



Your Health. Our Priority.
About us: An overview of our organisation

Woodley Health Cent





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Our staff and patients proudly feature in the photography throughout this brochure.

Your Health. Our Priority.

This means putting people at the centre of everything we do.

Whether they arrive at our hospital in an ambulance following an accident, have a booked operation, are pregnant or need a district nurse to help them at home.

Amazing things happen across our services every day. We save lives and we give people their lives and independence back.

Stockport NHS Foundation Trust belongs to all of us. Everyone can make a significant contribution to their own and their family's good health and well-being, and take some personal responsibility for it. We, in turn, will always work hard to ensure that we deliver safe, seamless patient-centred care, to the highest standards.



Our organisation and services

Our organisation

Stockport NHS Foundation Trust provides hospital care for children and adults across Stockport and the High Peak, as well as community health services for Stockport.

Our priorities

Our priorities focus on providing high quality services which are all about people – patients, carers, staff and partners. We are the second largest employer in Stockport, with a highly-skilled, committed and dedicated workforce.

Our services

Our main hospital is Stepping Hill which provides emergency, surgical and medical services for people living in the Stockport and surrounding area. Stroke, urology, specialist abdominal surgery and trauma and orthopaedic services at Stepping Hill Hospital are highly rated nationally, and we run one of the largest orthopaedic services in the country.

We also provide hospital services from the Devonshire Centre for neuro-rehabilitation and The Meadows in Stockport, as well as Swanbourne Gardens which provides overnight breaks for children and young people with severe learning disabilities.

Community healthcare services are run across 24 health centres and community clinics in Stockport.

We are an associate teaching hospital, helping to train doctors and nurses for the future.

580,000

HOSPITAL & COMMUNITY
PATIENTS PER YEAR



Our values

Our values are at the heart of everything we do and come from our 'Your Health. Our Priority' promise. Every day, they drive the behaviour and actions for every person in our organisation.

QUALITY & SAFETY

- We deliver safe, high quality and compassionate care.
- We ensure a clean and safe environment for better care.

COMMUNICATION

- We treat our patients, their families and our staff with dignity and respect.
- We communicate with everyone in a clear and open way.

SERVICE

- We provide effective, efficient and innovative care.
- We work in partnership with others, to deliver improved care, in the right place, at the right time.

Our strategy

Our strategy is to provide services in new ways, concentrating on key patient groups, whether they are in hospital or in the community.

In developing our strategy, we looked at a range of information to help us to decide on the way ahead. The behavioural needs of the people in the areas we serve, how well we currently serve them, the future of their healthcare needs, and what they look for in a healthcare provider were all integral to our strategy. We are also aware that our local population is ageing – one in five will be over 65 by 2020.

We looked at what we are good at and where we need to improve, what other providers are doing and where we might work with them to deliver services.

We are at the beginning of some exciting and significant system-wide changes. Therefore we also looked at all the things happening in and around Stockport which we are part of, such as Greater Manchester devolution and the Stockport Together partnership.

And to further strengthen our strategy, we are one of four hub sites in Greater Manchester for emergency, planned high risk and general surgery (mostly abdominal surgery).

A photograph of two healthcare workers, a woman in a dark blue uniform and a woman in a light blue uniform, standing in front of the Heald Green Health Centre. The building is a two-story structure with a red brick facade and large windows. The name 'HEALD GREEN Health Centre' is mounted on the brick wall in large, silver, 3D letters. A small NHS logo is visible above the main text. To the right, a white section of the building also has the name 'HEALD GREEN Health Centre' in silver letters. A glass entrance door is visible on the right. A 'WARNING' sign is posted near the door. The two women are smiling and looking at the camera. The woman on the left is wearing a dark blue uniform, and the woman on the right is wearing a light blue uniform. Both are wearing ID badges and carrying bags.

HEALD GREEN Health Centre

“

We aim to listen and be open, honest and transparent, working with our patients, the public and partners to deliver the best outcomes.

Our vision

We want to be nationally recognised for our specialism in the care of older people and as an organisation that provides excellent cancer care.

All services delivered at Stepping Hill Hospital and in the community are essential to patients. We are developing ways to sustain and enhance our services, working with patients, staff, commissioners and in partnership with other organisations.

As part of Stockport Together partnership, we will deliver our vision through innovation, change and improvements, ultimately becoming a smaller, specialised hospital with more community services.



We are committed to providing high quality care for all, now and for future generations.





“ We work to improve the lives of individuals and our local communities.

We want **everyone** to have greater control of their health and wellbeing and to live longer, healthier lives supported by **high quality** health and care services that are compassionate, **inclusive** and **constantly-improving**.

Stockport Together

Stockport Together is a major transformation programme across the health and social care partners in Stockport. It aims to fundamentally reform the way health and social care is delivered to ensure the best possible outcomes for local people at a time of growing demand and restricted funding.

The partner organisations across Stockport - Stockport NHS Foundation Trust, NHS Stockport Clinical Commissioning Group, Pennine Care NHS Foundation Trust, Stockport Metropolitan Borough Council and Stockport's GP federation, Viaduct Health - are developing new models of care as one of the nationally selected NHS Vanguard sites. Vanguards are leading on developing new care models that will act as blueprints for the future of the health and care system in England.

A single strategic plan for Stockport will wrap services around people and deliver their care closer to home, empowering them to take more control of their own care. This plan includes a new multi-specialty community provider (MCP) model and eight neighbourhoods providing health and social care services centred around GP practices. These neighbourhood teams will bring together nurses and community health services, hospital specialists and other health and care providers to deliver more out-of-hospital care.

The eight neighbourhoods are Bramhall & Cheadle Hulme, Cheadle, Gatley & Heald Green, Heatons, Marple, Offerton & Hazel Grove, Tame Valley, Victoria and Werneth. **For more information please visit www.stockport-together.co.uk**



**STOCKPORT
TOGETHER**

“

We work to improve the lives of individuals, local communities and the population as a whole.





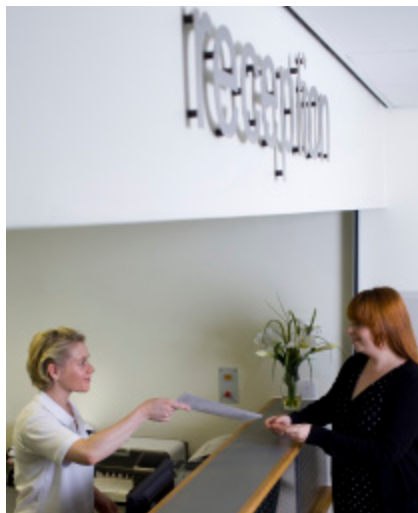
Sharnbrook NHS
Our patients first

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We have a single, common definition of high quality care: it is safe, effective and a positive patient experience.

Providing a good patient experience

All patients should have the best possible experience. Our aim is to care for patients, not just treat them. Our patient environment, food, privacy and dignity have received high scores and we have robust infection control systems in place.



We focus on:

- learning from concerns and suggestions
- improving communications with patients so they are fully informed and involved in their care; treating them as an individual, not just as a patient
- improving the physical environment to make it more welcoming and sympathetic
- improving clinical practice so patients can leave hospital quicker to be cared for at home by our community health staff.



Ensuring patient safety

Patient safety is at the heart of all we do. We have received numerous accreditations and awards for the safety and quality of our patient services.

We also have safety measures in place which go above and beyond national standard practice.



As a member of the 'Open and Honest Care: Driving Improvement' programme, we work with patients and staff to provide transparent care. We use this programme to implement quality improvements and further reduce the harm that patients sometimes experience when they are in our care.

Friends and Family Test

The national NHS Friends and Family Test provides valuable information to help ensure patients have the best possible experience of care. Patients are asked whether they would recommend our hospital wards and departments, A&E and community services to their friends and family if they needed similar care or treatment. This provides a better understanding of the needs of our patients and helps us make improvements.

Patient feedback

We seek the views of our patients, their families and carers through regular surveys and feedback to capture a wide variety of opinion about the care and services we provide. Listening to, valuing and responding to patient feedback is an important part of our commitment to continuously improving our services for patients.

Delivering clinical excellence and effectiveness

Efficiency and effectiveness is a priority for us, not only for a high-quality experience for our patients, but also to ensure strong operational management.

Our aim is to further improve clinical effectiveness and positive outcomes that have focused on electronic prescribing; reducing the patient's length of stay in hospital; reducing the number of tests and investigations ordered; and increasing the number of patients who can be treated as day cases.

Caring for patients living with dementia

We provide person-centred care that supports patients living with dementia and their carers to improve their care and outcomes.

Living with dementia can have a big emotional, social, psychological and practical impact on a person. People living with dementia form a large and growing number of our patient population. Our dementia strategy aims to respond to the needs of these patients and enhancing their care in our hospital and community clinics.

Working towards becoming a dementia-friendly organisation, we are continually improving our approaches to communicating, seeking and acting on feedback from people. In the hospital environment, we have improved our signage and flooring to make them more dementia-friendly.

We have introduced a number of measures to enhance the care we offer to patients with dementia, and our support to their carers and families. A specialist matron for dementia care has been appointed to oversee improvements, and organise additional training for our healthcare assistants and volunteers.

Dining companions assist patients at mealtimes, and there is now a full time psychiatric liaison service for older adults.

We also have 'dementia café' areas which recreate previous eras for a relaxing space nearby the ward, and have supplied special 'activity mitts' for patients, both of which have a calming and therapeutic effect for many patients with dementia.

Our dementia care is person-centred and our new carers' passports support the right for families and carers to stay with people living with dementia in hospital as part of 'John's campaign'. We also encourage relatives to complete the 'This is me' booklet when accessing our services, giving us information on the patients and how best to meet their needs.

With over 24 dementia champions across the organisation, our culture engages carers as partners in dementia care, welcoming their views and ideas.

We work in partnership with local organisations such as care homes to see how we can improve care and outcomes, to enable us to develop a skilled and effective workforce able and unafraid to champion compassionate and supportive dementia care.



Our beginnings to our today



1948

Our hospital becomes part of the newly-founded NHS



1905

Stepping Hill Hospital first opens with 340 patient beds



2012

Stockport community services officially join us, paving the way for a truly integrated service in Stockport

2000

Stockport NHS Trust is formed, following the merger of Stockport Acute Services and Stockport Healthcare NHS Trust

2014

The Stockport Together partnership to jointly transform health and social care services is launched

OUR BEGINNINGS



1916

We are used as a military hospital to treat and care for injured soldiers throughout World War I



1972

Our new maternity building opens, replacing the old 1940 building which is demolished



Photo courtesy of Stockport Local Heritage Library

OUR DEVELOPMENT

1996

The Duke of Westminster opens a new hospital wing which includes our Tree House children's unit



2007

The Princess Royal opens our new cardiology and surgery unit



2004

We make history by becoming one of the first ten foundation trusts in the UK



New developments

Our new £20 million medical and surgical centre at Stepping Hill Hospital opens

A new sensory garden for patients opens at our stroke unit, providing a calming and relaxing environment which was supported by charitable donations

A new bright and colourful outside play area for children opens, supported by charity MedEquip4Kids



UK firsts

A surgery team at Stepping Hill Hospital is the first in the North West to perform a new operation for kidney stone removal, improving patient outcomes



National awards

The Stockport Intermediate Care Team, a joint service between ourselves and Stockport Council which provides nursing and therapeutic support to patients in their homes and residential care homes, wins the 'Community Placement of the Year' award at this year's Student Nursing Times Awards

OUR YEAR 2015/16



National excellence

Ratings from the National Joint Registry show our hip and knee replacement operations as amongst the safest in the country

Our services for cancer patients achieves 100% satisfaction ratings from the 'Friends and Family' survey, and also receive 'Gold' accreditation status from The Christie

Stockport is ranked the 5th best in the country for one year cancer survival rates by the All Parliamentary Group



Improved services

We begin to implement an advanced new electronic patient record system at the hospital to further improve safety, efficiency and patient care

We introduce a new procedure to ensure patients with heart problems can have their medication changes quicker and easier without the need for extra GP referrals

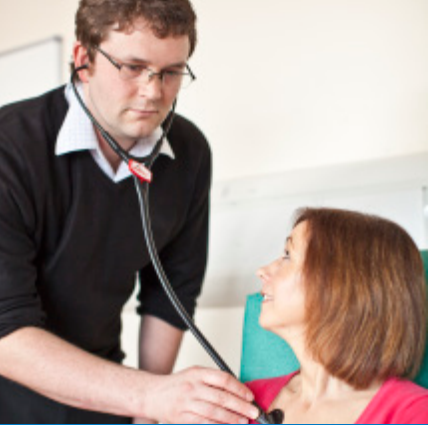


Future vision

We celebrate becoming one of four sites in Greater Manchester to provide emergency medicine and specialist abdominal surgery under the Healthier Together review

Our care

The care of patients is our top priority and we are committed to providing high quality and safe treatment, alongside a good patient and family experience.



1. Referral

We ensure patients have swift access to our services, and also run a busy A&E department for patients.



2. Diagnosis

We provide expert and state-of-the-art diagnostics, including scanning, point of care testing and digital imaging.



3. Treatment

We offer a range of hospital and community health services, from surgery to district nursing; specialising in many areas.



4. Care

We consistently strive to improve the patient experience and tailor care to meet the needs of each patient and their family.



5. Ongoing support

We provide a range of services to patients and their families after treatment and help them feel empowered and educated about their ongoing health.



6. Research

As an associate teaching hospital, we participate in research and run patient trials to help develop new treatments that will go on to save further lives.

1. REFERRAL
Assessing and referring

2. DIAGNOSIS
State-of-the-art diagnostics

3. TREATMENT
Hospital and community health

4. CARE
Tailored care to meet patient needs

5. SUPPORT
Ongoing health support

6. RESEARCH
Developing new treatments

Our area

As well as Stepping Hill Hospital, we run 24 health centres and community clinics for over 80,000 patients each year in Stockport as well as providing community health services in people's homes.

We also run specialist services including the Devonshire Centre for neuro-rehabilitation, The Meadows palliative care centre and Swanbourne Gardens - a purpose built respite facility for children and young people with complex health needs.

A full list of all our locations can be found on www.stockport.nhs.uk



Stepping Hill Hospital

● Health centre/community clinic

24

HEALTH CENTRES &
COMMUNITY CLINICS

80,000

COMMUNITY PATIENTS
EACH YEAR

A perfect location

We are situated on the outskirts of Manchester ‘Britain’s second city’ and the most vibrant and exciting place outside of London.

From a thriving nightlife to a vibrant and multicultural ambiance, Manchester offers some of the best social activities, arts and entertainment outside London and constantly achieves a high ranking as one of the best UK cities to live, work and play.

Add this to world-class sport, excellent schools and further education, top-quality shopping, and a host of festivals and events including the Manchester Arts Festival.

With Manchester airport on our doorstep offering frequent flights to more than 150 destinations, and excellent road and rail links with the rest of the UK, Stockport is one of the most accessible places in the country and the perfect base for exploring the nearby countryside.

Within easy reach there are picturesque destinations, including the most beautiful national parks, historic castles, stately homes and unspoiled beaches.





Our performance

We are committed to providing the highest quality and safest health care to patients, as well as contributing to the health and wellbeing of the people we serve.

At Stockport NHS Foundation Trust we have developed strong governance arrangements through our Trust Board and Council of Governors to help improve our services.

The latest Care Quality Commission (CQC) inspection resulted in a 'requires improvement' rating, and an action plan is in place. The CQC has found that our services are effective, caring and well-led although improvements were needed in the safety and responsiveness of some services.

Our performance is examined critically so that we can build on good practice and keep on learning. Achieving key clinical and performance targets is a priority as the visible and measurable standard of our service, but we never lose sight of the fact that our services are about people.

You can read more about our performance on our website.

Our finances

It is important that we spend our money in the most effective way for patients.

With an annual income of £270 million we strive, week in week out, to be efficient and make every single penny count.

£270m

ANNUAL INCOME

80,000

COMMUNITY HEALTH
USERS PER YEAR

90,000

EMERGENCY DEPARTMENT
ATTENDANCES PER YEAR

52

HOSPITAL WARDS

4

AVERAGE NUMBER OF DAYS
THAT INPATIENTS
ARE WITH US

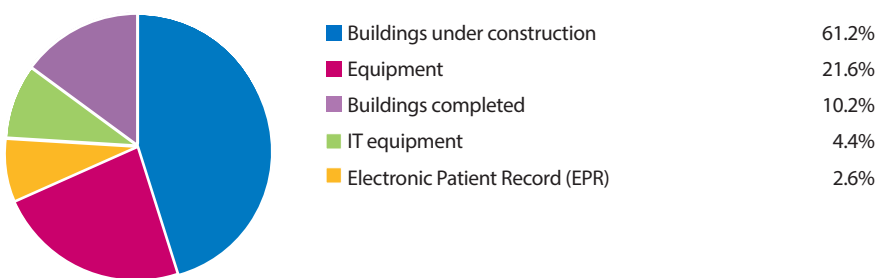
Money into our Trust



Money out of our Trust



Spend on Capital Assets



Our staff

5,200
MEMBERS OF STAFF

Our greatest asset is our skilled and committed staff. They are the Trust and help build our reputation.

Doctors and nurses are at the forefront of care, but their job is only made possible through the support of many other staff.

Diagnosing, treating and caring for patients involves many roles, from pharmacists and biomedical scientists to radiographers and physiotherapists, but caring for patients also depends on other vital roles which are sometimes ‘invisible’.

This includes administrative staff such as medical secretaries and maintenance staff such as plumbers and electricians. Without porters, patients could not be transported around the hospital; and without cleaners, we would not be able to maintain our standards for preventing infection.

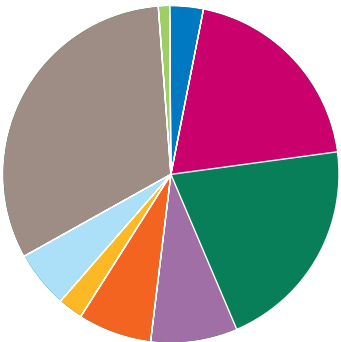
We recognise the importance of everyone who works here, treat one another with respect, and promote team work.

We invest in our staff through education, training and development, and interprofessional learning. Through our organisational development strategy we continuously aim to enhance the working experience for all staff.

Staff are engaged and involved in our decisions, recognised for their outstanding contribution and supported through a health and wellbeing programme. Events for staff include our Pride of Trust awards, long service awards, learning events and equality and diversity focus group events.

Our commitment to supporting staff is reflected in good results in the national annual staff survey. Staff have fantastic support in their roles from our army of dedicated volunteers. And an army of over 400 volunteers, from 16 to over 80 years of age, generously give their time and dedication as helpers in clinics and wards or as guides.

Staff group numbers



Nursing and midwifery registered	31.7%
Additional clinical services	21.5%
Administrative and clerical	20.4%
Allied health professionals	7.4%
Estates and ancillary	7.0%
Medical and dental	6.7%
Additional professional scientific and technical	2.9%
Healthcare scientists	2.0%
Students	0.5%



Our membership: your views

Everyone can help shape our services.

Since becoming a foundation trust in 2004, we have built up 18,000 public and staff members to ensure that people have a say in how we develop our services.

Our members are represented by elected governors who take an active role in our organisation.

You can make a difference to our health care services by joining as a member.

To find out more, please visit our website **www.stockport.nhs.uk** or telephone **0161 419 4653**.

If you would like a copy of our full Annual Report and Accounts, please visit **www.stockport.nhs.uk**



Join us on Facebook: **www.facebook.com/StockportNHS**



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Watch us on YouTube: **www.youtube.com/stockportNHS**



See us on Instagram: **www.instagram.com/stockportnhs**

Stockport NHS Foundation Trust, Stepping Hill Hospital, Poplar Grove, Stockport SK2 7JE

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www.stockport.nhs.uk