



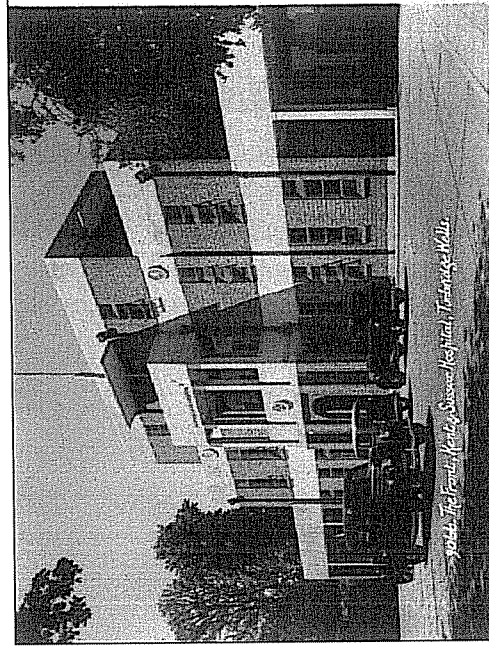
**Maidstone and  
Tunbridge Wells**  
NHS Trust

**Tunbridge Wells Hospital**

**One Year on - 50 Years in the Making**

## Background

- **1856** - Calls begin for a hospital in Tunbridge Wells
- **1934** - Kent & Sussex (K&S) Hospital opens
- **1957** - Calls start for a new hospital to replace K&S and Pembury hospitals - **eight** bids follow over four decades
- **1997** - Health Minister John Denham says case for new Tunbridge Wells Hospital is "inescapable"
- **1998** - Courier newspaper postcard appeal generates **59,000** responses from residents. Local MPs take case to Parliament
- **2001** - Health Secretary Alan Milburn includes Tunbridge Wells in fourth wave of PFI hospital schemes
- **2003** - Outline planning permission received
- **2004** - Trust receives 70 expressions of interest from developers
- **2005** - Three developers invited to submit bids to build PFI hospital
- **2006** - PFI scheme undergoes further DH and Treasury business case reviews
- **2006** - Equion chosen as Trust's first choice developer
- **2007** - Government approve Tunbridge Wells Hospital as one of seven PFI hospital developments
- **2008** - Construction work commences
- **2011** - New Tunbridge Wells Hospital opens
- **2012** - Tunbridge Wells Hospital one of seven PFI hospitals identified to receive financial support from the Department of Health



# The “inescapable” need for change

## Kent & Sussex and Pembury Hospitals

- Hospital estate up to 100 years old
- Patients treated in Victorian Nightingale Wards
- Hospitals unfit for delivery of modern day healthcare
- Among highest levels of mixed sex breaches nationally
- Poor privacy & dignity – typically 4 toilets/showers for 30/40 patients
- Open wards and bed space identified in Clostridium difficile outbreaks
- Difficult to provide optimal patient care with services across 3 sites

## Inspection comments

*“The ward entrance is gloomy and depressing”*

*“Mattresses stored in the day room made it impossible to clean”*

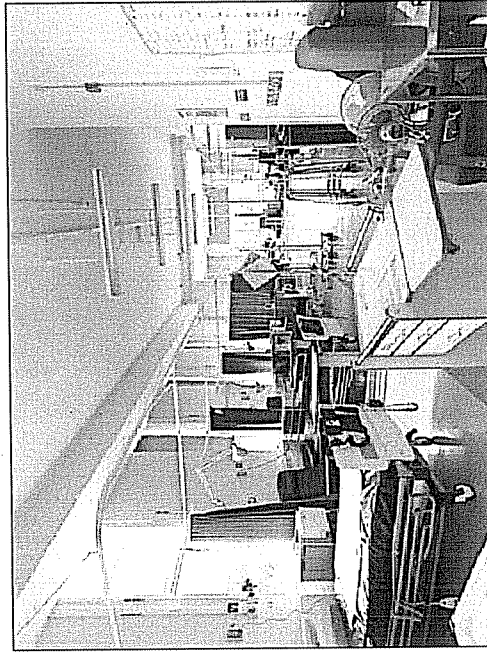
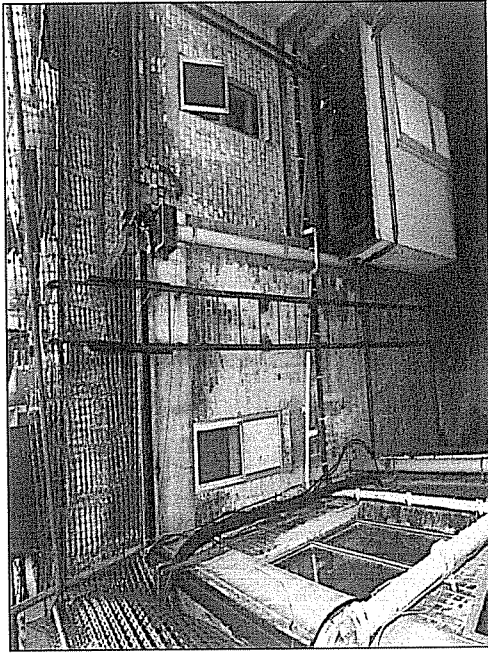
*“Toilets are few in number and small for patients in need of assistance”*

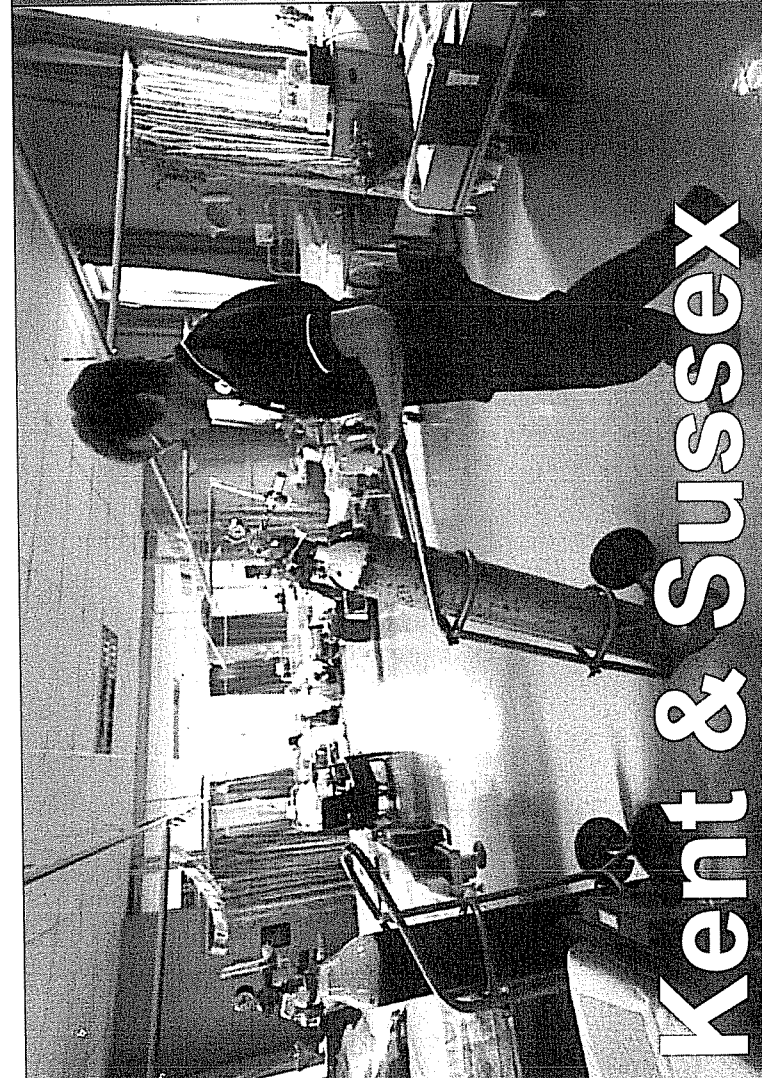
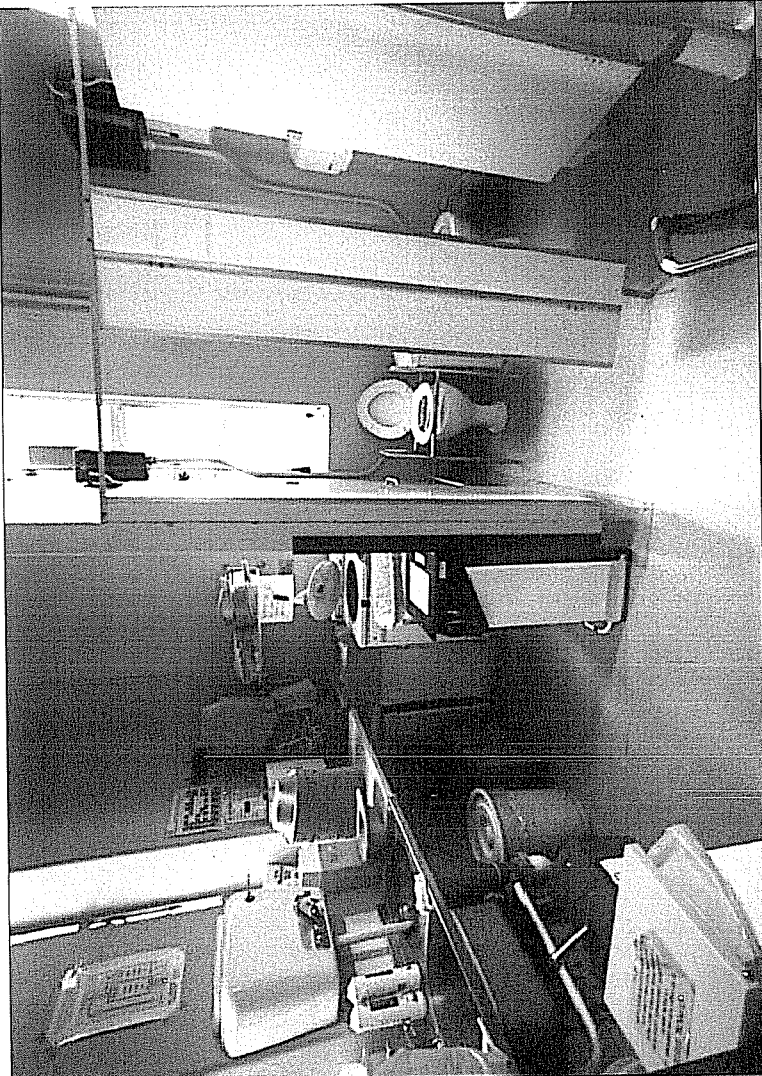
*“One shower was doubling as an equipment park”*

*“One must question adequacy of bathing facilities for a ward of 28 patients”*

*“Storerooms, in keeping with other parts of the hospital, were very full, cluttered and inadequate to contain modern equipment”*

*“The light fittings in the high ceilings were rather dirty and obviously inaccessible.”*



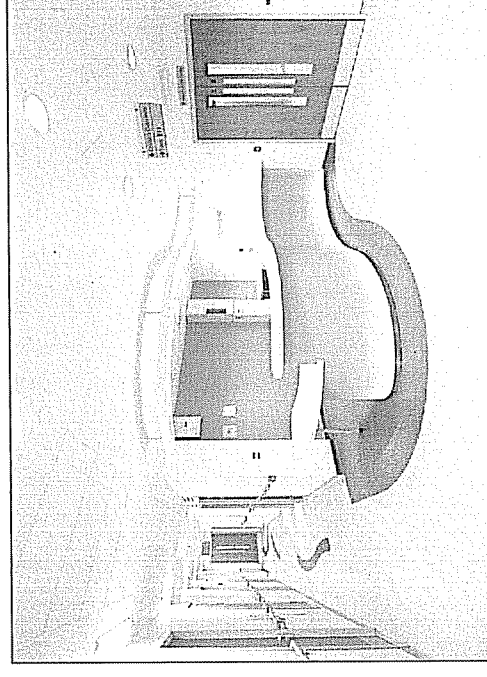


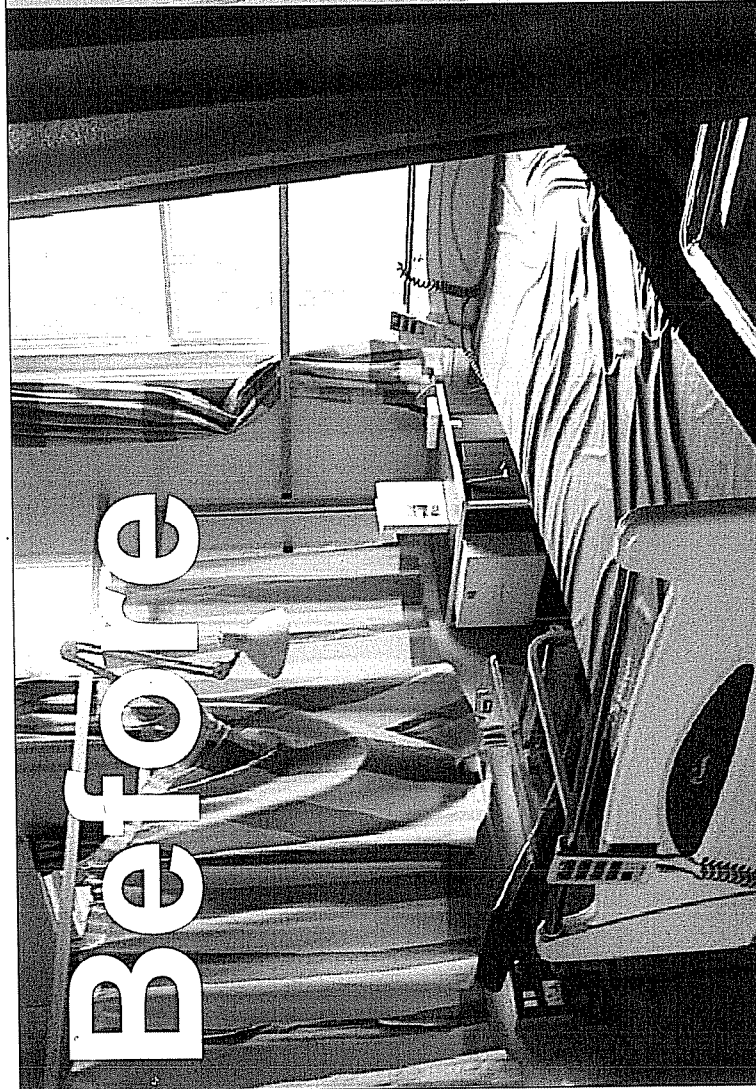
# Kent & Sussex

# The new Tunbridge Wells Hospital

## Some of our early achievements

- First NHS hospital to offer every inpatient a single en-suite room
- No mixed sex breaches
- High levels of patient privacy and dignity
- Groundbreaking 'hospital within hospital' design
- Commended by the National Patient Safety Agency
- Template for future hospital design worldwide
- Centres of expertise able to provide higher standards of care
- Unrivalled facilities for families
- Two hospitals working together with shared centres of expertise
  - Consultants available for longer each day
  - Increased opportunities for subspecialisation
- Generating Private Patient income to support NHS care
- Recommended for Trauma Unit status

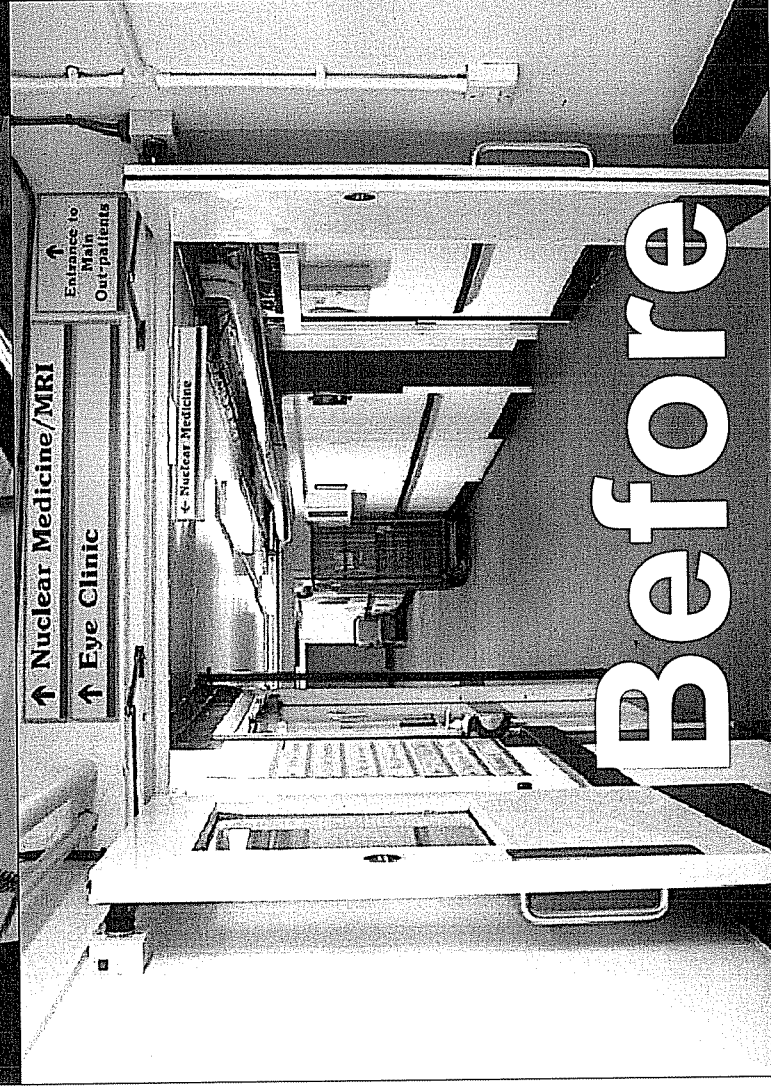




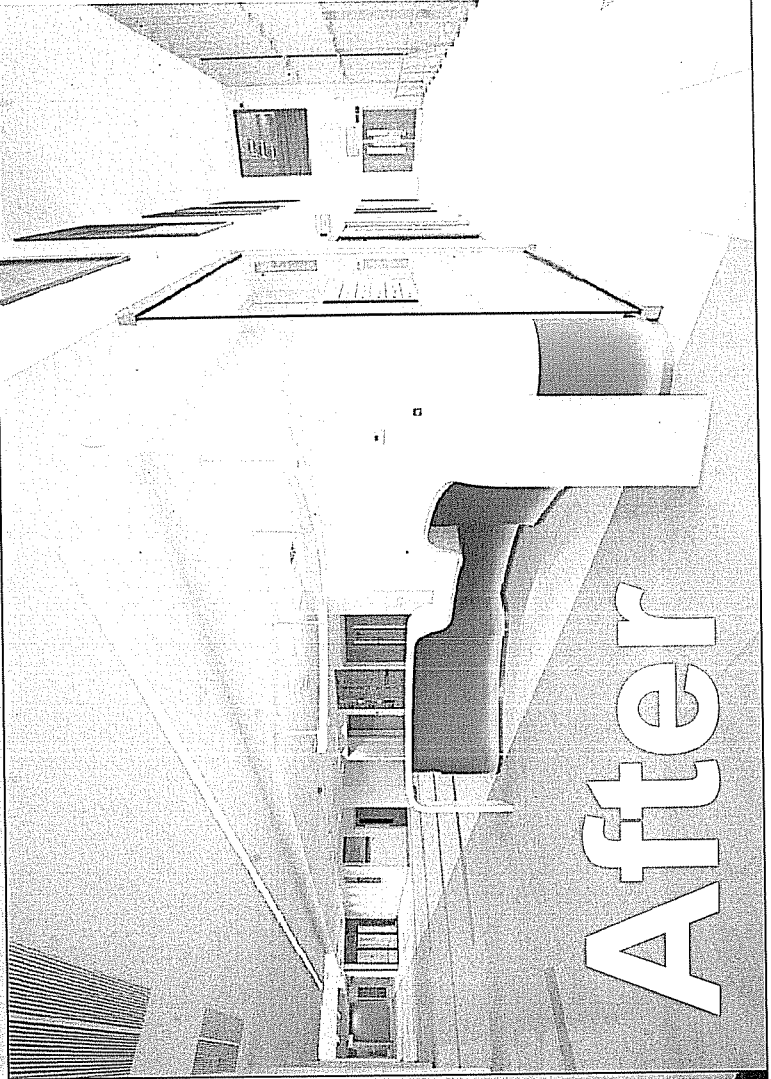
**Before**



**After**



**Before**



**After**

## **Challenges**

- Moving patients into the new hospital from K&S
- Maintaining momentum and staff morale
- Car parking and public transport
- Embedding new systems and working practices

## **Performance**

- Steady improvement in 4 hour A&E waiting times
- Low infection rates
- Fall in cancelled operations
- Patients having emergency surgery sooner
- Birth Centre exceeded all expectations
- No drop-off in patients to other areas
- Maintaining key performance standards

## **Service Integration**

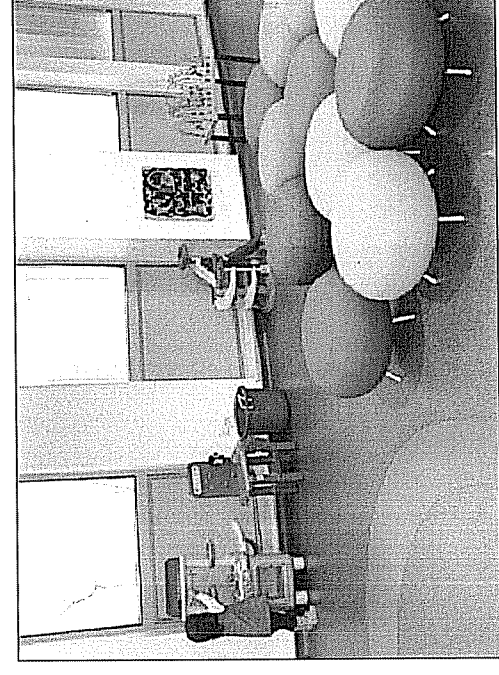
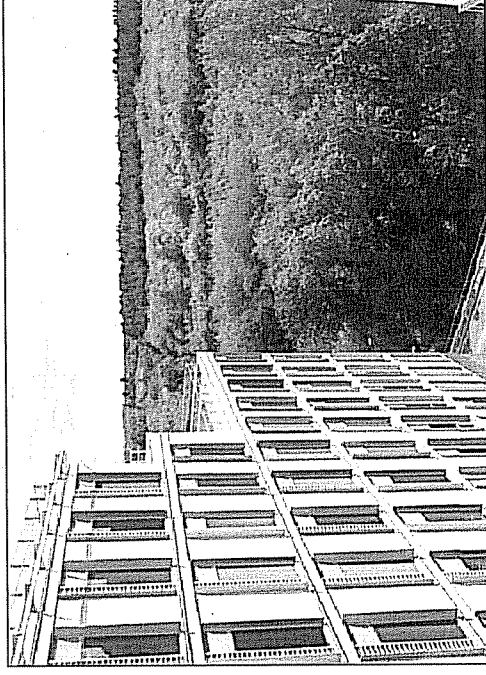
- Diabetes Care in Tunbridge Wells town centre
- Stroke rehabilitation in Cottage Hospital

## **Financial sustainability**

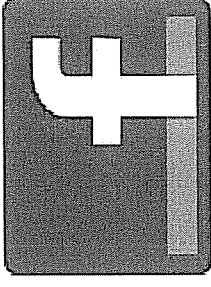
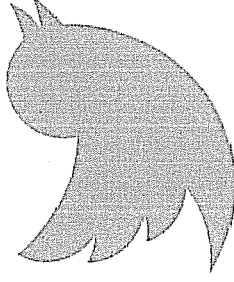
- PFI was only funding on offer – Department of Health financial support

## **Foundation Trust status**

- Achieve FT Status by April 2014



# Patient Feedback



Real-time feedback through.....

## Twitter - Facebook - Friends and Family test early adopters

**Philkenmore** Sep 18, 2:23am via Twitter for iPhone

... Yesterday at new #Pembury hospital –part of #MTW Trust – all single bedded. Amazing place, shows real innovation & change NHS can achieve

**PhillipRTW:** Does anyone know the opening times for radiology at Pembury Hospital? Can't find it anywhere online! #NHS #asktwitter6.22am, Sep 14 from Twitter

**MTWnhs:** @philiprtw Pls visit <http://t.co/hPM2YRzY> and call the Relevant number to find out the most up-to-date opening hours as times vary 11:45am, Sep 14

**PhillipRTW:** @MTWnhs Many thanks for that! I went in this afternoon after phoning and was in and out in half an hour! Many thanks, love the new hospital. 10:29pm, Sep 14

Maidstone and Tunbridge Wells NHS Trust carries out real-time inpatient surveys. Over **3,000** inpatients have been surveyed in the new hospital since September 2011. To date, **90%** of inpatients say they are happy with their care and overall experience.

The Trust is an early adopter of the Friends and Family test. Since August 2012 it has asked **1,230** patients if they would be happy for friends and relatives to be treated at Tunbridge Wells Hospital.

**98%** of patients surveyed said they would be happy to recommend us.