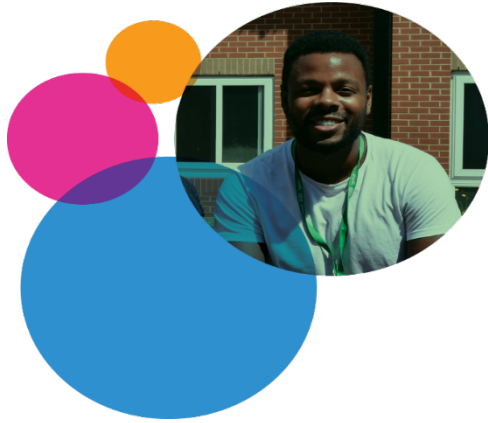




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# The Community Hospitals Association

## Gloucestershire Community Hospitals. Aspiration & Ambition

**Dawn Allen**  
**Service Director**  
**Community Hospitals and Urgent Care Services**



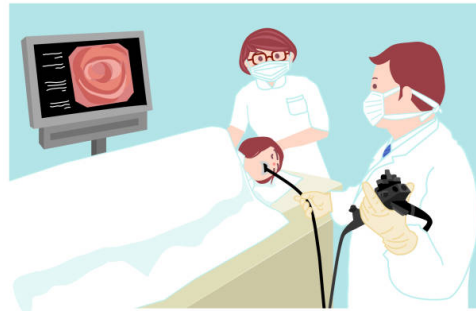
working together | always improving | respectful and kind | making a difference

# Community Hospitals - Monuments to the past or beacons for the future?



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# A little bit about us

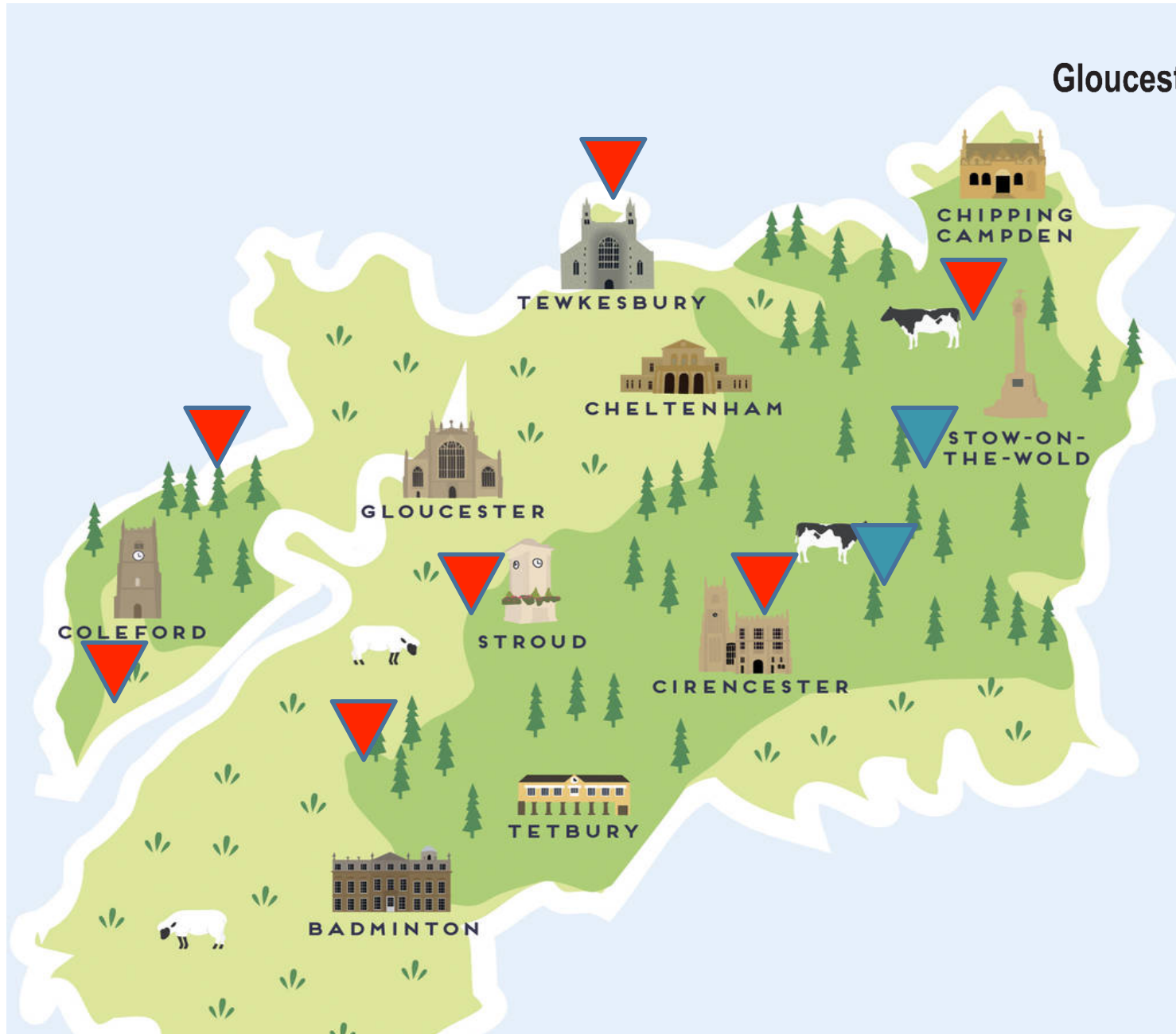


Minor Injuries  
Services





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# Our Hospitals: Hives of activity



- Urgent care (*MiiU* see over 75,000 people a year)
- Recovery & rehabilitation beds (P2)
- Admission avoidance (step-up) beds (CATU)
- Specialist stroke recovery beds
- Consultant access - out patients inc. children's clinics (20,000 *OPD clinics / year*)
- Diagnostics:
  - X-ray (50,000 X-ray sessions/year)
  - Endoscopy (588 *Endo lists/ year*)
- Surgery – 2 theatres inc. SToP (450 *Theatre lists / year*)
- Specialist Dental services
- Community asset support – Age UK, Carers Gloucestershire, Citizens Advice, Art Lift, local District Councils



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# Our Hospitals: Trusted and appreciated

**“I can never be more grateful to each and every one of you – a terrific team of real heroes”**

FFT  
consistently  
100% V.Good  
or Good

‘You said –  
we did’  
approach

**“We cannot speak highly enough of ALL the staff we have encountered at the hospital - even though this has been a heartbreaking time the care, kindness and service both Joan and we have received has been outstanding.”**

**“I wanted to express my deep appreciation for the way I have been treated in the 6 weeks since my mini-stroke. It was wonderful to have the kind support of the therapists which restored my confidence so that I now feel I can move ahead under my own resources”**

Annual  
PLACE  
audits

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# Current Clinical Improvement & Development Programmes

***Community  
Assessment &  
Treatment Unit  
(CATU)***

***Enhanced  
Pathway 2  
programme (EP2)***

***Reducing Length  
of Stay QI***

***What matters to  
me QI***

***In-pt therapy  
review***

***'Golden 6' Clinical  
improvement  
projects***





# Our Hospitals: A Great Place to work

- Strengthening therapy leadership & career options
- Supporting student learners
- Nurturing Internationally Educated Nurses
- Student placements inc. T-Level
- Ambitious apprenticeship approach
- Professional development escalator inc. ACP pathway
- Matrons development programme
- Halved our HCA vacancies in past 6 months
- Developed new inclusive roles on the wards – Ward Assistant role
- New Health & Reablement roles
- Rotational opportunities



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# Our Hospitals: Moving Forward



Improved **collaboration** within & across hospitals, enabling creativity and improvement (at pace)



**Culture shift** to support pacey admission and discharge, revised assessment and positive-risk based practice. Health coaching and MECC



**Breaking down boundaries** – Co-created patient improvement goals transferable to home, outreach & follow-up



**Permission to try** new ideas, ward-up developments, efficiencies and permission to act



Revised **approach to learning**; rapid incident appraisal (PSIRF), in-reach to wards, efficient surfacing of learning, cross-pollination of ideas that work



Strengthening **learning and improvement events** to capture QI progress, SI learning improvements, audit outcomes and actions



# Our (bright) future



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# QUESTIONS

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