

Colchester Hospital University



NHS Foundation Trust

Our background

- ❑ Gained foundation trust status in 2008.
- ❑ It gives us more freedom to better address the needs of the population we serve.
- ❑ It enables members (patients, the public, our staff...) to have a greater say in how the Trust is run.

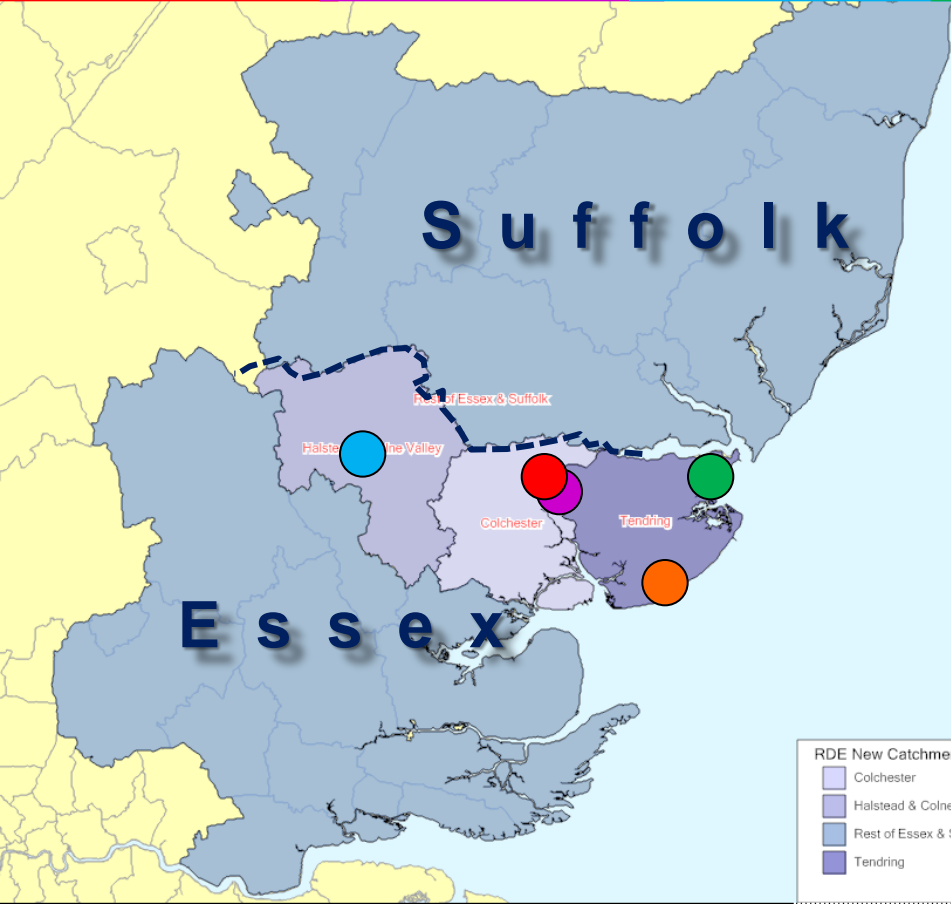
at our
best.

Our services

- ❑ Main **acute hospital** site is Colchester General Hospital.
- ❑ The Trust also owns Essex County Hospital in Colchester, with two wards for **oncology patients**.
- ❑ We provide a range of **consultant outpatient services** and **maternity services** from community hospitals in:
 - Halstead*
 - Harwich*
 - Clacton*

** not managed by our Trust*

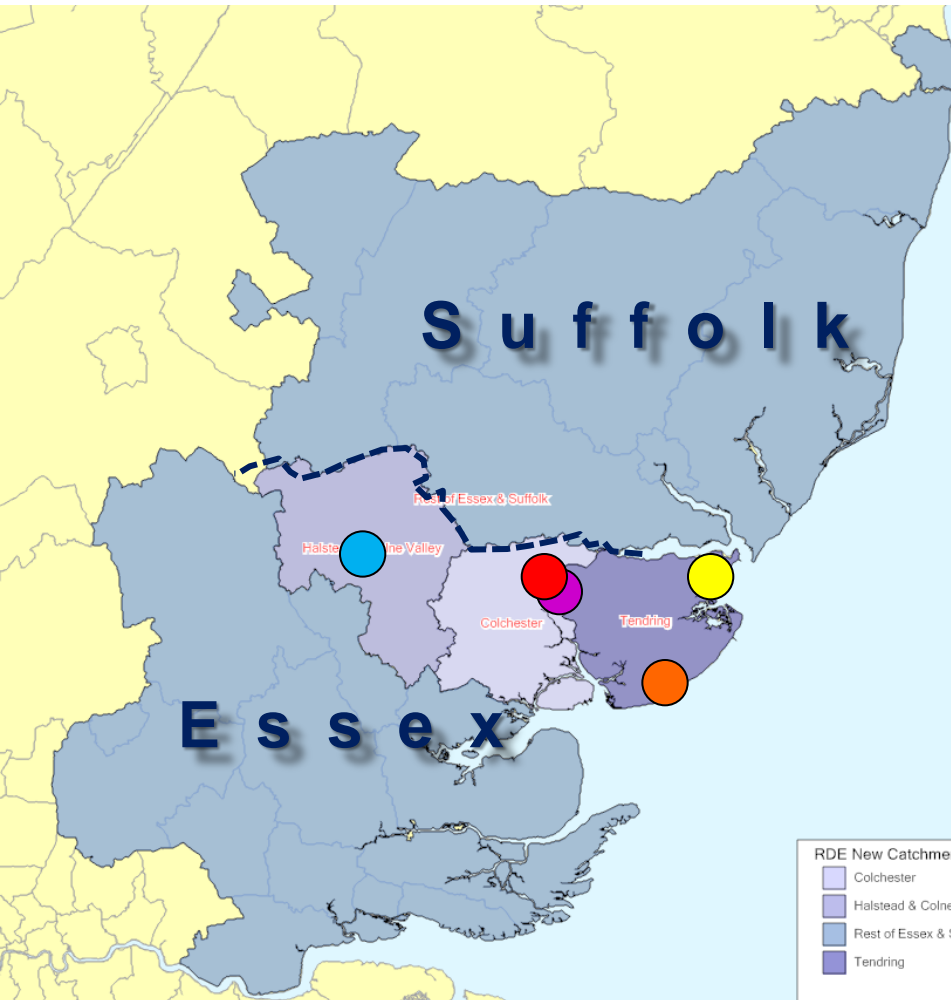
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- **Colchester General Hospital**
- **Essex County Hospital**
- **Halstead Hospital**
- **Clacton Hospital**
- **Harwich Hospital**

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Kind **Caring** . Involving **Communication** . Professional **Consistency**
 Welcoming . Responsive . Be the difference



- ❑ Our Trust provides **acute healthcare services** to about 370,000 people from north east Essex and south Suffolk.
- ❑ We provide **radiotherapy and oncology** services to 670,000 people across north and mid-Essex.
- ❑ **Main commissioner:** NHS North Essex

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Our vision

- *“To be widely recognised as the Trust that our patients and staff would want to recommend to their friends and relatives.”*
- In March 2011, to aid promoting its vision, the Trust started a programme called **At Our Best** to inspire, support and develop all staff to consistently deliver the very best patient experience.

at our
best.

at our
best.

Kind

Involving

Professional

Caring

Communication

Consistency

Welcoming

Responsive

Be the difference



At Our Best

24/7

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Be the difference

Our standards

Be **welcoming**

- Be courteous, polite and introduce yourself
- Value and treat everyone as an individual

Caring

Be **kind**

- Be compassionate, thoughtful and gentle
- Respect people's dignity, privacy and pain

Be **involving**

- Listen, answer questions and explain clearly
- Keep people informed and involved

Communication

Be **responsive**

- Be attentive, offer to help, keep your word
- Respond quickly and value patients' time

Be **professional**

- Be calm and reassuring so patients feel safe
- Set standards, work as a team, seen to be clean

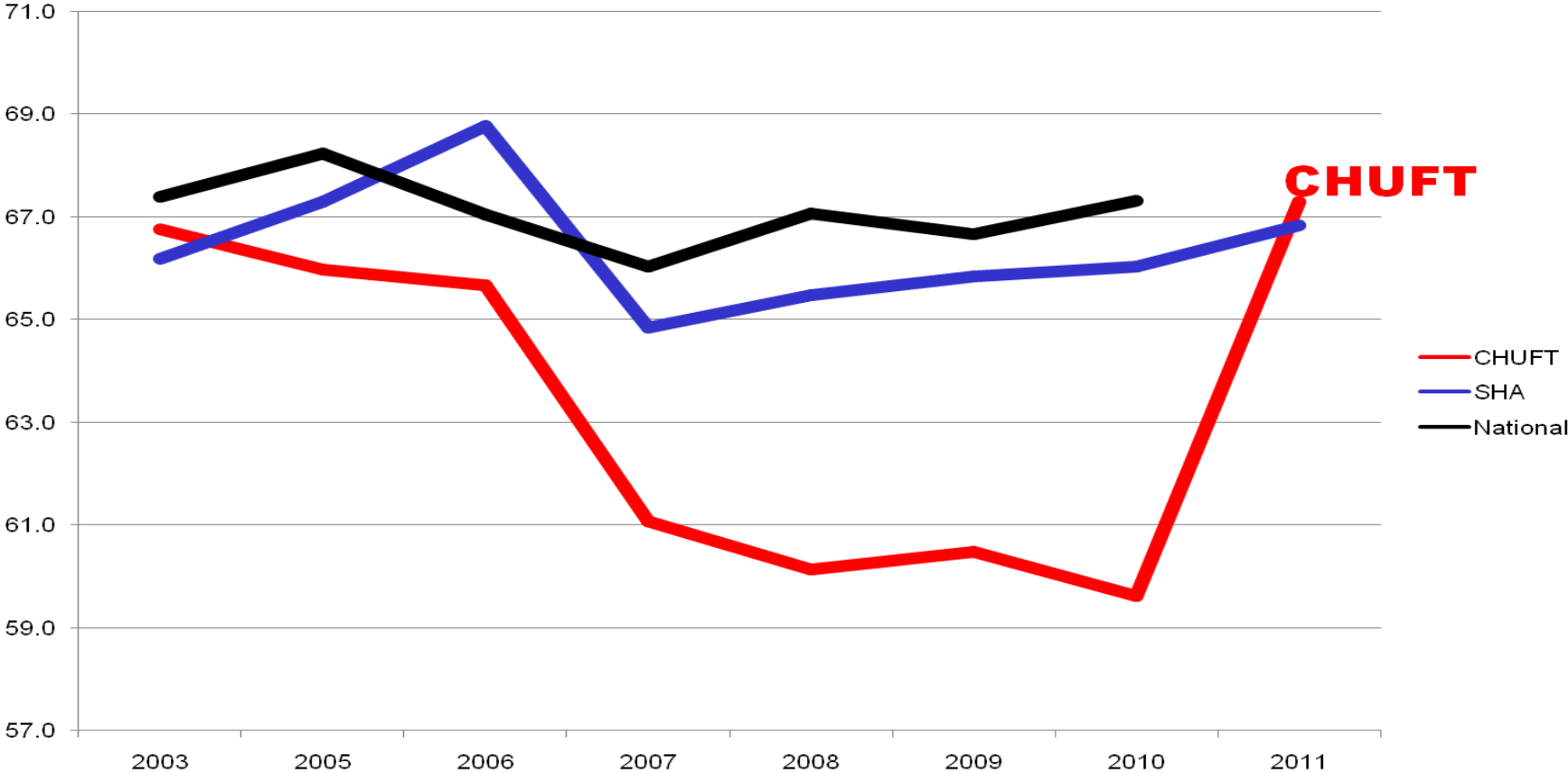
Consistency

Be **the difference**

- Choose a positive attitude, look for solutions
- Praise good work, speak up about poor care

- ❑ Over the past year we have dramatically improved the experience our patients have in our care – moving up from 147th to 73rd place in the national inpatient survey.
- ❑ The At Our Best programme has been a key part of this success.

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best.



There was a significant improvement in the outcome of the National Inpatient Survey over the past year: 67.3% in 2011 compared to 59.6% in 2010.

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Our people

- ❑ 4,200+ staff.
- ❑ 7,000+ public members.
- ❑ Awarded Investors in People standard in 2004.
- ❑ Awarded Improving Working Lives 'Practice Plus' status in 2006.



at our
best.

Our statistics for 2011/12

- ❑ Outpatient attendances: 409,491
- ❑ Accident & Emergency patients: 73,504
- ❑ Inpatient and day case admissions: 84,336
- ❑ Babies delivered: 3,962

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FY1 & FY2 Rotations

- Surgery (including Breast (FY1 Only), Vascular, Colorectal, Upper GI (FY1 Only), Plastics & Urology (FY1 Only).
- Care of the Elderly.
- Medicine (Cardiology (FY1 Only), Gastroenterology, Renal, Thoracic, Endocrine).
- Paediatrics.
- Critical Care.
- Anaesthetics (FY1 Only).
- ENT Surgery.
- Obstetrics & Gynaecology.
- Oncology (FY2 Only)
- Orthopaedics (FY2 Only)
- A&E (FY2 Only)
- GP, Public Health (FY2 Only)
- Psychiatry , Lab Medicine (FY2 Only)

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Consultant-led support

- Educational supervisor.
- Career counselling.
- Training and exam advice.
- Ongoing support throughout year.

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Education & Training

- E-portfolio based.
- Specific F1/F2 teaching schedule.
- Grand round and clinical presentations.
- Individual department training and specialty taster sessions available.
- Links with:
 - University of Essex
 - Anglia Ruskin University
 - University of London

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We have many resources

- ❑ The ICENI Centre (pictured)
- ❑ Postgraduate Medical Centre.
- ❑ Computer aided learning.
- ❑ Medical Library – access to a wide range of general and specialist journals and standard textbooks.
- ❑ Fully-equipped training and development centre.



The ICENI Centre – a state-of-the-art training and research and development centre for laparoscopic surgery – is the only facility of its kind in the UK

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We are a specialist centre for:

- Laparoscopic (keyhole) surgery.
- Oncology (cancer) service.
- Urological cancer surgery.
- Vascular surgery

We are also renowned for our stroke services.

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Facilities on-site and locally

- ❑ Restaurant, tea bars, cash machine and shops
- ❑ Buses come right into the Colchester General Hospital grounds and stop at Essex County Hospital.
- ❑ Free hopper bus for staff between sites.
- ❑ Within half a mile is a 24-hr Asda with its petrol station and pharmacy. A mile away is the town centre and other shopping opportunities!

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Find out more!

Website: www.colchesterhospital.nhs.uk

Any questions? Email:
info@colchesterhospital.nhs.uk

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