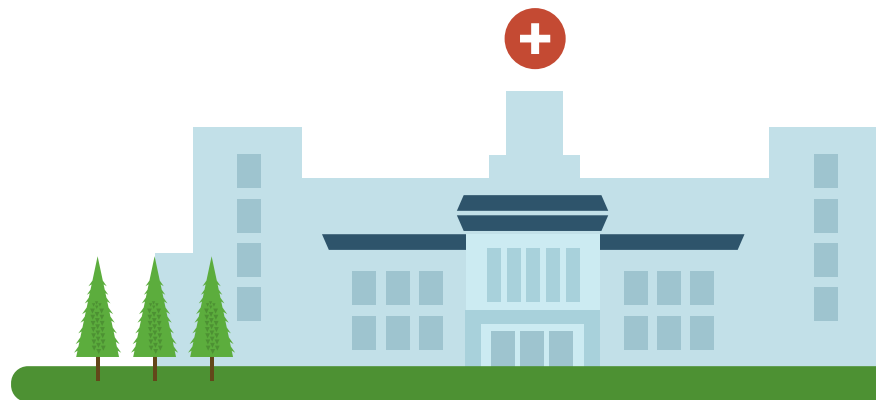


Investing *in a* high quality *healthcare environment*



A message from the Chief Executive, Daniel Elkeles



At Epsom and St Helier hospitals, we are proud to offer safe and effective care to the people who need our services. We have low mortality rates, excellent A&E waiting times and receive very positive feedback from our patients.

However, we face significant challenges now and over the next 10 years, including delivering further improvements to the way we care for our patients. We know that the poor quality of our buildings is restricting the quality of care we can deliver, affecting patient experience and contributing to infection rates that are not as good as they should be – older buildings make it more difficult to maintain a hygienic environment and isolate patients when necessary.

We strongly believe our patients, staff and communities deserve buildings that can deliver modern healthcare; numerous previous service reviews have made it hard to achieve this.

For this reason, working with our clinical commissioning groups in Sutton and Surrey Downs, we have jointly funded an in-depth report to show us what can be done and what needs to be improved. We have taken the results of this assessment and compared them with examples of excellent, newly built NHS hospitals to show what is possible with 21st century healthcare buildings.

Since we published the report on our website and discussed it at our board meeting in June 2015, we have been asking for feedback to help us ensure that we develop hospital buildings and facilities which meet the needs of local people well into the future.

We have taken feedback from local council scrutiny committees, members of the public through an online survey,

people who attended the St Helier League of Friends annual general meeting and our staff. We have emailed 300 of our Patient First members - local residents and people interested in our hospitals - to ask their views and we are working with local Healthwatch organisations to get further feedback from local people on what they want from hospital buildings.

In addition to this, we will be holding two open days at St Helier Hospital and Epsom Hospital. These will be an opportunity for members of the public to visit the trust, see our buildings and estate and understand the issues we currently face.

The open days will take place on **Thursday 17 September, 7am to 9pm, at St Helier Hospital** and **Wednesday 23 September, 7am to 9pm, at Epsom Hospital**. If you would like to attend then please book in advance as we will be running tours at specific times throughout the day. You can book by contacting the Communications Team on **020 8296 4996** or emailing **communications@esth.nhs.uk**. So we can book you on a tour, please tell us whether you would like to visit St Helier Hospital, Epsom Hospital, or both, and the best time of the day for you to come.

I would like to thank everyone who has been involved to date – it is absolutely clear that our hospitals mean a great deal to our local communities. This is why we want to ensure that we have modern buildings and facilities in which we can deliver the very best care 24 hours a day, seven days a week.

If you haven't had your say yet, please complete the form attached, visit **epsom-sthelier.nhs.uk/estates-review** or come along to one of our open days or events.

You can also follow our progress on our website **www.epsom-sthelier.nhs.uk** or **Twitter @epsom_sthelier**

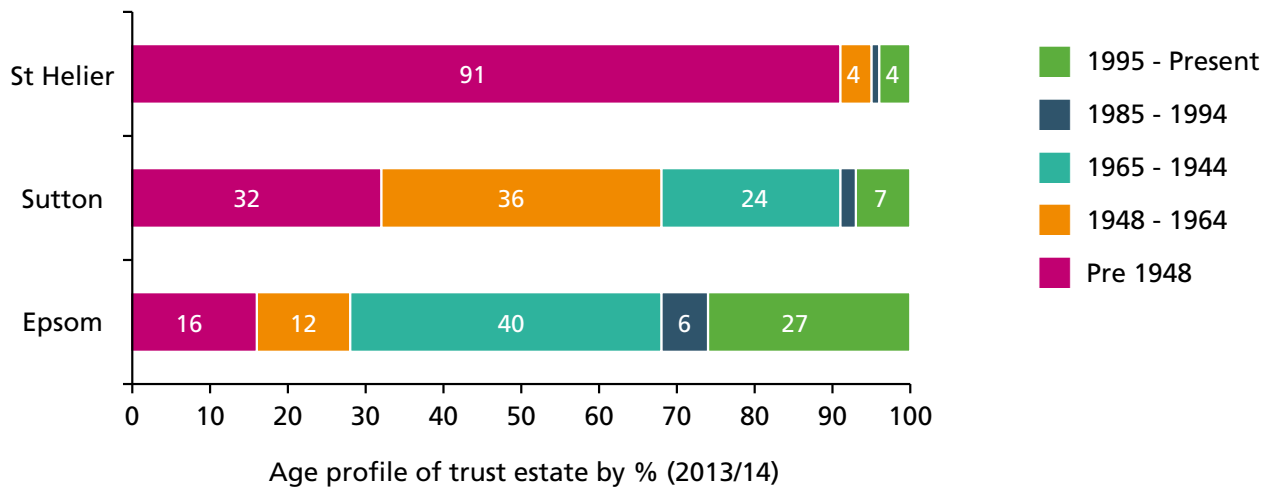
Thank you for your time

Daniel Elkeles
Chief Executive

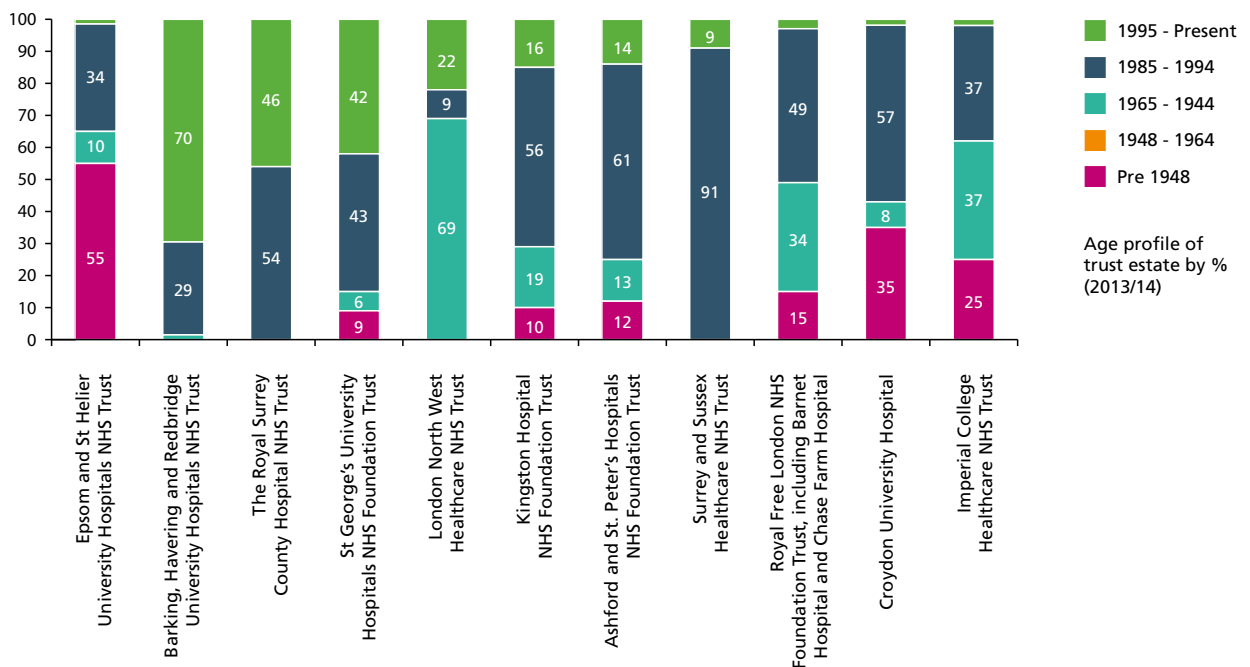
Our estate - report findings

These charts give a good snapshot of the age and usability of our buildings, as well as how they compare to other local hospitals.

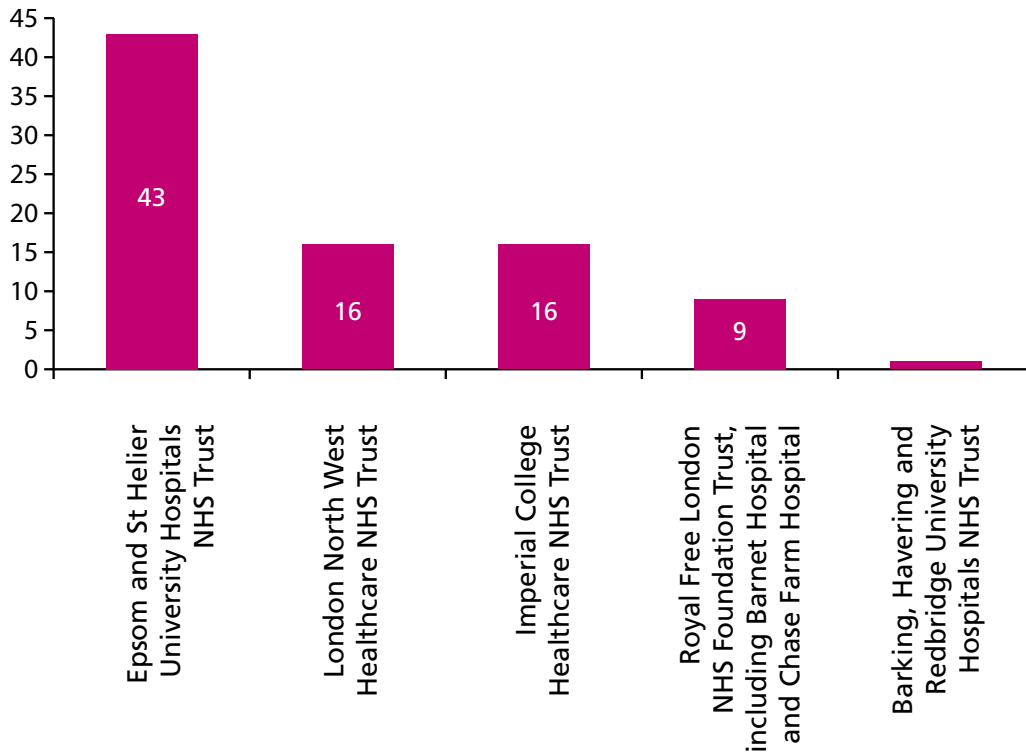
The chart below shows the age of our buildings by hospital site.



The chart below shows the age of our buildings compared to other similar trusts. As you can see our buildings are significantly older, with more than half built before World War II.



Occupied floor area defined as 'functionally unsuitable' (2013/14)



As you can see from the chart above, our buildings are also less suitable for healthcare delivery than our peers, with 43% of our occupied floor area not fit for purpose.

Functional suitability is an assessment of how well buildings function and takes into account things like:

- Internal space (ease of observation of patients by staff, single sex accommodation and security)
- Support facilities (adequate toilets and bathrooms, storage, seating and waiting space)
- Location (whether clinical departments are well located relative to one another and access via lifts and outdoor areas).

A copy of the full report is available online at [epson-sthelier.nhs.uk/estates-review](https://www.epson-sthelier.nhs.uk/estates-review). If you do not have internet access and would like a copy of the 41-page report, please contact our Communications Team on **020 8296 4996** or email communications@esth.nhs.uk



What our senior team have to say



**Dr Ruth Charlton -
Deputy Chief Executive
and Joint Medical Director**

"It's evident to anyone who's visited or been a patient in hospital that the environment plays a really important role in healing. The environment in its wider sense and the layout, the sound that you experience as a hospital patient, the view you have, all of these are shown to have an impact on your recovery time, the speediness with which you recover and the effectiveness of the treatment. We are hindered in many of our wards areas by the physical environment that we offer our patients and this may be having an adverse impact on their recovery period which is an important consideration when we look at the future of our buildings."



**Jackie Sullivan -
Chief Operating Officer**

"We know that because of the way our hospitals are laid out at the moment, our porters end up taking patients on quite inefficient and long routes around our sites. We also know that if we had better laid out wards and departments we could probably reduce our £5 million cleaning budget by 20%. An interesting statistic: most hospitals plan to spend 75% of their time fixing things before they break (planned maintenance), and 25% of their time fixing things that have broken. We spend our time the other way around - 75% fixing things and only 25% preventing them from breaking."



**Dr James Marsh -
Joint Medical Director
and Renal Consultant**

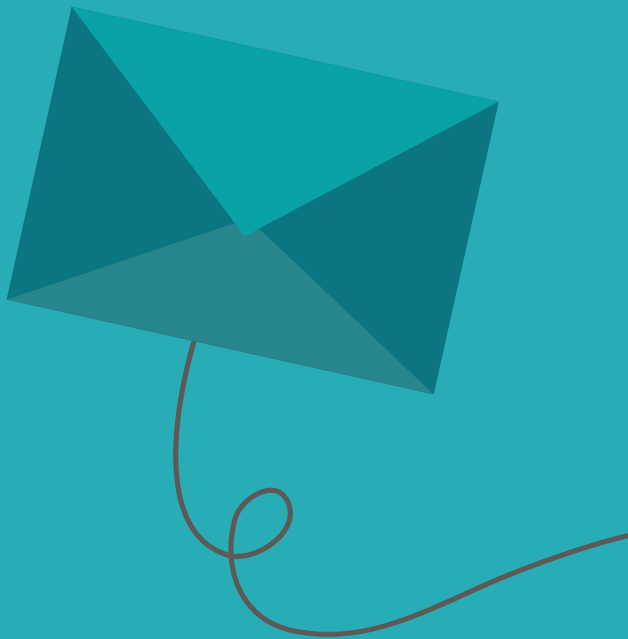
"Our Renal Unit is located behind our main hospital building at St Helier Hospital and is made up of a series of temporary buildings. It is connected to the main hospital through an underground corridor. If a patient in the unit needs a test or investigation, like an x-ray, they have to take a single lift and navigate through underground corridors to get to our main hospital building. Our lifts are relatively old and so break down quite often. When this happens the only way that our patients can access simple tests, procedures, operations is through us employing an ambulance – a two-man crew, at considerable expense, to drive them the 30 yards to the main hospital building. This is not offering the best care to our patients or the right experience, and is clearly a waste of money."



**Charlotte Hall -
Chief Nurse**

"We know that our patients are getting older, frailer and are far more dependent on acute services than they were 10 to 20 years ago. So when they come in they are far more concerned with falling – understandably. Our nurses are finding it increasingly difficult to observe them because they cannot always see them from where they are – they walk around and circle the wards all the time, but it's very hard to have good visibility of our sicker patients. Our patients' biggest concern is the worry of falling – and we know the research says if you can see a nurse you are less likely to worry about it. The other concern we have is that we don't have enough side rooms and that is hindering how we manage our infections."

Your views



We want to know what you think and have developed a short questionnaire to get your views.

You can complete this questionnaire online at epsom-sthelier.nhs.uk/estates-review or fill in the following form and return it to a member of staff, put it in one of the Friends and Family Test boxes around our hospitals or send it to:

**Communications
Epsom and St Helier University
Hospitals NHS Trust
4th floor Ferguson House
St Helier Hospital
Wrythe Lane
Carshalton
Surrey SM5 1AA**

Please send the completed form back to us by 30 September 2015.

**It would be really helpful to know a little bit about you.
All of your personal information will remain confidential.**

Your first name:

.....

Your surname:

.....

Email address:

.....

Phone number:

.....

Address:

.....

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Postcode:

.....

- Please tick this box if you would like to receive further updates about this and other work happening at the trust.



We know that (and many of the people we have spoken to have commented that) different people at different times want something different from their hospital buildings and facilities, for example what is important to you when you or your loved one is acutely unwell is very likely to be different to what you need when you come for a planned operation. To help us to ensure we consider these differences, please answer the following questions.

For each one of the following please tell us the three things that would be most important to you about hospital buildings and facilities in each of these situations.

3 If you or a member of your family is acutely ill and are coming to the hospital in an ambulance, what is important to you about the hospital's buildings and facilities? Please select up to three.

- High quality care (excellent patient outcomes 24 hours a day, 7 days a week)
- Infection-free care (wards that are easy to clean and beds are not close together)
- Accessibility for everyone – with enough car parking and good local public transport
- Waiting times that are low and where it is easy to get an appointment or operation when I need one
- Buildings and facilities that do not waste energy or have a damaging effect on the environment
- Privacy, such as being able to offer everyone who would like a single en-suite room the ability to have one
- Value for money to the taxpayer with buildings that have low maintenance costs, and are affordable to the local NHS
- A welcoming and pleasant environment, which speeds up recovery and is a great place for staff to work

4 If you or a member of your family are coming for an outpatient appointment (when you are sent an appointment to come in the day to see a member of the clinical team), what is important to you about the hospital's buildings and facilities? Please select up to three.

- High quality care (excellent patient outcomes 24 hours a day, 7 days a week)
- Infection-free care (wards that are easy to clean and beds are not close together)
- Accessibility for everyone – with enough car parking and good local public transport
- Waiting times that are low and where it is easy to get an appointment or operation when I need one
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5 If you or a member of your family is coming into hospital for a planned operation such as a hip replacement, what is important to you about the hospital's buildings and facilities? Please select up to three.

- High quality care (excellent patient outcomes 24 hours a day, 7 days a week)
- Infection-free care (wards that are easy to clean and beds are not close together)
- Accessibility for everyone – with enough car parking and good local public transport
- Waiting times that are low and where it is easy to get an appointment or operation when I need one
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6 If you or a member of your family is recovering from an illness in hospital and likely to be in hospital for more than one week what is important to you about the hospital's buildings and facilities? Please select up to three.

- High quality care (excellent patient outcomes 24 hours a day, 7 days a week)
- Infection-free care (wards that are easy to clean and beds are not close together)
- Accessibility for everyone – with enough car parking and good local public transport
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- Value for money to the taxpayer with buildings that have low maintenance costs, and are affordable to the local NHS
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7 If you or a member of your family is having a baby, what is important to you about the hospital's buildings and facilities? Please select up to three.

- High quality care (excellent patient outcomes 24 hours a day, 7 days a week)
- Infection-free care (wards that are easy to clean and beds are not close together)
- Accessibility for everyone – with enough car parking and good local public transport
- Waiting times that are low and where it is easy to get an appointment or operation when I need one
- Buildings and facilities that do not waste energy or have a damaging effect on the environment
- Privacy, such as being able to offer everyone who would like a single en-suite room the ability to have one
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8 If you or a member of your family has a child who is sick, what is important to you about the hospital's buildings and facilities? Please select up to three.

- High quality care (excellent patient outcomes 24 hours a day, 7 days a week)
- Infection-free care (wards that are easy to clean and beds are not close together)
- Accessibility for everyone – with enough car parking and good local public transport
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