



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



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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, attend for 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, Tameside and Glossop.

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 and have been ranked amongst the best employers in the NHS, 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. Urology, stroke, maternity 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 Centre 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 and 17 centres in Tameside and Glossop.

Five clinical business groups provide treatment and care through a range of specialities. Patient care is supported by corporate services including IT, finance, human resources, estates and facilities.

750,000

HOSPITAL & COMMUNITY
PATIENTS PER YEAR



Our strategic plan feeds into the Healthier Together review of NHS services in Greater Manchester and sets our vision for 2014-2019.

This means doing things differently, from working even closer with our neighbouring trusts, clinical commissioning groups and social care organisations, changing the way we deliver services, and moving more services into the community and closer to home.

Our strategic priorities at a glance - 2014 to 2019

- | | |
|----------------------|---|
| Quality | Deliver safe, effective and compassionate care, that meets national standards and gains positive patient feedback. |
| Collaboration | Work as part of an effective member of a modern and innovative health care community, so that our patients receive better quality services through seamless health and social care. |
| Efficiency | Make the best possible use of our resources whilst enabling staff to deliver high quality care. Achieve £17 million efficiency savings this year, avoiding waste and duplication whilst investing in IT, organisational development and modernising both hospital and community facilities. |

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 and Safety

We deliver safe, high quality care.

Clean and safe environment for better care.

Communication

We treat people with dignity and respect.

We communicate in a clear and open way.

Service

We provide effective and efficient care.

Right place, right care, right time.

Our area

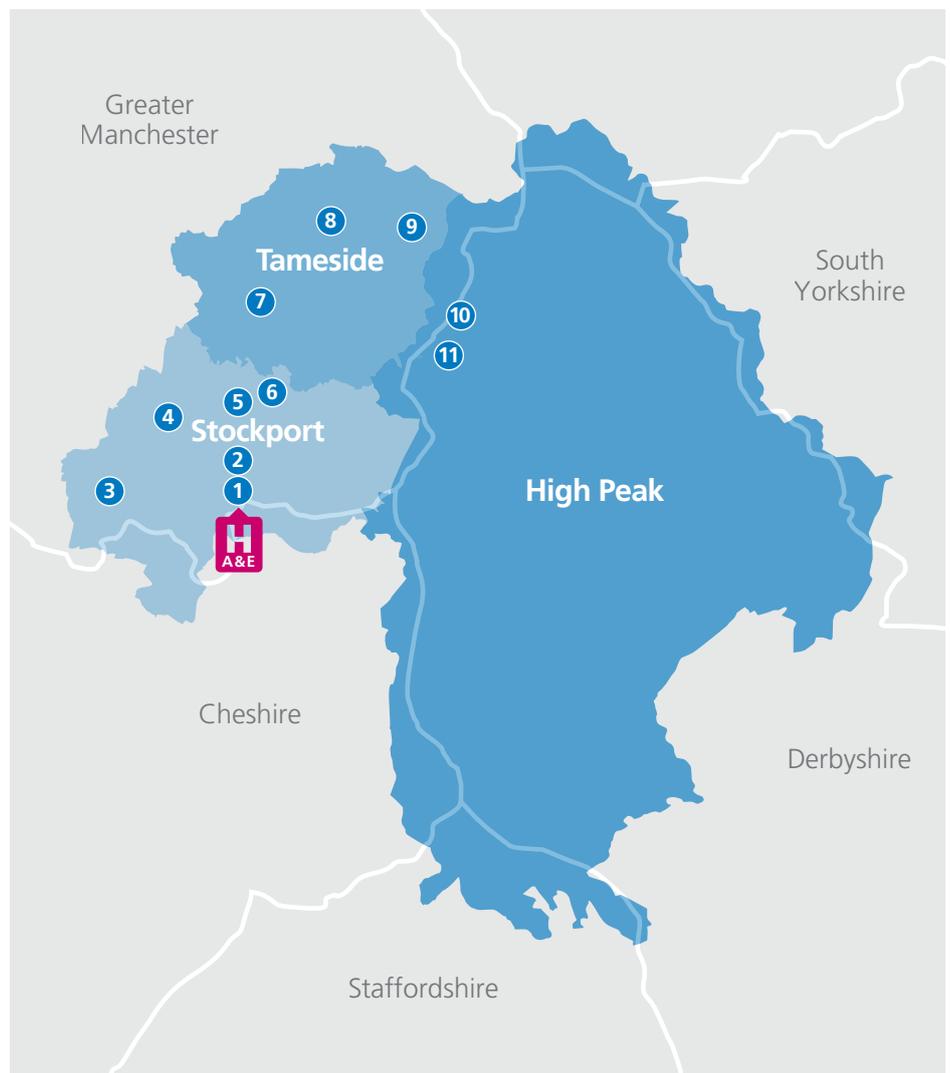
Stockport
NHS Foundation Trust



Catchment area with main hospitals and centres

- 1 Stepping Hill Hospital
- 2 Devonshire Centre for neuro-rehabilitation
- 3 Heald Green Health Centre
- 4 Swanbourne Gardens Centre
- 5 The Meadows Palliative Care Centre
- 6 Woodley Health Centre
- 7 Ann Street Health Centre
- 8 Ashton Primary Care Centre
- 9 Stalybridge Clinic
- 10 Shire Hill Hospital
- 11 Glossop Primary Care Centre

A full list of locations can be found on our website.



24

HEALTH CENTRES &
COMMUNITY CLINICS
IN STOCKPORT

17

HEALTH CENTRES &
COMMUNITY CLINICS
IN TAMESIDE & GLOSSOP

Our beginnings to our today



1905

Stepping Hill Hospital first opens with 340 patient beds



1948

Our hospital becomes part of the newly-founded NHS



2012

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

2011

Tameside and Glossop community healthcare services join us

2000

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

OUR BEGINNINGS

OUR DEVELOPMENT



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

1996

The Duke of Westminster opens a new hospital wing which includes the children's services 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 Outpatients C department opens for haematology patients, giving them a one stop shop for improved care

We integrate the management of children's services with Stockport Council – to help remove barriers between NHS and social care, and save costs

We complete a major makeover of our maternity unit from Department of Health funding, which includes facilities for partners to stay overnight, and en suite bathrooms



UK firsts

We receive publicity across the globe for a UK first operation using fluorescent dye to remove a cancerous kidney tumour



National awards

Gill Clarke, senior gynaecology nurse, receives an OBE in recognition of her work

We are the only Trust in the country to win three awards at the Student Nursing Times awards - student placement of the year, mentor of the year and partnership of the year (shared with Manchester Metropolitan University)

We receive the international Alberto Ferrari prize for our work around blood pressure

We retain our UNICEF baby friendly level 3 assessment – one of only a small number of units to achieve this

OUR YEAR 2013/14



National excellence

We are ranked as one of the best hospitals in the country for providing high-quality and safe care under a new intelligent monitoring system from the Care Quality Commission (CQC)

An independent national audit confirms Stepping Hill Hospital as the safest place in Greater Manchester to have bowel cancer surgery



Improved services

Our new short stay older people's unit opens to help avoid unnecessary long stays in hospital for the over 70s – and improve the patient experience

We open our new Carers Information Point to provide support and information to carers

Our new pharmacy shop opens at Stepping Hill Hospital



Enhancing care

We launch a new integrated diabetes service in Tameside & Glossop, creating a centre of excellence in partnership with Tameside General Hospital

We introduce new standards to reduce noise at night so that our patients can have a better night's sleep

Our new Compassion in Practice strategy is launched to ensure the best possible care and outcomes

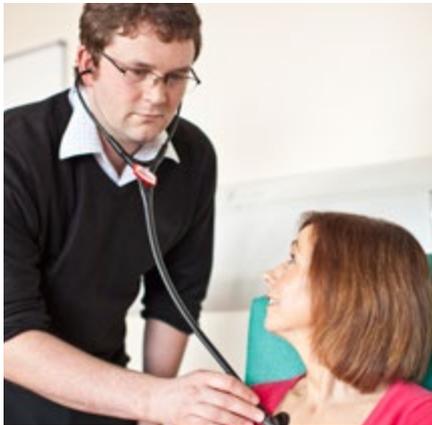


And also...

We celebrate our ten year anniversary as a Foundation Trust

Our care

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



1. Referral

GPs play a key role in assessing symptoms and referring patients for specialist diagnosis and hospital treatment as well as community health services. We work with GPs to ensure patients have swift access to the right care at the right time. We also run a busy emergency department for patients with life-threatening and complex injuries arriving via ambulance.



2. Diagnosis

A fast and accurate diagnosis helps achieve better outcomes for patients. We provide expert and state-of-the-art diagnostics, including scanning, point of care testing and digital imaging.



3. Treatment

We offer a comprehensive range of hospital and community health services, from surgery to district nursing. Teams of experts work together to plan and provide individualised treatment.

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



4. Care

Our approach to care is patient-centred. This means we consistently strive to improve the patient experience and use our expertise to tailor care to meet the needs of each patient and their family.



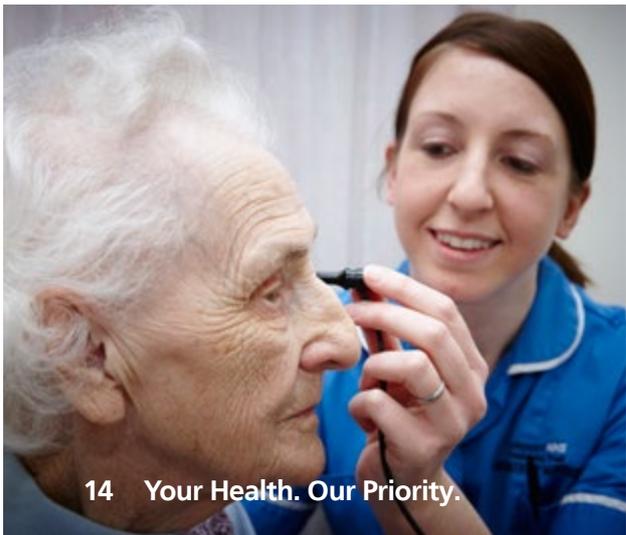
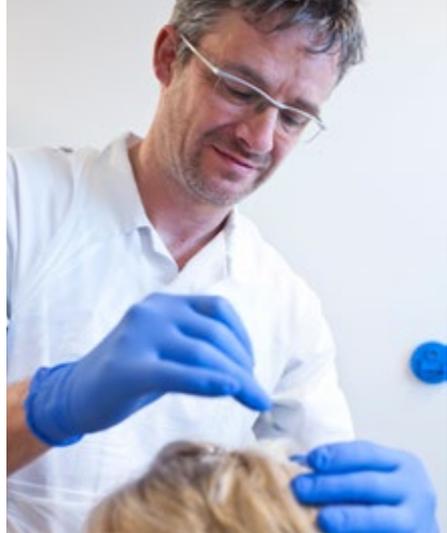
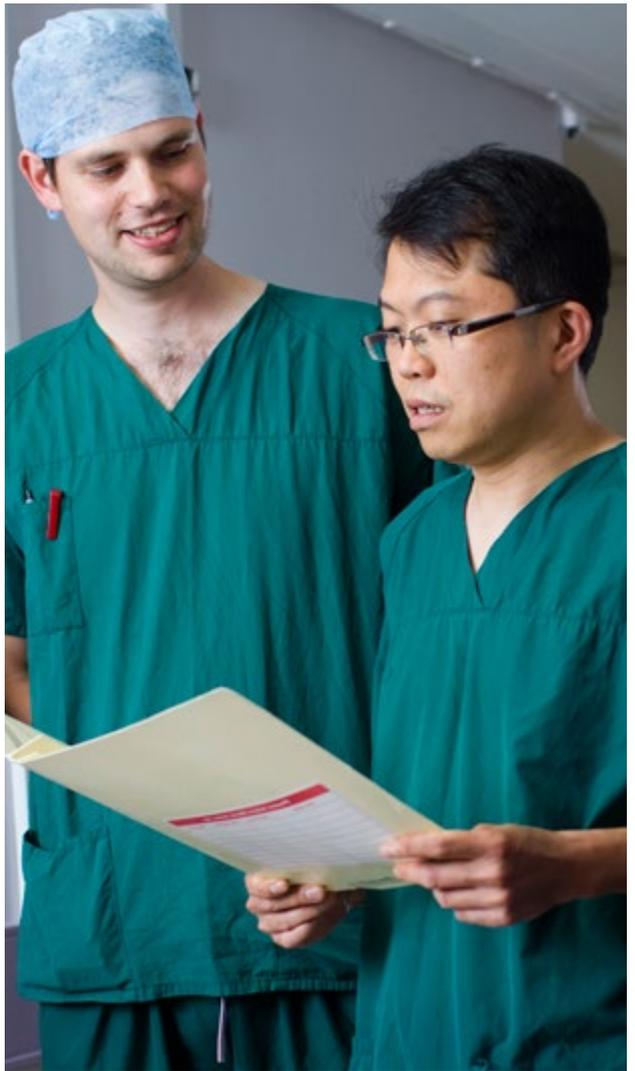
5. Ongoing support

We understand the importance of our patients and families receiving the support they need after their treatment. We provide an extensive range of services to help patients 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.



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 open and honest 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 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 A&E department 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 also seek the views of patients, their families and carers through regular surveys and feedback to capture a wide variety of opinion about the care and services we provide.

Delivering clinical excellence and effectiveness

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

Our projects to further improve clinical effectiveness have focused on electronic prescribing; reducing the patients' 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.

300,000
OUTPATIENTS PER YEAR

Our performance

We are proud of our record of providing high quality healthcare to patients and are committed to further developing services in the future, as well as contributing to the health and wellbeing of the people we serve.

As an early foundation trust, we have developed strong governance arrangements through our Council of Governors and Trust Board.

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 £294 million we strive, week in week out, to be very efficient and make every single penny count.

£294m

ANNUAL INCOME

250,000

COMMUNITY HEALTH USERS PER YEAR

90,000

EMERGENCY DEPARTMENT ATTENDANCES PER YEAR

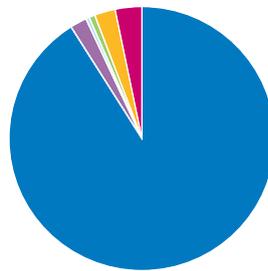
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HOSPITAL WARDS

4

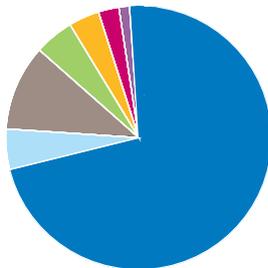
AVERAGE NUMBER OF DAYS THAT INPATIENTS ARE WITH US

Money into our Trust



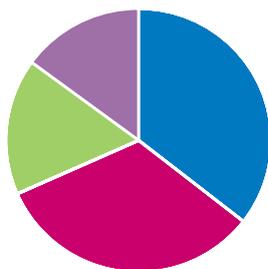
NHS Organisations	88.9%
Other Operating Income	5.5%
Education, Training and Grants received	3.2%
Stockport Pharmaceuticals & Regional Quality Control	1.8%
Income Generation	0.5%
Private Patients	0.1%

Money out of our Trust



Staff Salaries	70.9%
Supplies and Services	10.0%
Hospital Maintenance	5.5%
Drugs	4.8%
Depreciation	3.9%
Administration Costs	3.4%
Services from NHS Bodies	1.5%

Spend on Capital Assets



IT Equipment	29.5%
Equipment	26.8%
Buildings Completed	25.6%
Buildings Under Construction	18.3%

Our staff

5,800

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.

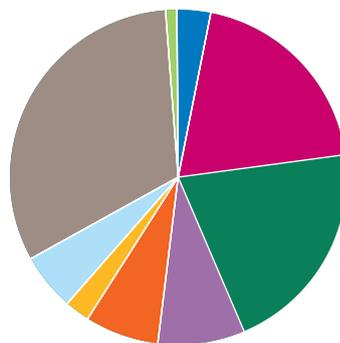
We recognise the importance of everyone who works here, treat one another with respect, and promote team work.

We invest in our staff through education, training and development, our coaching academy and interprofessional learning. Through our engagement and culture strategy we continuously listen to and learn from 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 annual 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. Around 470 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	32.2%
■ Additional Clinical Services	20.9%
■ Administrative and Clerical	20.5%
■ Allied Health Professionals	8.9%
■ Estates and Ancillary	6.7%
■ Medical and Dental	5.5%
■ Additional Professional Scientific and Technical	2.7%
■ Healthcare Scientists	1.8%
■ Students	0.8%



Our services: a selection

We provide an extensive range of services.
Here are a few examples which we are proud of.





Our stroke care: specialist and supportive

Stroke is one of the major health problems which the country faces today, but with the right immediate treatment and care, people can make a good recovery.

Our stroke centre is one of three specialist centres in Greater Manchester, offering clot busting treatment and dedicated services for stroke.

It serves all of south Manchester, treating around 700 stroke victims a year. Our patients have ranged from 21 to 104 years old, with the average patient staying in our hospital for 22 days.

We try to ensure that patients spend at least 90% of their admission on the stroke centre to maximise their recovery. The centre has a full rehabilitation programme, physiotherapy gym and therapy rooms.

With an award-winning team of physiotherapists, occupational therapists and speech and language therapists, the focus is on providing patients with more control of their rehabilitation.

They can access a full range of individual and group exercises, as well as activities such as movie and breakfast clubs.

700
STROKE VICTIMS
TREATED EVERY YEAR



Our therapy services: expert, personal and individual

Delivering a range of therapy services in a timely way is beneficial both to patients and our hospital.

Our integrated therapy service consists of physiotherapists, occupational therapists, speech and language therapists and dietitians, working in six inpatient teams and three outpatient teams.

We also have a hydrotherapy pool offering individual treatment sessions and seven classes each week.

Our services aims to achieve a holistic and co-ordinated approach to enable patients to become as independent as possible.

A new pelvic floor physiotherapy service was recently set up for both women and men with pelvic floor dysfunction such as bladder, bowel incontinence and dysfunction, prolapse or pelvic pain problems.

Our hand therapy service is available for a variety of patients following hand trauma, elective surgery and post-operative rheumatology. Treatment is tailored to individual needs and includes exercise, splints, pressure garments, wound care and scar management, functional activities and electrotherapy.



48,000

THERAPY SERVICE
APPOINTMENTS EACH YEAR

Our community rehabilitation services: rapid and responsive

Providing expert, compassionate and timely support to patients at home can make an important difference in their rehabilitation and change their outlook on the future.

Our community access and rapid assessment team (CARA) is a health and social care team. It provides a very quick response to patients in crisis and supports them at home as soon as possible.

Our award-winning service provides intensive therapy to patients. It prevents unnecessary admission to hospital and helps facilitate early discharge from hospital.

Our service runs seven days a week from 8am to 10pm. A skilled team of physiotherapists, nurses, occupational therapists and support staff offer therapy and rehabilitation centred around mobility, daily living activities and short-term nursing needs.

The success of the team has been validated through national recognition by both The Guardian Public Service Awards and The Health and Social Care Awards and in being shortlisted for a Health Service Journal Award.

Our CARA team works closely with social services, as well as other NHS teams, to ensure patients receive all the care and support they need going forward.



5,000

ACTIVE SERVICE USERS



Our maternity services: tailored, caring and personal

A good birth experience is where mothers, and their partners, have choice and support at every stage and feel in control.

Over 3,600 women a year choose to have their babies with us. Our maternity services are provided across the whole of Stockport, High Peak, and beyond.

Our maternity team of midwives, obstetricians, paediatricians, anaesthetists and nursing staff provide an outstanding service which has been nationally recognised as one of the best in England.

Personalised care is offered throughout pregnancy, delivery and beyond, including the option for home birth.

Our birth centre uses natural methods in labour and birth. Around 50% of mothers in our birth centre have a water birth in one of four birthing pools, supported by our midwives who are all trained in water birth. There is a strong

emphasis on active birth and one-to-one care across our service. We also provide facilities for fathers to stay overnight with their partners.

Our specialised team is on hand 24/7 to deal with complications if they arise. A state-of-the-art neonatal unit with 16 cots is staffed by neonatal nurses and paediatricians for babies with complications.

We also offer private rooms on our maternity ward for women who wish to stay in a single room with en-suite facilities. These rooms also provide a reclining chair for partners who wish to stay overnight to use.

We have the prestigious UNICEF Baby Friendly Breastfeeding accreditation and offer education in the form of birth and parenting courses, active birth workshops and aquanatal sessions.

3,500

BABIES DELIVERED
PER YEAR



Our general surgery services: high quality, safe and effective

Encompassing emergency, planned and day case surgery.

Our surgery boasts some of the best results in the country. Our skilled surgery team provides a comprehensive range of services for patients that include stomach, bowel, liver, pancreas, orthopaedic, breast, gallbladder and hernia conditions.

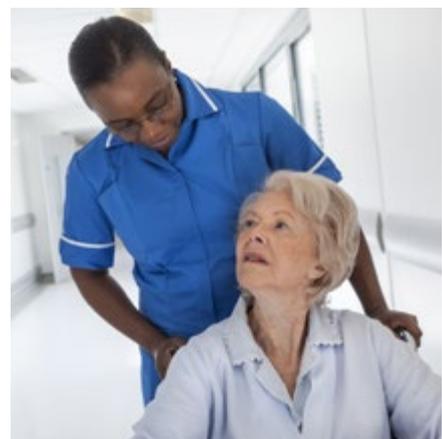
An experienced team of consultant surgeons is supported by a team of junior doctors, specialist cancer nurses and nurse clinicians.

Our pioneering surgery team has received national awards following the introduction of innovative new procedures, for quicker recovery and improved patient outcomes. Many of these are the most advanced in the country.

Our hospital is the safest in Greater Manchester for bowel cancer surgery and our early discharge pathway enables patients to return home quicker than before, reducing their stay in hospital.

Hip and knee replacements are the most common orthopaedic procedures, with the team at Stepping Hill performing around 900 operations a year. Official figures show that our hospital performs far better than the national average for hip and knee replacements.

We also provide a 24-hour emergency general surgical service with dedicated emergency theatre lists seven days a week, and a wide range of planned day-case and inpatient surgery, including laparoscopic and endoscopic procedures.



900

HIP AND KNEE
REPLACEMENTS PER YEAR

17

OPERATING THEATRES

53

CONSULTANT SURGEONS
ACROSS ALL SPECIALTIES



Our urology services: advanced and high-tech

Providing a wide range of nationally leading urology services.

Our urology unit was opened in 1989 and was one of the first of its kind in the country. It has specialist facilities for patients to be seen and investigated fully during the course of one single visit.

We offer a wide range of expertise covering all subspecialty areas of urology. Our consultant-led, multi-disciplinary team of nine urological surgeons and 11 specialist urology nurses, looks after around 3,300 new patients each year. We also provide a urological service at Tameside and Macclesfield hospitals, as well as peripheral clinics in Knutsford, Congleton and Buxton.

Our award-winning urology service was the first in the country to undertake a prostatectomy using

a hand-held robot and the first in the north west to perform radical surgery for prostate cancer. We are also the highest recruiter of patients to national studies of all secondary care hospitals in the north west.

We have a comprehensive range of benign urology services that encompasses areas such as stone disease, incontinence and urinary symptoms.

Our service offers a complete urological cancer service, including innovative diagnostic and treatment options, such as laparoscopic (keyhole) removal of the prostate.

Our membership: your views

Everyone can help shape our services.

Since becoming a foundation trust in 2004, we have built up 18,000 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 5166.

If you would like a copy of our full Annual Report and Accounts 2013/14, please visit www.stockport.nhs.uk



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