

great
people
great
place

NHS
Isle of Wight
NHS Trust



The Power of Partnership

Summary of Annual Report and Accounts 2022/23



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About us

Our Trust is the only NHS organisation in the country that provides Acute (hospital based), ambulance, community, and mental health and learning disabilities services. We work closely with our island and mainland partners to enable us, where possible, to deliver our services locally and in a sustainable manner.

Our community makes being part of the island’s NHS a unique privilege.

We are proud to be rated GOOD overall by the Care Quality Commission.

Our ambition is to continue to innovate and improve so that islanders receive outstanding services.



Welcome

We always strive to deliver high quality, compassionate care that makes a positive difference to our island community and we hope that the people working in our teams are proud of what they've achieved over the past 12 months.

The last year has been full of challenges too, with rising demand, growing waiting lists and repeated periods of intense operational pressure. But nevertheless, the incredible people that make up our NHS have risen to the task.

Recognising and celebrating success is an important part of the culture here, as is learning when we do not get things right.

Much of what we are able to celebrate comes from having listened to patients, service users, carers and our colleagues. It is part of being a learning organisation that we are open to feedback and take action to improve things.

The next few years in the NHS are likely to be just as challenging, if not more so, than the last. To deliver the best possible services and outcomes for our island community we will need to deal with increased demand, support an ageing population with complex healthcare needs, and manage within constrained budgets.

We cannot do it all on our own and the way we work will need to evolve. We are working with our NHS partners in Hampshire & Isle of Wight to resolve the challenges of delivering sustainable health services for the Isle of Wight population.

The last 12 months have shown just how much we can achieve when we work together and with our partners. We will need to maintain that approach as we strive to deal with the challenges facing the NHS at the same time as making healthcare sustainable for the Isle of Wight.

We want to thank every team member and all our volunteers for the part they have played in providing high quality, compassionate care to the people who rely on us. Our community is at the heart of everything we do, and we continue to work together and with all our partners to provide the very best care.



"Much of what we are able to celebrate comes from having listened to patients, service users, carers and our colleagues"

Melloney Poole, Chairman



"The last 12 months have shown just how much we can achieve when we work together and with our partners"

Penny Emerit, Chief Executive Officer

Our strategy, vision and values

Our five-year strategy sets out where our organisation is heading, what we want to achieve, and how we will work together with our partners and with our community to improve health and care services.

The 4Ps, People, Performance, Partnerships and Place describe what our organisation wants to achieve and what success will look like for our community, our staff and the people who use our services.

Our vision is for high quality, compassionate care that makes a positive difference to our Island community.

Our mission is to make sure that our community is at the heart of everything we do. We will work together and with our partners to improve and join up services for the benefit of the Island's people.

Our values

The values that we share are very important. They have been defined by our staff and they are the foundation of everything that we want to achieve.

Our values guide how we behave and how we want people to experience our Trust – whether they are using our services or working in one of our teams. Our values are...



Compassion

- Helping others in need
- Being caring and supporting
- Showing empathy
- Being non-judgemental



Accountable

- Providing safe care
- Taking responsibility
- Doing the right thing
- Delivering quality improvement



Respect

- Building trust
- Being open and honest
- Recognising achievement
- Celebrating success
- Encouraging others



Everyone counts

- Putting people first
- Working together
- Valuing our differences
- Promoting inclusion
- Believing in myself and others



Investing in Our Future

Our Investing in Our Future Programme will improve patient care and health outcomes, reduce waiting times and bed occupancy, and transform community and mental health services on the island.

The multi-million pound programme of work has started that will see extensive refurbishment and expansion of the emergency services floor and Intensive Care Unit at St Mary’s Hospital as well as the reconfiguration of our acute wards. A new mental health and community hub will also be created in Newport High Street.

A new Community Diagnostic Centre (CDC) at St Mary’s Hospital will give islanders better access to tests and treatment.

The new centre is due to open in 2024 and will significantly expand diagnostic capacity on the island meaning faster access and earlier diagnosis, improving outcomes for people with serious long term health conditions, such as cancer, stroke and cardiovascular disease.

Digital Transformation

We are investing in our digital infrastructure to ensure we can provide safe and sustainable services that benefit our community and improve our staff experience too. Introducing new electronic systems and enabling faster and safer sharing of data will mean clinicians and patients will be able to access information much more quickly and efficiently.

Bringing together community, mental health and learning disability services

We are bringing together community, mental health and learning disability services from four NHS Trusts across Hampshire and the Isle of Wight into a single, new NHS Trust from April 2024.

We believe that bringing services together will give us the best chance to improve people’s access, experience and outcomes from these services, no matter where they live.

Services will continue to be delivered locally on the Isle of Wight by the same teams working as part of the new organisation.

Stronger Together

Acute Partnership proves to be a life-saver

Community First Responder, Murray Clark experienced partnership working at its very best when he suspected he was having a heart attack.

Murray was immediately triaged by the emergency care team at St Mary's Hospital and an electrocardiogram (ECG) confirmed a STEMI heart attack. Murray said: "The medical team were fantastic and acted quickly, taking the decision to thrombolysed me. Within 15 minutes of the procedure the pain had subsided. They were calm, collected and kept me informed of what was happening every step of the way."

Murray was transferred to the cardiology team at Queen Alexandra (QA) Hospital, Portsmouth Hospitals University NHS Trust for ongoing care.

"Living on an island will inevitably come with its challenges. However, the partnership between our island and mainland healthcare services meant that I got the care that I needed."



Emergency services working together

To achieve the best possible outcome for our patients we rely on working collaboratively and efficiently with our emergency service partners.

An ambitious, large-scale multi-agency exercise enabled us to test our communication between agencies and our clinical and operational skills and systems.

Dr John Pike, Isle of Wight Ambulance Service Medical Lead, said: "We have made huge strides in developing our critical care services on the Isle

of Wight in the last two years. Running an annual exercise of this nature is the best way of ensuring our plans are robust if the need arises to respond to an incident where large number of casualties and bystanders are involved.

"Working in this way greatly strengthens our response to real emergencies and ensures we are fully prepared across the whole Isle of Wight emergency care landscape."



A star rating for Stroke services

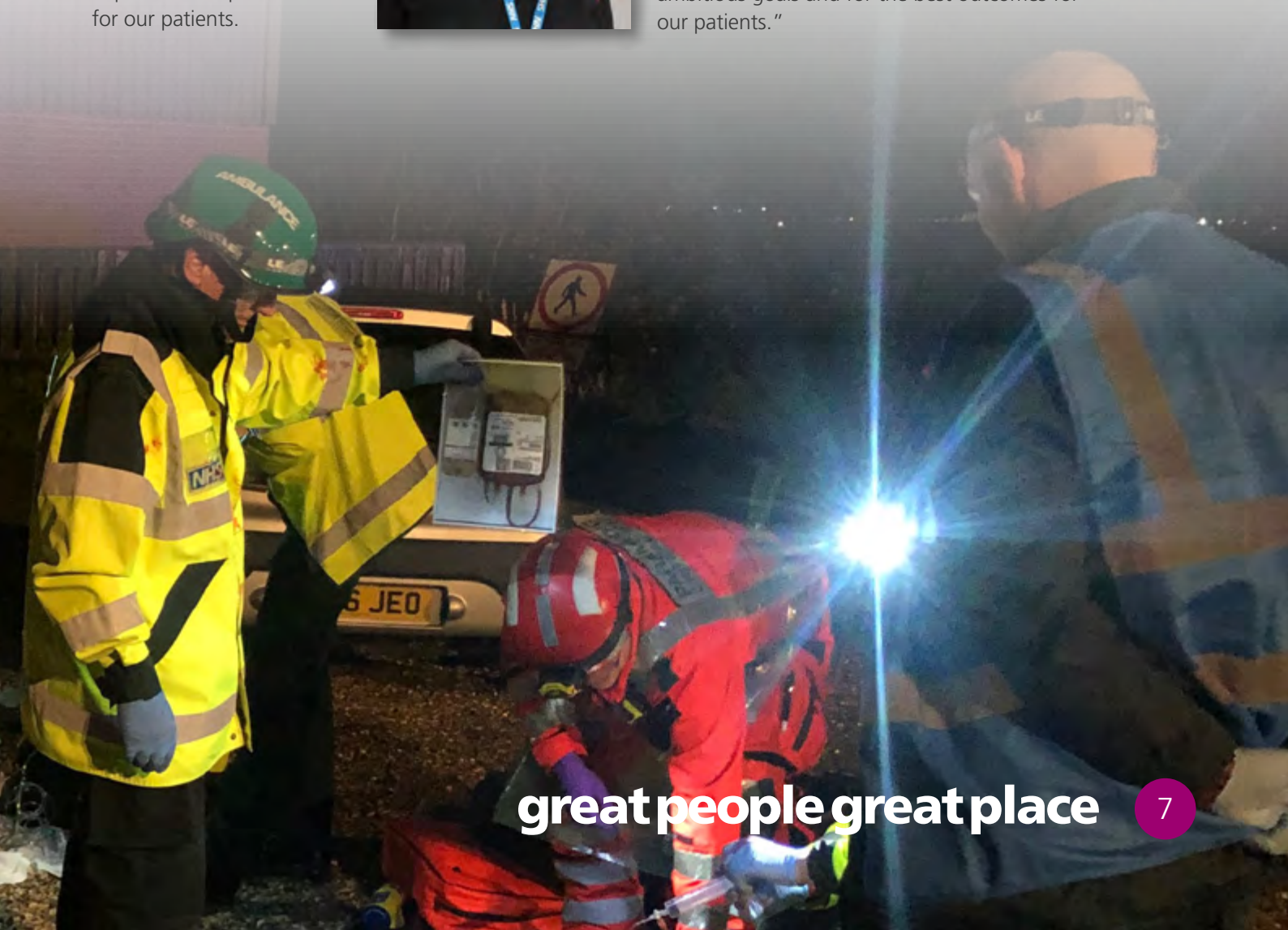
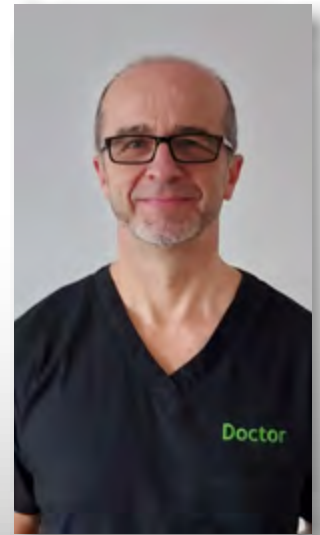
Treating stroke is always about speed and the immediate actions that are needed to save the brain.

The latest Sentinel Stroke National Audit Programme (SSNAP) has rated IOW stroke services as 'A' star and demonstrates the highest standards of care for island patients.

Jeannine Johnson,
Consultant Nurse/Clinical Director for Stroke and Unplanned Care Division:
"Our partnership with Portsmouth Hospitals University NHS Trust has been such a benefit to the island. Working together we have improved all aspects of care for our patients."



Dr Ugnius Sukys, Consultant Stroke Physician and Clinical Director for Stroke at Portsmouth University Hospitals NHS Trust said:
"The Isle of Wight now has a fast stroke treatment pathway which is proving to be extremely effective. The partnership between Portsmouth Hospitals University NHS Trust and the Isle of Wight Stroke team is a wonderful example of a great cooperation between two enthusiastic teams, seeking for ambitious goals and for the best outcomes for our patients."





Our people

Our workforce is the heartbeat of our organisation and we continue to invest in our people and their health and wellbeing.



During the year we have welcomed 136 new nurses and midwives, 30 Allied Health Professionals and 181 Healthcare Assistants.

Making sure our people take a restful break during their working day is really important. We were pleased to unveil our newly refurbished restaurant at St Mary's Hospital which offers a comfortable and more cosy space for staff to relax and socialise.

Our Mental Health First Aid Training is enabling staff to support each other better in the workplace by providing them with the skills and confidence to step in, reassure and support a colleague in distress and

Welcome to our Young Learners



This year we have welcomed our first cohort of young learners to join the Careers for Young People Programme.

This innovative training programme has been developed in partnership with HTP Apprenticeship College as part of a two-

year education programme offering placements in both healthcare and business support services. With over 150 roles available the young learners are gaining valuable insight into the roles and careers available.

Celebrating

The hard work and dedication of our staff and volunteers is valued and appreciated.

Our programme of staff recognition – Celebrating Success – celebrates many examples of outstanding care and compassion and recognises innovation and improvement across our organisation.

Through our special Chief Executive Award and Employee of the Month scheme, which is voted for by staff and the public, we are able to shine a spotlight on examples of brilliance, however big or small, which are making a positive difference to the people we care for.

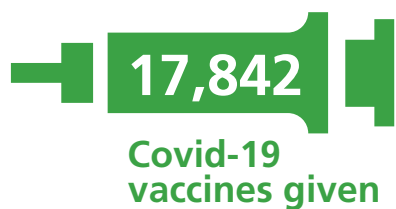


Our Chaplaincy Service continue to offer compassion and support to a wide range of people

“As Chaplains we are a team who are tasked with the responsibility for providing religious and spiritual care for patients, their relatives, friends and members of staff. We offer a safe, confidential space to unwind and release any unfinished business or pain outside of the main reason for hospital care.” *Rev Dozie Moneme, Lead Chaplain*



Our year in numbers



Improvement and innovation

Maternity services rated GOOD

Our Maternity Services are safe and well led and have been rated Good by the Care Quality Commission (CQC). We have worked hard to not only ensure the safety of women but also enable staff to achieve their roles in an environment that supports learning and staff development.

Our Good rating is testament to our hard working midwives, doctors and support staff for their dedication and commitment to continually improve the care we offer to pregnant people and their families.

The 2022 National Maternity Survey highlighted many positive experiences of antenatal care, childbirth and postnatal care, putting the Isle of Wight as the best performing Trust in two of the three areas surveyed.



Working together to support people with Dementia

Our Dementia Navigators service launched in 2022 and is making a real difference to the lives of people who are living with the effects of dementia or awaiting a dementia assessment.

Together with Age UK IOW and the Isle of Wight Council's Adult Social Care service we are joining up the support available on the island so that people diagnosed with dementia, their families, and carers can access expert advice, bespoke resources and referrals to both NHS and partner services, in good time, and at an early stage, which is helping them to enhance their quality of life.

Our Dementia community outreach service has extended and is now providing a seven-day-a-week service for families experiencing a dementia related crisis.



Ambulance service receive Outstanding Service Award

Delivering a service during the pandemic in a creative and innovative way was recognised by the Association of Ambulance Chief Executives (AACE).

The Ambulance Training & Community Response Service was awarded for outstanding service and exceptional support services. The team carried out over 600 mask fit tests for Trust staff as well as delivering teaching to assist the implementation of mutual aid, they provided first aid courses and resuscitation to key workers, maintained ambulance vehicles as well as ensured community public access defibrillators island-wide were emergency ready.





We are grateful to everyone who supports our Trust.

Your contribution helps us to deliver high quality, compassionate care that makes a positive difference to our Island community.



Get involved

Join the conversation by following us on social media:

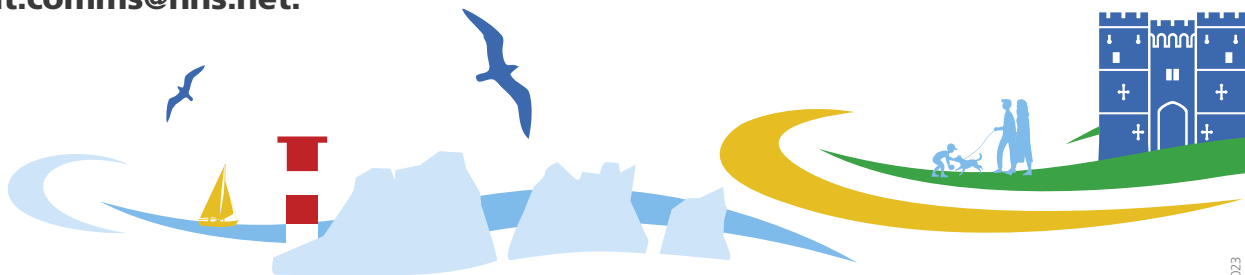


Share your news and stories with us by using **#TeamIOWNHS**

For further supporting information please visit: **www.iow.nhs.uk/AnnualReport**

This document is available in alternative formats upon request, including large print, easy read or in other languages.

Please call the Communications and Engagement Team on **01983 822099** or email **iownt.comms@nhs.net**.



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