



**Milton Keynes  
University Hospital**  
NHS Foundation Trust



# Annual Summary

2018/19

**TheMKWay**

CARE. COMMUNICATE.  
COLLABORATE. CONTRIBUTE.



## It is a pleasure to reflect on what has been a successful and rewarding year for Milton Keynes University Hospital NHS Foundation Trust.

We continue to see improvements in the quality of the care and in the facilities and services we provide to the residents of Milton Keynes and surrounding areas, and I am proud that we have managed to achieve so much throughout the year.

Our hard-working staff and volunteers (#TeamMKUH) are well supported by governors, students, members and people from our community.

This is a summary of performance between April 2018 and March 2019 from the full annual report. As you will see on page nine the number of people requiring our services continues to increase, demonstrating both the challenge facing our hospital and the admirable efforts of our staff to meet this challenge while ensuring patients receive timely, compassionate and effective care.

We continue in our commitment to research and development, with many patients successfully participating in a variety of research initiatives throughout the year on a wide range of conditions.

Financially, we met our plan for the sixth consecutive year and indeed performed better than expected, delivering a deficit position of £9.5m against a planned deficit of £15.8m.

Overall, I look forward to another year focussed on continuing to improve the care and services we provide to the residents of Milton Keynes, Buckinghamshire and beyond.

**Joe Harrison**  
**Chief Executive**

WELCOME TO  
MILTON KEYNES  
UNIVERSITY HOSPITAL



## Highlights



## eCare's first year

**Since MKUH's new electronic patient record system, eCare, went live in May 2018 thousands of patients have received even safer and more efficient care. eCARE is more than just a computer system; it's a new way of working, giving staff access to improved up-to-date information.**

It has helped to improve the way the hospital cares for its patients, giving the hospital's staff access to improved up-to-date information about their health so that they can deliver safer, more efficient and more timely care.

The system collates patient details in one easy-to-access place that is secure and confidential. This includes medical history, test results, allergies and current prescriptions. Previously, patients might have had to repeatedly give this information to different departments as they move through the hospital so eCARE is helping to deliver a marked improvement to their experience.

**In addition to better managing a patient's care throughout the hospital, the eCARE system helps to:**

- Support clinical decision-making and care planning to improve safety and patient experience
- Give the hospital's doctors and nurses access to real-time patient information, helping them to plan the right treatment more easily
- Allow GPs to view certain hospital records of patients under their care
- Contain a full audit trail so that information on who has accessed patient records is fully recorded.

The next phase of the eCARE project will see the system introduced in theatres, paediatric care and the Department of Critical Care in 2020.



## Estate development

**The hospital estate continues to rapidly develop through several ongoing construction projects, including the new Cancer Centre.**

In 2018-19 MKUH's dedicated Paediatric Emergency Department opened alongside an extension to our Adult Emergency Department, whilst a new ward (Ward 12) was opened, too. In addition, another multi-storey car park

for staff was opened in the north part of the site and a new two-room simulation suite was also opened within the Academic Centre.

Other projects currently being planned include the expansion of the hospital's Neonatal Unit and the construction of the new Patient Pathway Unit, which will help to ensure some emergency patients avoid unnecessary hospital admission with same-day treatment.

## New MKUH website

**The new and improved hospital website launched at the end of 2018.**

Built with the feedback of patients and visitors in mind, the site is easy to navigate and contains all the up-to-date information patients and visitors should need.

The website allows visitors to search for departments and services using the A-Z directory and has a unique wayfinding page where each area of the hospital is displayed in its colour zone.

The site also highlights the latest news and any events that are being run by the hospital as well as displaying patient information leaflets that can be easily printed at home.

The hospital is constantly looking for ways in which they can improve the website and any feedback or suggestions are appreciated.

Visit the new site at [www.mkuh.nhs.uk](http://www.mkuh.nhs.uk)





# MK Way

The MK Way was launched this year to promote the refreshed vision, values, strategy and objectives for MKUH.

Developed in collaboration with staff, our values reflect what is important to our staff and patients, and set out the way we want to behave as an organisation.

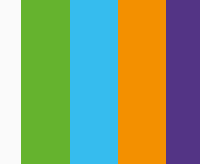
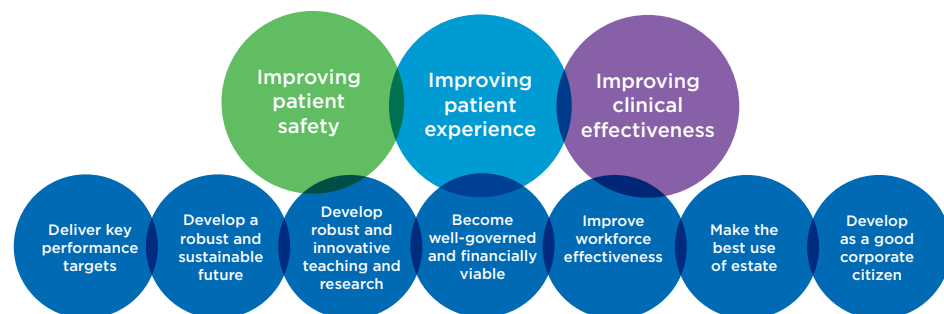
## Our Vision - where we want to get to

Our vision for Milton Keynes University Hospital is to be an outstanding acute hospital and part of a health and care system working well together.

## Our Strategy - how we achieve our vision



## Our Objectives - what we will deliver



# OUR VALUES



## WeCARE

We deliver safe, effective and high quality care for every patient. We treat everyone who uses our services, and their families, friends and carers, with dignity, respect and compassion; and we treat each other as we would wish to be treated ourselves.



## WeCOLLABORATE

We are **#TeamMKUH**. We work together and with GPs, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.



## WeCOMMUNICATE

We say **#hellomynameis**; we keep patients informed about and involved and engaged in their treatment and care; and each other informed about what's happening in our hospital. We know we can speak up to make sure our hospital is safe and our patients are well cared for.



## WeCONTRIBUTE

We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join in and play our part to make our hospital the best it can be. We acknowledge and share good practice so that others can learn what works well and why, and we learn from others so that we keep improving the care and services we provide.



## MyCARE Patient Portal

**MKUH launched the MyCARE Patient Portal in 2018, allowing patients to manage their appointments and letters using their smartphones.**

MyCare allows the patient to take control of the whole process, as opposed to it being managed by the hospital, meaning patients are better able to access appointments and services on their terms in a user-friendly way

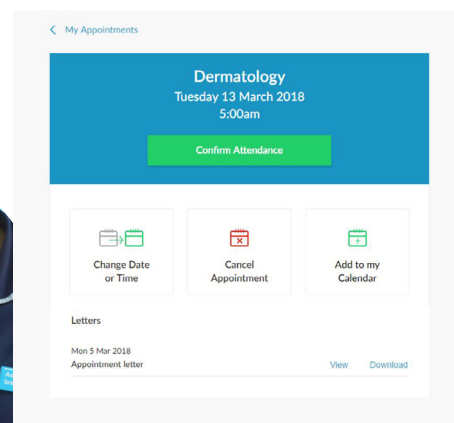
Patients are sent an invite to the mobile phone number they have registered with the hospital, and are invited to register and use the portal.

### Once registered you will be able to:

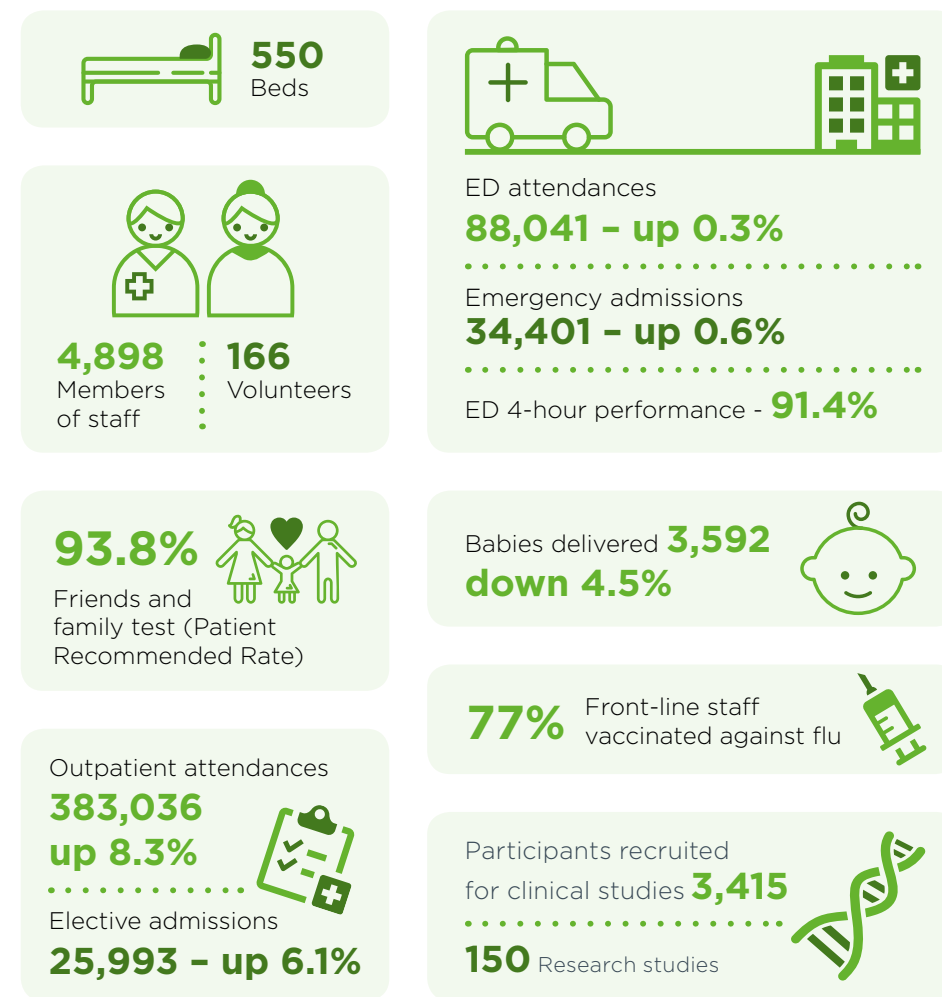
- see your appointments
- cancel and reschedule appointments
- view your appointment letters
- add appointments to your personal calendar
- set up text reminders

As MKUH continue to develop MyCARE, you will see new and improved features on the portal in the future including options to go paperless and turn off paper letters.

Keep an eye on the hospital's website for any news on updates to the system.



## Our year in numbers




## Overview of financial performance

Total income  
2018/19  
**£253.4m**




(clinical £212.5m; non-clinical £40.9m)

In March 2018,  
the Trust's  
deficit was  
**£16.1m**



The Trust was then set  
a target of reducing  
this deficit to

**£15.8m**  
by the end  
of March 2019

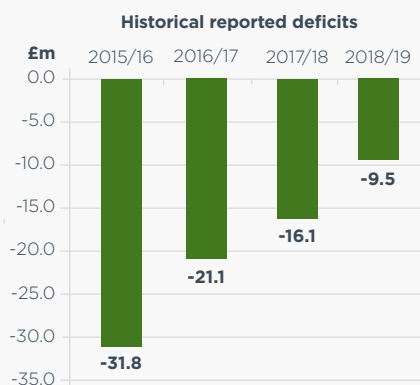


By the end of March 2019,  
the Trust had performed so well  
financially that it had been able to  
significantly reduce its deficit

**from £16.1m → to £9.5m**

This means that, as the graph  
below shows, over the past few  
years the Trust has consistently  
reduced its deficit

**from £31.8m** at the end  
of March 2016, **to £9.5m**  
at the end of March 2019.



## NHS Inpatient Survey 2018

The Inpatient Survey was carried out in 2018  
by Picker on behalf of MKUH NHS Foundation  
Trust – the findings were as follows:

### Top 5 scores (compared to average)

85%	Q7. Planned admission: admission date not changed by hospital
85%	Q65+. Discharge: staff discussed need for further health or social care services
77%	Q62+. Discharge: family given enough information to help care
93%	Q11. Hospital: did not share sleeping area with opposite sex
93%	Q47. Procedure: explained how it had gone in an understandable way

### Bottom 5 scores (compared to average)

48%	Q14. Hospital: not bothered by noise at night from other patients
54%	Q9. Admission: did not have to wait long time to get to bed on ward
50%	Q19+. Hospital: food was very good or good
63%	Q6. Planned admission: was admitted as soon as necessary
52%	Q29. Nurses: always or nearly always enough on duty

### Most improved from last survey

81%	Q21. Hospital: get enough help from staff to eat meals
85%	Planned admission: admission date not changed by hospital
77%	Q62+. Discharge: family given enough information to help care
82%	Q38. Care: enough emotional support from hospital staff
80%	Q13. Hospital: staff completely explained reasons for changing wards at night

### Least improved from last survey

12%	Q70. Overall: asked to give views on quality of care
54%	Q9. Admission: did not have to wait long time to get to bed on ward
20%	Q71. Overall: received information explaining how to complain
75%	Q54+. Discharge: got enough support from health or social care professionals
77%	Q61+. Discharge: family or home situation considered

### Our key highlights

**82% Overall:**  
patients rated  
experience as  
7/10 or more

**98% Overall:**  
patients treated  
with respect or  
dignity

**96% Patients**  
had confidence  
and trust in our  
doctors



## Cancer Centre update

**A topping-out ceremony was held in July 2019 for MKUH's new £15m Cancer Centre which is due to be finished later this year.**

The event, which is a tradition in the construction of a new building, saw the final shovel of cement officially laid to complete the internal structure of the new centre. The centre will deliver significant improvements to the treatment of cancer patients in Milton Keynes and the surrounding areas by bringing all of the services currently provided across three locations on the hospital site together under one roof.

In attendance were Milton Keynes Mayor Councillor Sam Crooks, Alexander Boswell, Vice-Lord Lieutenant for Buckinghamshire, and MKUH Chairman Simon Lloyd, as well as MKUH staff, all of whom were given a tour of the under-construction facility as part of the ceremony.

The new centre will provide numerous benefits including 24 inpatient beds, with several single rooms with en-suite facilities, and a new Macmillan Information and Wellbeing Centre.

The £15m construction is being funded thanks to £10m from Milton Keynes Council, a £2m pledge from Macmillan Cancer Support and Milton Keynes Hospital Charity's Cancer Centre Appeal.

The appeal is fundraising £2.5m towards the centre, with the remainder of the funding coming directly from the hospital.

**For more information on the appeal, or to donate, please visit the charity's website.**

**[www.mkhcharity.org.uk/cancer-centre-appeal/](http://www.mkhcharity.org.uk/cancer-centre-appeal/)**

## Members section

## Being a member of MKUH

When MKUH became a Foundation Trust (FT) in 2007, it gave the hospital more autonomy to make decisions about the care it provides and the way it spends its money. To ensure the right decisions are made, the Board of Directors of a FT are directly accountable to their members through the Council of Governors.

Currently we have around 5,500 members consisting of patients, public and staff. We believe these members are an invaluable resource in helping us tailor our services to the changing needs of the local community and working with us to improve patient experience.

Our members truly shape the future of healthcare in Milton Keynes and beyond.

### As a member, you will:

- Receive invitations to members' meetings and special events
- Receive newsletters and updates about the hospital's activities
- Have access to Members' Council representatives to raise any concerns or offer ideas
- Be able to elect members' councillors who will help involve patients, families and the public in how we can do things better
- Have the opportunity to influence the development of the Trust and its services

**Currently we have around 5,500 members consisting of patients, public and staff**

## Becoming a member

It's completely up to the individual as to how involved they want to be. We value any input local people are able to offer.

If you're not a member already and are interested in joining us, please email **[foundation.members@mkuh.nhs.uk](mailto:foundation.members@mkuh.nhs.uk)** or call the Trust Secretariat Office on **01908 996234**.





## Council of Governors – update

**The Council of Governors were as busy as ever throughout 2018/19 getting involved in various activities to help improve quality of care and treatment for patients at MKUH, whilst also listening to the views of members and patients to ensure their voices were heard by the hospital's leadership team.**

Our governors began 2018 with an eCARE workshop, learning more about the new electronic patient record system and how staff use it to provide patients with even better care and treatment, as well as improving their experience when visiting or staying in the hospital.

Patient experience was another key theme for governors throughout the year, with some taking part in 15 Step Challenges. The 15 Steps model is used to assess the quality of care provided

from the perspective of a patient or carer via ward 'walkarounds' with teams that also include patients, carers, staff and Board members. Whilst taking part in the walkaround, team members consider their first impressions of the ward/service from the perspective of a patient, noting how it appears, looks, sounds, feels etc. and feeding back their findings to the relevant team.

Governors continued to focus on patient experience by attending Patient-Led Assessments of the Care Environment (PLACE) in 2019, which provide a clear message from patients as to how Trusts can improve environments and services for patients with specific needs. These, along with the 15 Steps findings, will form the basis of future plans to improve patient services.

In February 2019, the Council of Governors approved the reappointment to the Board of Non-Executive Director Andrew Blakement, whose first three-year term of office ended on 15 March.

The next Council of Governors meeting will be on 7 November at 10am in the Conference Room of the Academic Centre, on the MKUH site.



## Annual Members' Meeting

**All members of Milton Keynes University Hospital are invited to attend our next Annual Members' Meeting (AMM) on Wednesday 18 September 2019 at the Academic Centre (located opposite the main entrance).**

As well as the formal presentation of the Annual Report and Accounts for 2018/19, attendees will have the opportunity to learn more about what is going on at the hospital, meet members of #TeamMKUH and ask the Trust Board questions about future plans for the hospital.

If you would like to attend the AMM, please contact Trust Secretary Adewale Kadiri by calling **01908 996234** or emailing **Adewale.kadiri@mkuh.nhs.uk**

For further details, see our website **www.mkuh.nhs.uk**







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NHS Foundation Trust



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