



Barts Health
NHS Trust

About Us

About Barts Health

As a healthcare provider and a major local employer, our vision is to be a high performing group of NHS hospitals, renowned for excellence and innovation and providing safe and compassionate care to our patients in east London and beyond. With this, we recognise our role with staff and in the wider community to promote equality and eliminate discrimination.

We operate from four major hospital sites (Newham, The Royal London, St Bartholomew's and Whipps Cross) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our huge range of clinical services to provide them with the healthcare they need.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the [London Air Ambulance](#). The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of [UCLPartners](#), Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

Making our Trust a truly equitable place to work is the first priority in our operational plans. Inclusion and belonging will be at the heart of everything we do at Barts Health, with every member of staff living our [WeCare](#) values. In our WeBelong strategy, we have made a strong commitment to overhauling our recruitment processes, HR structures and embarking on an ambitious cultural intelligence programme to transform our culture. This year we are also doing even more engagement with our community to ensure equal access and that the services we provide reduce healthcare inequalities.

We are optimistic that the collaboration between Barking, Havering and Redbridge University Hospitals NHS Trust and Barts Health NHS Trust offers us a great opportunity to achieve positive outcomes for the population we serve and improve the wellbeing and experience of our teams.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are



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discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

WeCare



Our Vision To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

Value	Key behaviours
W WELCOMING	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you <ul style="list-style-type: none"> Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E ENGAGING	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you <ul style="list-style-type: none"> Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C COLLABORATIVE	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health <ul style="list-style-type: none"> Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A ACCOUNTABLE	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion <ul style="list-style-type: none"> Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R RESPECTFUL	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations <ul style="list-style-type: none"> Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E EQUITABLE	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly <ul style="list-style-type: none"> Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them

About the Royal London and Mile End Hospitals

The Royal London Hospital



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The Royal London is a leading, internationally renowned teaching hospital based in east London.

We offer a full range of local and specialist services, which includes one of the largest children's hospitals in the UK with one of London's busiest paediatric accident and emergency departments. Home to London's Air Ambulance, The Royal London is also one of the capital's leading trauma and emergency care centres and hyper-acute stroke centres, a major dental hospital and a leading renal unit. We have a Hospital budget of £693m and staff of 6,798 wte.



Mile End Hospital

Barts Health provides a range of outpatient and diagnostic services on the Mile End site and we are excited to have opened a £5m early diagnosis centre in December 2020, planned and delivered in partnership with the North East London Cancer Alliance and our partners at BHRUT and the Homerton Hospitals. This facility compliments the services that are located at Mile End Hospital and further develops the diagnostics centre of excellence and Out Patients offer on the site.

We are proud to share the Mile End Hospital site with our system partners including East London NHS Foundation Trust, services for the GP Care Group, and Moorfields Eye Hospital who provide outpatient ophthalmology services on the site. The site also accommodates commissioner offices, research and training facilities for our academic neighbours at Queen Mary University of London, a Healthwatch base, the Whizz-Kids wheelchair services.

The future of Mile End Hospital is exciting with a clear system and integration theme running through everything we do. There are further plans to build an MRI unit and move more outpatient and ambulatory services to site and away from the acute hub at The Royal London Hospital making services as accessible as possible for our local population.



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 | **The Royal London Hospital**
CQC Results


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4 years
to move
from **inadequate**
to **good**

80% of our care has
been rated as
good or
outstanding

#movingonup

2019		The Royal London CQC ratings					 Barts Health NHS Trust
	Safe	Effective	Caring	Responsive	Well-led	Overall	
Urgent and emergency services	Good	Good	Good	Requires improvement	Good	Good	
Medical care (including older people's care)	Requires improvement	Good	Good	Requires improvement	Good	Requires improvement	
Surgery	Good	Good	Good	Requires improvement	Good	Good	
Critical care	Good	Good	Outstanding	Requires improvement	Good	Good	
Services for children and young people	Requires improvement	Good	Good	Good	Good	Good	
End of life care	Good	Good	Good	Good	Good	Good	
Outpatients	Good	N/A	Good	Requires improvement	Requires improvement	Requires improvement	
Maternity and gynaecology	Good	Good	Good	Good	Outstanding	Good	
Dental	Good	Outstanding	Outstanding	Requires improvement	Outstanding	Good	
Overall	Good	Good	Good	Requires improvement	Good	Good	

About Newham Hospital

Newham Hospital provides all the services expected of a busy district hospital including emergency care, surgery, children's health, women's health, maternity services, specialist medicine, long-term care and diagnostics, alongside innovative facilities such as its orthopaedic centre.

We also have a dedicated stroke unit (for rehabilitation following the initial 72 hours urgent treatment normally at The Royal London) and clinical support services.

We see more than 500 patients in our Accident and Emergency (A&E) department every day and have one of the largest maternity units in the UK with over 5,000 births each year. Our state-of-the-art Rainbow Centre is fully geared up to meet the needs of our young patients and their families in a child-friendly environment and we are dementia friendly across the whole hospital.

We are proud that many of our 1,700 staff stay at Newham Hospital for many years because of the opportunities to develop professionally, the real and meaningful relationships they make with their peers, and the visible impact they make working at a hospital serving one of the most diverse populations in England.

Newham Hospital is home to the **Gateway Surgical Centre** – a state-of-the-art stand-alone facility run by Barts Health for our patients. The Centre boasts some of the most innovative and modern diagnostic and surgical facilities available anywhere in the world, with doctors and nurses who are



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highly skilled, experienced and caring. It offers safe, fast, day-care, elective surgery and diagnostic procedures in many different specialties.

Newham Hospital has a CQC rating of 'requires improvement', with a Good rating for Urgent and Emergency Services, Surgery, and Services for children and young people.



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2019

Newham CQC ratings

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Requires improvement	Good	Good	Good	Good	Good
Medical care (including older people's care)	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
Surgery	Requires improvement	Good	Good	Good	Good	Good
Critical care	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
Maternity	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Requires improvement
Services for children and young people	Good	Good	Good	Good	Good	Good
End of life care	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
Outpatients	Good	N/A	Good	Requires improvement	Requires improvement	Requires improvement
Diagnostic imaging	Requires improvement	N/A	Good	Requires improvement	Inadequate	Requires improvement
Overall	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement

About Whipps Cross Hospital

Whipps Cross Hospital serves one of the most diverse and multi-cultural boroughs in Northeast London. It provides a full range of local acute services including emergency care, surgery, a full range of general inpatient, outpatient and day-case services as well as maternity services and 24-hour A&E and urgent care centre. The hospital has a strong reputation as a centre of excellence for various specialist services, including urology, ENT, audiology, cardiology, colorectal surgery, cancer care and acute stroke care.

There is an ambitious hospital redevelopment programme underway at Whipps Cross, one of the pathfinder projects in the national New Hospitals Programme. This will see a new state of the art hospital built together with an exciting service transformation programme to improve in hospital and out of hospital patient pathways.

As CEO of Whipps Cross hospital, you will lead the next phase of the hospital redevelopment programme. You will also be responsible for further improvement in the quality of services provided at the hospital with the ambition of taking Whipps Cross hospital to a good CQC rating. Key to this ambition will be the further development of the hospital as an outstanding place to work, with a key focus on inclusion and staff well-being.

We are proud that many of our c 2,900 staff stay at Whipps Cross Hospital for many years because of the opportunities to develop professionally, the real and meaningful relationships they make with their peers, and the visible impact they make working at a hospital serving one of the most diverse populations in England.

Whipps Cross Hospital has a CQC rating of 'Requires Improvement', with a 'Good' rating for Medical Care, Critical Care, Maternity and services for young people

Urgent and Emergency Services, Surgery, and services for children and young people.

Barts Health's Group turnover is £1.6 bn of which Whipps Cross Hospital site is £0.24bn. The Group's budgeted establishment is currently c 18,000 wte, of which Whipps Cross Hospital's is c 3,200 wte.



2019

Whipps Cross CQC ratings

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Requires improvement	Good	Good	Requires improvement	Good	Requires improvement
Medical care (including older people's care)	Good	Good	Good	Good	Good	Good
Surgery	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
Critical care	Good	Good	Good	Requires improvement	Good	Good
Maternity and gynaecology	Requires improvement	Good	Good	Good	Good	Good
Services for children and young people	Requires improvement	Good	Good	Good	Good	Good
End of life care	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
Outpatients	Requires improvement	N/A	Good	Requires improvement	Requires improvement	Requires improvement
Diagnostic imaging	Requires improvement	N/A	Good	Good	Requires improvement	Requires improvement
Overall	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement