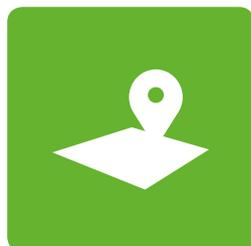
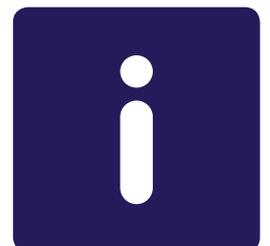




# Introduction to Chelsea and Westminster Hospital NHS Foundation Trust

2019/20



# Chelsea and Westminster Hospital NHS Foundation Trust is one of the best performing hospital trusts in the country



## In 2018/19:

- ◆ 94.9% of our patients in A&E were treated in less than four hours
- ◆ We started treatment for around 97% of cancer patients within a month of diagnosis
- ◆ Our mortality rate (the rate of death compared to the expected rate for a Trust of this size with our range of services) shows we are one of the safest places to receive care, not just in London but in the whole of the UK\*
- ◆ We reduced hospital-acquired pressure ulcers by 8% compared to the previous year
- ◆ More than 9 out of 10 of our patients would recommend us to their friends and family

\* 5th out of 130 trusts

We manage Chelsea and Westminster Hospital, West Middlesex University Hospital and a number of community sexual health and HIV services across London. We employ more than 6,000 staff who care for more than one million people and we have a budget of around £650 million.

We are proud of our world-class hospital facilities and continue to invest in our estate. For instance, in the last few years we have:

- ◆ redeveloped the emergency departments on both hospital sites
- ◆ opened a new cardiac catheter service and a paediatric assessment unit, and redeveloped our children's unit at West Middlesex
- ◆ developed special 'butterfly rooms' for patients who are in the last days and hours of life
- ◆ opened a new surgical assessment unit at Chelsea and a sexual health clinic at 10 Hammersmith Broadway
- ◆ invested in our women's and children's services at Chelsea, including refurbishments to our labour ward, a midwife-led birthing unit, new facilities in our private wing and updated gynaecology services facilities
- ◆ invested in our burns unit which is a specialist centre for London

We are well underway on our £25 million redevelopment works to expand our adult and neonatal critical care facilities at Chelsea and Westminster in partnership with our charity CW+.

*proud to care*

## Our values

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



## Talk to us

- ◆ **Twitter**  
@chelwestft  
@westmidhospital
- ◆ **Facebook**  
www.fb.com/chelwest  
www.fb.com/westmidhospital
- ◆ **Instagram**  
www.instagram.com/chelwestft



## Find us

[www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)

**Chelsea and Westminster Hospital**  
369 Fulham Road, London SW10 9NH

T: 020 3315 8000

**West Middlesex University Hospital**  
Twickenham Road  
Isleworth, Middlesex TW7 6AF

T: 020 8560 2121

## Work for us

We are always on the lookout for talented individuals to join our team. As well as all the benefits of working for a London NHS Trust at the forefront of innovation and patient care, you will be welcomed to our friendly team! In the NHS staff survey, staff told us they feel they are well-engaged and would recommend the Trust as a place to work. We also have a number of staff inclusion groups. In the last year:

- ◆ we won a number of national *Health Service Journal* awards including a *Medical software, systems and technology* award, *Patient digital participation* award and our chief executive Lesley Watts was named *CEO of the year*
- ◆ our Chief Nursing Officer Pippa Nightingale was named one of the top 70 most influential nurses and midwives in the last 70 years of the NHS and was also awarded an MBE for services to nursing and midwifery
- ◆ we won the *Power of Women* award from charity Dress for Success which empowers women
- ◆ we were rated 'Good' by the CQC in all five domains and 'Outstanding' by NHS Improvement for use of resources
- ◆ we were recognised for our clinical excellence, such as managing thrombosis

On World AIDS Day we announced a dramatic reduction of 64% fewer new HIV-positive diagnoses compared the previous year. Our work in this area has been highlighted by the joint United Nations programme on HIV/AIDS as instrumental in reducing HIV in London as we work towards a target of zero new cases.

Our Arts in Health programme, led by our charity CW+, continues to create an engaging healing environment, adding to our patients' wellbeing. In 2018/19 we recruited almost 7,000 patients into more than 260 research projects. As part of our team you will have access to our learning and development programmes giving you opportunities to grow in your career.



## Fact file

In 2018/19 we:

- ◆ treated someone in A&E every 90 seconds (326,000)
- ◆ admitted a patient every four minutes (145,000)
- ◆ operated on a patient every 15 minutes (33,500)
- ◆ delivered a baby every 50 minutes (10,500)



# Getting involved

## Donate



CW+ is the Trust's charity which supports our hospital and community services. Our generous supporters and partners enable us to:

- ◆ build and 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

You can donate by visiting [www.cwplus.org.uk/donate](http://www.cwplus.org.uk/donate) or contact us on **020 3315 6600** or [charity@cwplus.org.uk](mailto: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

## Become a member

We are a Foundation Trust (FT) which enables us to be more independent and have more control over our budget so we can be more responsive to our patients' needs. FT status also means we have members—more than 18,500—who are local people with an interest in their hospitals.

Members are a driving force behind NHS Foundation Trusts and 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. So if you would like to represent the communities we serve, please:

- ◆ visit [www.chelwest.nhs.uk/getinvolved](http://www.chelwest.nhs.uk/getinvolved)
- ◆ call our helpline on **0800 731 0319**



## Volunteer



Volunteers are here to 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 would like to find out more about how you can get involved and make a difference to people's lives, please visit [www.chelwest.nhs.uk/volunteers](http://www.chelwest.nhs.uk/volunteers).