

Review of 2024-25

- Thank you to all our people who have worked hard, together to ensure we continued to deliver safe care to all our patients
- We are proud of the achievements over the last year and we are determined to continue our improvement journey
- We continue to make progress in a number of ways and you will hear more about our progress to date



Research, audit & Innovation

- We recruited 3,237 patients to participate in research
- We reviewed the outcomes of 203 local clinical audits
- The Trust participated in 95% of national clinical audits and 100% national confidential enquiries it was eligible to participate in

Virtual reality (VR) goggles



Orthopaedic robot

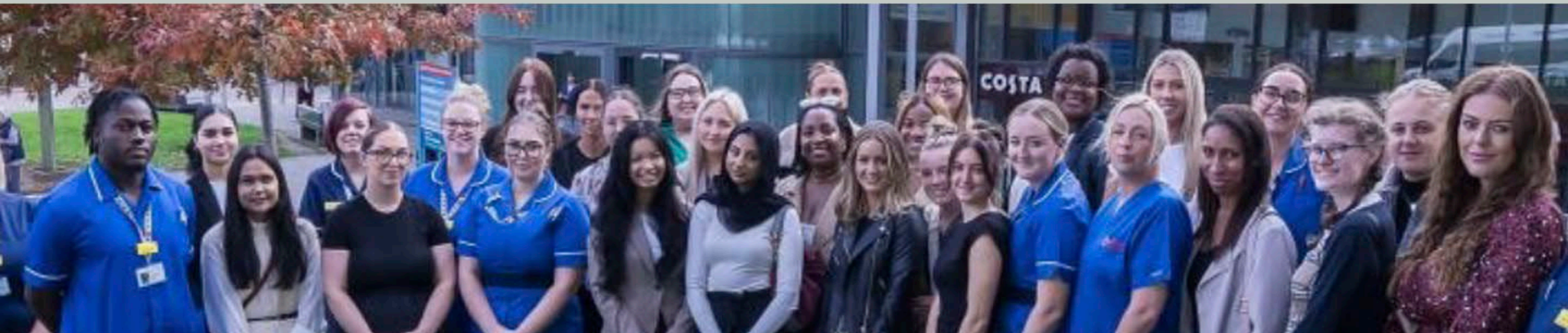


Learning from deaths

- There is minimal delay in registering deaths
- Families are appreciative of the additional step of being contacted by the Medical Examiner's Office
- Medical Examiner rolled out to cover community deaths
- Despite challenges, the service maintained high scrutiny completion rates for TRFT deaths
- 69% of Structured Judgement Reviews were completed in 60 days – an improvement from 57% in 2023/24

Appointments and recruitment

- Joint Director of Midwifery with Barnsley Hospital NHS Foundation Trust
- First Chief AHP (Allied Health Professional) appointed
- Record newly registered nurse intake
- Consistently over-recruited in a number of areas to support winter pressures
- Significant improvements made in retention of the nursing workforce
- Fully recruited to speciality areas of maternity and childrens



Patient experience improvements



This is me
Information to help you support me in hospital

For some people, changes such as moving to an unfamiliar place like hospital can be unsettling and distressing. 'This is me' provides information about the person at the time the document is completed. It can help health and social care staff to build a better understanding of who the person really is, what matters to them and how to care and support them in hospital. It will go with the person as they leave hospital too.

If the person needs further care and support at home, or moves to residential care, this information can contribute to a one-page profile, and to the person's life story information. It is simple to fill in, and complements the information that healthcare professionals will be gathering.

Space for a photograph
(Using a photograph is optional, but it can be really helpful for hospital staff)

Full name _____

What I like to be called _____

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Carer/Care Partner Promise

A Carer/Care Partner is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or addiction cannot cope without their support.

We promise that Carers / Care Partners will:

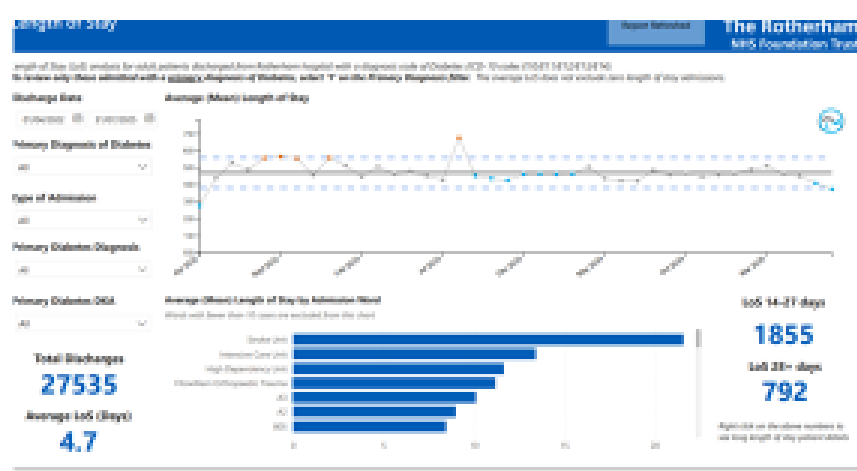
- know your rights
- be identified by staff that know about carers needs
- be welcomed to be with the patient at any time as experts in their care in and out of wards or departments. They are in
- have your caring status recorded on your medical record so that we can get emergency care for your loved one if you are unwell
- be involved in making care decisions with the patient's permission
- be offered a drink on the wards
- be told about parking discounts available
- be able to use a Carer's Passport to write about your needs as a carer
- be encouraged to access a Carer's Assessment
- be given information on community support
- be supported to plan ahead for a crisis such as your loved one becoming unwell
- be involved in planning ahead for the end of life

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Quality Priorities 24/25

- Diabetes Management – All aims and objectives achieved. Priority to continue for a second year
- Acute Pain Management - All aims and objectives achieved. Nominated for a national award.
- Frailty – Partially achieved. Work has continued into 2025 to meet the outstanding objectives.



Emergency access

UECC Performance

Number of Attendances in UECC	
2023/24	2024/25
97,040	104,892



Up by 7,852 attendances this financial year, that's an 8% increase overall this year



Demand for emergency care has continued to grow, with an 8% rise in attendances compared to 2023/24. This increase was most notable in the winter months, with a 4% rise in ambulance arrivals and a 10% increase in walk-in patients. Significant improvement has been progressed despite these challenges:

- **Improved performance:** 4-hour performance rose from 62.9% in March 2024 to 65.5% by March 2025
- **National recognition:** The Trust moved from the 2nd to the 1st quartile nationally for Type 1 A&E attendances, ranking 23rd out of 121 acute and integrated providers
- **Ambulance handover success:** Focused work on ambulance handovers led to a sustained 2.6% reduction in delays over 60 minutes compared to last year



Number of 4-hour breaches in UECC	
2023/24	2024/25
39,426	37,432



The number of 4-hour breaches has reduced by 1,994 following embedding of the 4-hour access standard



Number of Ambulance Handovers - Over 60 minutes (%)	
2023/24	2024/25
7.1%	4.5%







Despite the increase in attendances our Ambulance Handovers >60 minutes reduced by 2.6%

Operational summary

18-week Referral to Treatment (RTT) waiting times

We have delivered significant progress in improving access to elective care over the past year:

-  **Elimination of 65-week waits:** A major milestone that demonstrates our commitment to timely care for patients
-  **Reduction in overall waiting list:** From a peak of approximately 33,000 patients in August 2024 to around 31,000 by March 2025 – a 4.2% reduction despite sustained high demand
-  **Improved RTT performance:** Delivered a 4.9% improvement, placing the Trust 48th out of 154 providers nationally and in the top quartile for RTT performance
-  **Significant reduction in long waits:** Patients waiting over 52 weeks reduced from a peak of 902 in January 2025 to 790 by March; continuing on a downward trajectory

Our focus on operational grip, elective recovery initiatives, and partnership working has resulted in better access, shorter waits, and improved outcomes for patients

Operational summary

Cancer and diagnostic performance

Our teams have delivered an exceptional year of progress in cancer and diagnostic services, ensuring patients are seen and treated faster than ever before.

✓ Cancer waiting times – exceeding national expectations

We have continued on a positive trajectory, consistently outperforming national standards:

- **62-day treatment standard:** 77.9% of patients treated within target, well above the national goal of 70%
- **Faster Diagnosis Standard:** Achieved 80.9% by March 2025, surpassing the target of 77%

This means more patients are receiving quicker diagnoses and treatment, giving them the best possible chance of positive outcomes.

✓ Diagnostics – consistently excellent

- The Trust delivered the DMO1 standard every month, ensuring patients received timely access to diagnostic tests
- Our performance has positioned us as one of the top-performing organisations nationally, reflecting the dedication of our diagnostic teams

Our sustained improvements in cancer and diagnostic services are reducing anxiety for patients, speeding up their care, and improving outcomes, a testament to the hard work and collaboration across clinical, operational, and support teams.

Operational summary

Community performance

Our community teams have had a remarkable year, responding to growing demand while continuing to deliver high-quality care closer to home.

✔ Increased activity across services

We have supported more adults and children than ever before, ensuring timely, accessible care within the community.

✔ Transfer of Care Hub – fully embedded and expanded

The Hub has matured into a key part of patient flow, integrating discharge planning across partners. This has helped patients return home safely and sooner, improving experience and reducing unnecessary delays.

✔ Virtual Ward – expanded role

Played a critical role in supporting early discharge and admission avoidance and enabled patients to receive the right care at home with hospital-level oversight, improving outcomes and patient satisfaction.

✔ Urgent Community Response – exceeding expectations

Maintained the 2-hour response standard at 74%, well above the national average. This rapid response is helping to prevent hospital admissions and provide reassurance to patients and families.

These achievements demonstrate the power of integrated care, improving patient flow, reducing pressure on hospital services, and delivering care where patients want it most: at home and in their community.