

Introduction to

Chelsea and Westminster Hospital NHS Foundation Trust

2022/23



We are one of the top performing hospital trusts in the country



Our core services

- Full emergency department (A&E) and emergency treatment services at both sites
- Acute and elective surgery and medical treatments, including endoscopy, outpatients, services for older people, acute stroke care and cancer services
- Comprehensive maternity services
- Children's services
- HIV and sexual health services
- Diagnostic services, including pathology and imaging
- Therapy services, including physiotherapy and occupational therapy
- Education, training and research
- Corporate and support services



Our values

- Putting patients first
- Responsive to patients and staff
- Open and honest
- Unfailingly kind
- Determined to develop

*proud
to care*

About our Trust

We employ more than 6,500 staff over our two main hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital—and across 12 community-based clinics within North West London. We pride ourselves on providing outstanding care to a community of more than 1.5 million people.

Engagement

Patient and public engagement is the active participation of patients, carers, community representatives, community groups and the public in how services are planned, delivered and evaluated. It is broader and deeper than traditional consultation. It involves the ongoing process of developing and sustaining constructive relationships, building strong, active partnerships and holding a meaningful dialogue with stakeholders.

We undertake many patient engagement activities in our day-to-day services. We want to do more by engaging with our patients and community to develop the services that best support our population.

Friends and family test (FFT)

Anyone using our services should be able to give feedback about those services. The FFT is designed to be a quick and simple mechanism for patients and other people who use NHS services to give feedback, so improvements can be made to services.

The FFT is made up of a single tick-box question followed by a free text question, so people can tell us what they want us to

know in their own words, with the following fundamental principles:

- All who use our services have the right to provide anonymous feedback quickly and easily, when they wish
- The FFT is a continuous feedback stream, not a one-off feedback opportunity or a traditional survey
- Parents, carers, volunteers or staff can give help to those who need it to give feedback to improve how we deliver care
- There may be times when it is not appropriate or possible for us to ask for feedback through the FFT, for example where it might cause distress—patients and service users should still be able to give feedback if they wish
- Feedback should be used to celebrate and build on what is working well, and identify areas for improvement
- Results and information on changes resulting from the FFT should be made readily available to the public and patients so they can see that their feedback is being listened to and acted on

We'd love to hear from people who are willing to share their experiences—see overleaf for other ways to get involved.



Social media

- ◆ **Twitter**
@chelwestft
@westmidhospital
- ◆ **Facebook**
@chelwest
@westmidhospital
- ◆ **Instagram**
@chelwestft

Reach us

www.chelwest.nhs.uk

Patient Experience Team

E: chelwest.patientexperience@nhs.net

Chelsea and Westminster Hospital

369 Fulham Road, London, SW10 9NH

T: 020 3315 8000

West Middlesex University Hospital

Twickenham Road, Isleworth, TW7 6AF

T: 020 8560 2121

Quick facts

In 2021/22 we:

- treated someone in A&E every **90 seconds** (336,400)
- delivered a baby every **52 minutes** (10,100)
- performed an imaging scan every **70 seconds** (450,300)
- saw an outpatient every **40 seconds** (795,600)

Become a member

We are a Foundation Trust which enables us to be more independent and have more control over our budget so we can be more responsive to our patients' needs. This also means we have members—more than 18,000—who are local people with an interest in our hospitals. Members play a vital role in the way we develop our services. As a member, you can get involved as little or as much as you wish:

- receive information about the Trust's plans and progress
- stand for election and vote for the Council of Governors
- take part in developing and improving services

Joining is free—if you would like to represent the communities we serve, please:

- visit www.chelwest.nhs.uk/getinvolved
- call our helpline on **0800 731 0319**

Donate



Our charity CW+ supports our hospital and community services. Our generous supporters and partners enable us to:

- enhance clinical facilities to create an outstanding healing environment for patients and staff
- deliver a unique art and design programme to transform the experience and wellbeing of our patients
- invest in health innovation to deliver exceptional patient care

Donate at www.cwplus.org.uk/donate or contact us at charity@cwplus.org.uk to discuss other ways to support your hospital, such as fundraising or taking part in a sponsored event.

CWPLUS registered charity n°1169897



Volunteer

Volunteers improve and enhance the patient experience, complementing the work of employed staff across the Trust. Our volunteers come from all walks of life and represent the diversity of the communities we serve. All our volunteers are passionate about improving patient experience.

If you'd like to find out more about how to get involved and make a difference to people's lives, visit www.chelwest.nhs.uk/volunteers

