

Connecting with our stakeholders and partners



## WE'VE HIT THE 92% REFERRAL TO TREATMENT STANDARD

After a successful recovery plan our Trust has hit the 92% Referral To Treatment (RTT) incomplete standard for the first time in three years.

This is great news for our patients as it means they are now being seen and treated more quickly.

The turnaround of our RTT position follows a three year period of work. After a database migration uncovered a significant discrepancy between current performance and historical performance that showed that we were not compliant with national RTT standards, as was previously thought.

The discovery prompted a major recovery programme, which has seen thousands of patients successfully treated.

We have been working hard with our GPs and local CCGs to reduce the waiting list and manage the ongoing demand by delivering thousands of extra clinics and nearly 100,000 outpatient appointments. GPs redirected 28,000 patients to additional community settings.

Sarah Tedford, our Chief Operating Officer, said: "This milestone marks a fantastic achievement for all our staff, who have worked tirelessly.

"This has been a really successful example of how strong partnerships can deliver fantastic results.

"The situation we found ourselves in at the beginning of 2014 was unacceptable, and so we have been tackling this issue as a top priority.

"Many of the elements of the recovery plan we have implemented have been considered cutting edge in this area of work, and it has been pleasing to be acknowledged and recognised for our innovation and effort, as we know this is a challenge across the NHS."

We would also like to take this opportunity to say a big thank you to you all for the support and challenge (as critical friends) that our Healthwatch, Local Representative and Councillor colleagues have provided throughout the turnaround process. We know there is much more work ahead, but this represents a really important milestone on our improvement journey.

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