

# Welcome to Queen Victoria Hospital NHS Foundation Trust



## Letter from the Chief Executive

Dear Candidate

Thank you for expressing an interest in this role.

At the Queen Victoria Hospital (QVH) we provide state of the art diagnostics, specialist primary and reconstructive surgery, and expert rehabilitation and therapy services for people across the South of England. Our patients may have experienced damage or disfigurement because of disease (including cancer), trauma, burns, major surgery or a congenital condition; we aim to ensure their whole care pathway is of the very highest standard. Our consultant teams hold clinics at the hospital site in East Grinstead and at a network of other sites across the South East region. We also provide a minor injuries unit and other services for people living in and around East Grinstead.

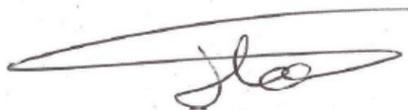
QVH has clear expectations of the way in which we work with each other and treat our patients and visitors. We take pride in what we do, acting as positive representatives of the organisation and seeking to ensure that we provide the best care for patients. We show humanity and consideration in our relations with each other and the treatment of those in our care. We seek continuous improvement through research, development and innovation in all aspects of the hospital's work. As a consultant, you will be a senior figure in the organisation and expected to be a role model for these values and behaviours.

As a senior member of a clinical team, you will play an active part in the development and delivery of your clinical service's business plan. You will work with clinical and management colleagues to review performance of the service through the year, and play an active role in ensuring the achievement of quality standards and levels of care for your practice and service line.

If you are passionate about healthcare and giving the best possible services to patients; if you believe you have the necessary skills, knowledge and experience, and are excited by this opportunity, we would like to hear from you.

Black, Asian and Minority Ethnic staff are under-represented in the Trust's senior team and we would very much welcome applications from this group.

Yours sincerely

A handwritten signature in black ink, appearing to read 'JL', with a long horizontal line above it.

James Lowell  
Chief Executive

## Our values

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## Organisational strategy and Structure

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Queen Victoria Hospital is a specialist NHS hospital providing life-changing reconstructive surgery, burns care and rehabilitation services for people across the South of England; together with healthcare services for our local population.

Our aim is to be a national and international centre for diagnostics, reconstructive surgery, and therapy and rehabilitation services and to be recognised locally for the high quality of our local healthcare services.

Our expert team of clinical specialists provide an innovative training environment for our specialist diagnostic, reconstructive and rehabilitation services with the hub based in East Grinstead and services offered throughout a network of facilities across the South of England. Additionally, we will continue to provide and extend direct access to the healthcare services we offer to our local population.

We are a centre of excellence with an international reputation for pioneering advanced techniques and treatments. Everything we do is informed by our passion for providing the highest quality care, the best clinical outcomes and a safe and positive patient experience.

### Key Strategic Objectives

The trust is ambitious for its future. As a highly successful Foundation Trust, it operates from a stable financial and performance base and is focused on the following trust objectives:

1. To deliver the highest standards of patient care and safety
2. To streamline our care pathways for the benefits of patients
3. To achieve and maintain a sustainable financial position
4. To provide a safe, reliable and comfortable physical environment for staff and patients
5. To be an exemplary employer treating our employees with fairness and respect
6. To maintain a strong professional and caring culture that demonstrates Humanity, Pride and Continuous Improvement.

### Clinical Directorates

There are a number of departments and business units within with a Clinical Director/lead working with the operational management team. These are:

- Clinical Support
- Community Services
- Director of Nursing
- Eyes
- Operational Nursing
- Oral
- Outpatients
- Perioperative Care
- Plastics
- Sleep

The Clinical Directors work constructively with their business managers and have joint accountability for the management and delivery of the quality of clinical care, business plans, patient activity, revenue and costs for their service line. Clinical Directors report to the Medical Director.

Comprehensive monthly reports are provided to each Consultant showing the business performance of their service line and their individual contribution. Monthly reports are also provided of all adverse clinical indicators for review in the morbidity and mortality review meetings.

## Hospital Profile

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Queen Victoria Hospital was built as a community hospital in the 1930's and developed as a specialist unit during World War II. It is a highly successful hospital with an international reputation for providing specialist reconstructive services in addition to high quality healthcare services to the local population in East Grinstead and the surrounding area.

QVH has a world-class clinical reputation and is the Regional Centre for Burns, reconstructive plastic and maxillofacial surgery, orthodontics and corneo plastic surgery for both adults and children. Importantly all these services are supported by experts in other fields including anaesthetics, histopathology, radiology and therapies. There are some 80 in-patient beds serving a population of over four million people. Other clinical services on site include a Minor Injuries Unit, led by emergency nurse practitioners and supported by nurses and plaster technicians, and a Sleep Disorder Service with physicians and technical staff.

There are currently 12 Consultant Maxillofacial surgeons, 23 Consultant Plastic surgeons, 6 Consultant Ophthalmic surgeons and 22 Consultant Anaesthetists, 2 Consultant Radiologists, 3 Consultant Histopathologists, 4 Consultant Orthodontists and a range of visiting Consultants in other specialties. The combination of specialties generates a high throughput of elective and urgent surgery.

The hospital has fourteen theatres. Around 12,500 surgical procedures are undertaken each year; 10 main theatres (one of which is dedicated to trauma), two day surgery theatres within the Day Treatment Centre (DTC), and a Burns Unit theatre. In addition, the Trust has a dedicated all day session within the DTC which provides facilities for the regional MoH's service as well as minor skin procedures.

There are 120 scheduled elective sessions for all specialties, and in addition there are three dedicated all day sessions every day for trauma; burns emergency surgery is normally carried out in the Burns Unit allowing night time operating to be minimised in line with CEPOD.

This work is supported by a 24-hour recovery ward with pathways to step down high dependency and intensive care as required.

Many of our specialist services are provided to hospitals run by other Trusts throughout Kent, Surrey and Sussex in a hub and spoke arrangement and peripheral outpatient clinics are held throughout Kent and Sussex.

In addition to the surgeons based at QVH, we have visiting consultants from neighboring hospitals that support our core surgical specialties, and provide outpatient clinics for the local population. These include cardiology, medicine for the elderly, and paediatrics. We also provide direct access scanning and radiography, as well as therapy services, for direct GP referrals.

Further details are available on the Queen Victoria Hospital website: <http://qvh.nhs.uk>

