



Message from our Chair and CEO

Our Trust, like NHS organisations across the country, has faced many challenges. Surges of COVID-19 variants continue to place pressure

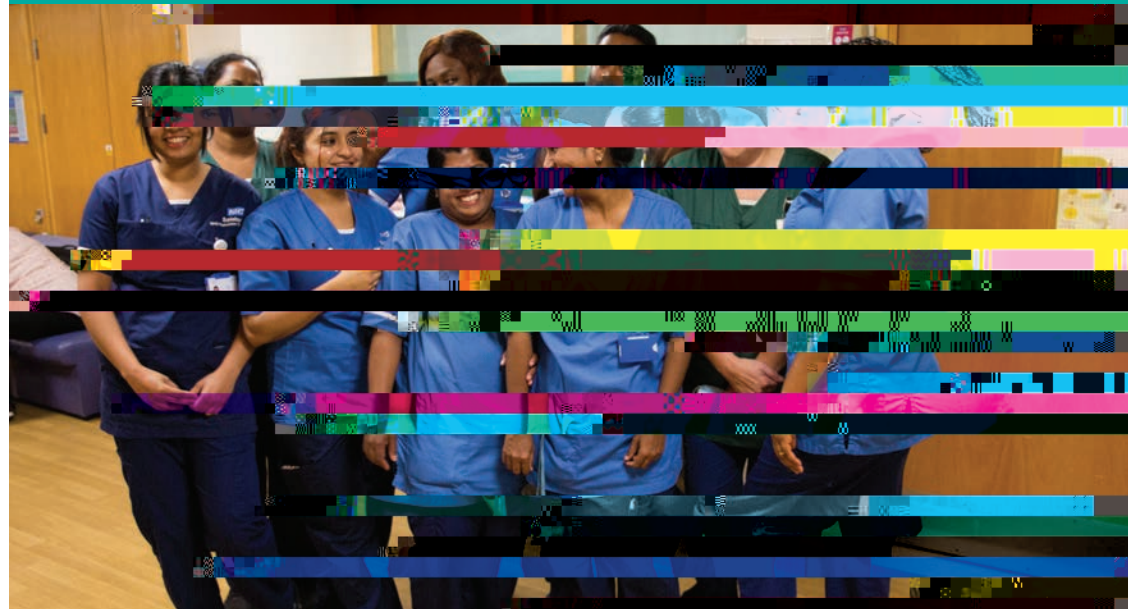
Our Trust, like NHS organisations



Our values are how we work towards
achieving our vision . . . *de a*
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Our values are the important
commitments our Trust makes to
our local communities.

We have three priorities that guide
how the Trust works as part of an





▲ Opening of the new Beatrice Birth Centre

Improving Our Services

In our efforts to restore services post-pandemic, we have taken steps to improve patients' experiences and reduce the amount of time they need to stay in hospital.

Our new Same Day Emergency Care Unit (SDEC) is an initiative by our Emergency Department, Short Stay Emergency Unit and Acute Medical Unit teams. This service launched in March this year and early analysis shows a two-fold increase in same day discharges.

Work to streamline pathways for out of hospital care continues with partners, with increased capacity of virtual wards and care co-ordination that will continue to grow in 2023/24.

To reduce delays, working with Wiltshire Council, we made several improvements to patient flow with our colleagues in adult social care, community health teams and our local care homes.

Our Stroke Team has been working to reduce the number of patients who fall whilst they are in hospital, and our Respiratory Team has reduced the waiting times for first outpatient appointments by over 30 percent. In addition to recovering our waiting times for planned care, we have made good progress with recovering our cancer standards and in access to diagnostic services.

In October 2022, following the celebration of the 100th anniversary of the Beatrice Ward, we opened the new Beatrice Birth Centre, which received funding support from the Local Maternity and Neonatal System and the Stars Appeal. The Centre offers a safe, friendly environment suitable for women who have had a healthy pregnancy and are expecting to have a straightforward birth. The Women and Newborn Division has also seen the successful launch of the PERIPrem (Perinatal Excellence to Reduce Injury in Premature Birth) care bundle within Neonatal services.

Over the year we had a record number of escalation beds open, including a ward at South Newton Hospital. In managing winter, we introduced a number of interventions including opening a discharge lounge, which facilitates discharges earlier in the day, ensuring that less patients are waiting

within the Emergency Department for an inpatient bed.

Our outpatient activity has remained strong throughout the year, and there is a renewed focus to free up capacity in outpatient services by reducing the number of follow up appointments that the Trust offers and undertakes.

We continue to improve digital access to our services for both patients and clinicians. Our outpatients' transformation programmes have included expanding the use of virtual appointment technologies for patient appointments and remote Advice and Guidance for our clinical partners.

To improve services and staffing across the Trust, we have undertaken a vigorous recruitment campaign, #JoinOurPeople, for teams across the Trust. In addition, overseas recruiting has continued strongly. Theatre recruitment has continued again this year, with overseas staff now firmly embedded across the theatre's footprint. The increase in staffing levels and management and leadership time in theatres have supported the attainment of the nationally recommended utilisation levels within main theatres which has been maintained throughout the year.

Patients' Experiences

We appreciate it when patients let us know about how they feel about the care received at our Trust. We appreciate the support, and it helps us to continually improve.

We regularly post the feedback on our social media pages, and share SOX excellence nominations from patients for our staff.

Here is a small sample of the feedback we've received from patients about various teams:

Downton Ward: "I was very impressed with the care I received from the staff on Downton Ward. They were very friendly and helpful, and they made me feel comfortable throughout my stay. I would highly recommend Downton Ward to anyone who is looking for a high-quality patient experience."

Odstock Ward: "The staff on Odstock Ward were very professional and caring. They listened to my concerns and provided me with the best possible care. I was very satisfied with the service I received, and I would definitely recommend Odstock Ward to my friends and family."

Bereavement: "The bereavement team was very supportive and helpful. They provided me with the information I needed to understand the process, and they were very understanding of my feelings. I would highly recommend the bereavement team to anyone who is looking for a compassionate and professional service."

Portering: "The portering staff were very helpful and efficient. They were always on time and did a great job of keeping my room clean and tidy. I would highly recommend the portering staff to anyone who is looking for a reliable and professional service."

Spinal Unit: "The staff in the Spinal Unit were very professional and caring. They provided me with the best possible care, and they were very understanding of my needs. I was very satisfied with the service I received, and I would definitely recommend the Spinal Unit to anyone who is looking for a high-quality patient experience."

Day Surgery Unit: "The staff in the Day Surgery Unit were very professional and helpful. They provided me with the information I needed to understand the process, and they were very understanding of my concerns. I would highly recommend the Day Surgery Unit to anyone who is looking for a reliable and professional service."

▲ Construction of the new inpatient ward

about our volunteers. Poet Saili Katebe read his poem about the diversity of our people, and poet Martin Figura read his poem about the history of the hospital.

Our Trust continues to evolve. 80 years after its inception as a WWII US Army Field Hospital, and 30 years since the opening of the main hospital, we have been awarded £14m to build a new inpatient ward to help increase our capacity and reduce waiting times.

Construction began early this year and the new ward will open in early 2024.

The new building will provide 24 additional beds in a state-of-the-art ward, incorporating a mixture of 4-bed bays and side rooms, which clinical teams have been heavily involved in designing. It will be an environmentally sustainable building.

Our Performance 2022-23

26,840

Non-Elective Admissions to the Trust

We carried out

3,503
Elective procedures

23,431
Day cases

67.5%

of patients received a diagnostic test within 6 weeks

72.6%

Emergency (4hr) Performance
(% of patients with a total time in A&E of under 4 hours arrival to discharge, transfer or admission)



1 out of 7

Cancer Treatment standards were met

We provided care for a population of approximately



270,000

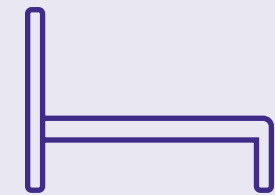
10.7%



Overall vacancy rate

1,999

patients stayed in hospital longer than 21 days



322,763

outpatient attendances delivered

23%

through video or telephone appointments

17.1%

of discharges were completed before 12:00

64%

Referral to Treatment (RTT) 18 Week Performance

26,736

Total Waiting List

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