# Press Release | 21 Jul 2120

**2020/21 Annual Report and Accounts show QEH’s progress and areas of focus in the year to come**

The Queen Elizabeth Hospital King’s Lynn (QEH) has published its 2020/21 Annual Report and Accounts – which summarises how the Trust has further improved patient and staff experience over the last year and details its priorities for the year to come.

QEH continues on a journey of improvement, and over the last year as the Trust responded to COVID-19, fundamental changes took place to the way in which the hospital delivers services to its patients, and in many cases for the better.

The pandemic led to significant changes in the configuration of the hospital which saw colleagues quickly having to adapt to care for COVID-19 patients.

Despite extraordinary pressures, the Trust continued to deliver on the priorities for year one of its new five-year Corporate Strategy as the hospital aims to be the best rural District General Hospital for patient and staff experience.

Some highlights from the year in review include:

* QUALITY - all of the Trust’s core services inspected (Medicine, Surgery, Urgent and Emergency Care, Maternity, Diagnostic Imaging and End of Life Care) are now rated as ‘Good’ for caring
* QUALITY - strong progress has been made improving the Trust’s digital maternity, with the roll-out of E-Prescribing and Single Sign On
* **ENGAGEMENT** – the Trust had its highest response rate to the National Staff Survey since 2017 and QEH was the 12th most improved Trust in the country – providing further evidence staff are happier and morale, culture and engagement in the Trust is improving
* **ENGAGEMENT** – the launch of a Trust-wide culture transformation programme, bringing values to life across the organisation
* **HEALTHY LIVES** – the Trust achieved the best flu vaccination rates in the East of England and in the country (100%)
* **HEALTHY LIVES** - a strong staff health and wellbeing programme has been introduced - with dedicated posts to maximise support for staff – including 18 Mental Health First Aiders and a Clinical Psychologist and Post Traumatic Stress Disorder specialist

Professor Steve Barnett, Chairman at QEH, said: “Central to the delivery of the Trust’s strategy is ensuring the hospital plays a lead role in the emerging Norfolk and Waveney Integrated Care System and developing Provider Collaborative. This will see closer relationships being forged between QEH, James Paget and Norfolk and Norwich Hospitals to secure greater benefits for patients and staff in the future.”

Caroline Shaw CBE, Chief Executive at QEH, added: “Having recognised the progress we have made in so many areas, we will now focus our efforts on ensuring sustained year-on-year improvements to patient and staff experience. There remains much more work to do to consistently deliver safe and compassionate care to our patients and their families, and to ensure we learn from complaints and provide timely, high quality responses to people raising concerns with us about their care and experience.”

You can download the full report and summary report [here](http://www.qehkl.nhs.uk/annual-report.asp?s=Trust&ss=the.trust&p=reports).

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