

STATEMENT OF PURPOSE



Reviewed August 2021

1. Introduction

East & North Hertfordshire NHS Trust manages four hospitals and a number of renal dialysis units:

- The Lister Hospital - a district general hospital in Stevenage with some sub – regional specialties and renal satellite units
- The New QEII - providing outpatient, diagnostic and other services to Welwyn Garden City area
- Hertford County Hospital - providing outpatient, diagnostic and other services to East Hertfordshire
- Mount Vernon Cancer Centre - a specialist cancer treatment centre on the edge of North-west London
- Bedford Renal Dialysis Unit - a facility, on Napier Road in the Elm Farm Industrial Estate on Bedford's eastern outskirts.
- Harlow Renal Dialysis Unit – a facility on the Princess Alexandra Hospital site, Harlow.
- Chiltern Kidney Centre - a new unit on the Nimbus Park, Houghton Hall Park, Houghton Regis, Bedfordshire (*this service was previously located within the Luton and Dunstable NHS Hospital*)

The Trust provides a wide range of acute inpatient, outpatient, diagnostic and minor treatment services, including A & E and maternity care, as well as sub-regional services in renal medicine, urology and plastic surgery.

2. Aims and Objectives

Our vision, strategy and values

The Trust's vision is: Proud to deliver high-quality, compassionate care to our community

The Trust Board is legally responsible for the leadership of the Trust, setting its strategic direction and monitoring its performance and has identified five Strategic Priorities:

- **Quality** – to deliver high-quality, compassionate services consistently across all our sites.
- **People** – to create an environment which retains staff, recruits the best and develops an engaged, flexible and skilled workforce.
- **Pathways** – to develop pathways across care boundaries, where this is in the best interests of patients.
- **Ease of Use** – to redesign and invest in our systems and processes to provide a simple and reliable experience for our patients, their referrers, and our staff.
- **Sustainability** – to provide a portfolio of services that is financially and clinically sustainable in the long term.

These are underpinned by our PIVOT values: **Putting** patients first; striving for excellence and continuous **improvement**; **valuing** everybody; being **open** and honest; and working as a **team**.

Table 1 below sets out the regulatory activities which the Trust provides at each of its locations:

TABLE 1:

REGULATORY ACTIVITY	LISTER HOSPITAL	THE NEW QEII	MVCC	HERTFORD COUNTY HOSPITAL	BEDFORD RENAL DIALYSIS UNIT	HARLOW RENAL DIALYSIS UNIT	CHILTERN KIDNEY CENTRE
Treatment of disease, disorder or injury	ACS DSS CHC	ACS DSS CHC	ACS HPS* DSS	ACS DSS CHC	ACS	ACS	ACS
Surgical procedures	ACS		ACS				
Diagnostic and screening procedures	DSS	DSS	DSS	DSS	DSS		
Maternity and midwifery services	ACS CHC	CHC		ACS			
Termination of pregnancies	ACS	ACS					
Family Planning Services	ACS	ACS		ACS			
Assessment or medical treatment of people detained under the Mental Health Act 1983	ACS	ACS	ACS				

Key to service types:

ACS - Acute services

HPS - Hospice services (*Michael Sobel House only)

DSS - Diagnostic and/or screening services

CHC – Community Health Care

3. Details of Service Provider:

Name	Nominated Individual	Address for service of documents	Telephone number
East and North Hertfordshire NHS Trust	Mr Nick Carver (Chief Executive Officer)	Lister Hospital Coreys Mill Lane, Stevenage Hertfordshire SG1 4AB	01438 314 333

4. Details of the Trust's locations:

All enquiries are to be directed to the office of the nominated individual, Nick Carver, at the Lister Hospital.

Lister Hospital	The New QE II	Hertford County Hospital	Mount Vernon Cancer Centre	Bedford Renal Dialysis Unit	Harlow Renal Dialysis Unit	Chiltern Kidney Centre
Coreys Mill Lane , Hertfordshire, SG1 4AB Tel: 01438 314333	Howlands, Welwyn Garden City, Hertfordshire, AL7 4HQ Tel: 01438 314 333	North Road , Hertfordshire, SG14 1LP Tel: 01438 314 333	Rickmansworth Road , Middlesex, HA6 2RN Tel: : 01438 314 333	2 Napier Road, Elms Industrial Estate, Bedford, MK41 0RH Tel: : 01438 286752	Hamstel Road, Harlow, CM20 1QX Tel: : 01438 286752	Unit 6, Nimbus Park, Porz Avenue, Houghton Hall Park, Houghton Regis Tel: 01438 314 333
Fax: 01438 781281	Fax: No fax number available	Fax: No fax number available	Fax: 01438 781281	Fax: No fax number available	Fax: No fax number available	Fax: No fax number available
Email: generalenquires.enh-tr@nhs.net	Email: generalenquiries.enh-tr@nhs.net	Email: generalenquires.enh-tr@nhs.net	Email: generalenquires.enh-tr@nhs.net	Email: generalenquires.enh-tr@nhs.net	Email: generalenquires.enh-tr@nhs.net	Email: generalenquires.enh-tr@nhs.net

5. Services:

The services provided by the Trust's five clinical divisions are set out in table 2 below. These services are provided to members of the population of all ages, with the exception of Mount Vernon Cancer Centre which provides cancer services to adults aged 19 years and over and the renal satellite units which provide renal dialysis to adults aged 19 year and over.

Table 2:

Clinical Division and Regulatory Activities	Specialties/ Services	Location
Cancer Services (within the Planned Care Division) Regulatory Activities: –Treatment of disease, disorder or injury -Surgical Procedures -Diagnostic and screening procedures - Assessment or medical treatment of people detained under the Mental Health Act 1983	Clinical Haematology	Lister Hospital, The New QEII Hospital, Hertford County Hospital and Mount Vernon Cancer Centre plus outreach clinics.
	Clinical Oncology	Outpatients – all four locations, inpatients - Mount Vernon Cancer Centre plus outreach clinics.
	Medical Oncology	Outpatients – all four locations, inpatients – Lister Hospital and Mount Vernon Cancer Centre plus outreach clinics.
	Palliative Care (Specialist & Generalist)	Outpatients – all four locations, inpatients at Mount Vernon Cancer Centre and acute care at Lister Hospital and the New QEII Hospital. Outreach (Hospice at home).
	Chemotherapy: Outpatients & Day cases : Inpatients	Lister Hospital & Mount Vernon Cancer Centre Mount Vernon Cancer Centre
	Lymphoedema	Mount Vernon Cancer Centre
	Clinical Trials	Lister Hospital and Mount Vernon Cancer Centre
	Macmillan Specialist Team	All four locations
	Psychosocial support and research	Mount Vernon Cancer Centre
	Nuclear Medicine	Mount Vernon Cancer Centre
EMG diagnostic service	Mount Vernon Cancer Centre	

	Radiotherapy including: Brachytherapy Iodine treatment	Mount Vernon Cancer Centre
Medicine (within the Unplanned Care Division) Regulatory Activities: -Treatment of disease, disorder or injury -Surgical Procedures -Diagnostic and screening procedures -Termination of pregnancies -Family Planning Services - Assessment or medical treatment of people detained under the Mental Health Act 1983	A&E	Lister Hospital
	Acute Medicine	Lister Hospital & the New QEII Hospital
	Cardiology, including coronary care units	Lister Hospital. Outpatients only at Hertford County Hospital and The New QEII
	Dermatology	Lister Hospital, the New QEII Hospital & Hertford County Hospital
	Diabetes and Endocrinology	Lister Hospital, the New QEII Hospital & Hertford County Hospital, community outreach service and outpatient clinic at Cheshunt Urgent Care Centre
	Elderly medicine	Lister Hospital, the New QEII Hospital & Hertford County Hospital, day hospital services at Lister Hospital & Hertford County Hospital
	Gastroenterology	All locations (outpatients), operations at the New QEII Hospital and Lister Hospital
	Neurology, including neurophysiology	Lister Hospital, the New QEII Hospital & Hertford County Hospital
	Rheumatology	Lister Hospital, the New QEII Hospital & Hertford County Hospital
	Renal medicine including dialysis	Lister Hospital, satellite services at St Albans Hospital, Bedford renal unit, Harlow renal unit and Chiltern Kidney Centre. Outpatient clinics also at Bedford, St Albans & Luton
	Respiratory medicine	Lister Hospital, the New QEII Hospital & Hertford County Hospital
	Stroke unit - Hyper Acute Unit (Lister Hospital)	Lister Hospital.
	Urgent Care Centre	The New QEII Hospital
Surgery (within the Planned Care Division)	Anaesthetics	Lister Hospital
	Audiology including new born hearing screening	Lister Hospital, clinics at the New QEII Hospital and Hertford County Hospital

Regulatory Activities: -Treatment of disease, disorder or injury -Surgical Procedures -Diagnostic and screening procedures -Termination of pregnancies -Family Planning Services - Assessment or medical treatment of people detained under the Mental Health Act 1983	Breast Surgery	Lister Hospital
	Colorectal Surgery	Lister Hospital
	Critical Care, including intensive care and high dependency units	Lister Hospital
	Critical Care Outreach	Lister Hospital.
	Ear nose and throat (ENT)	Lister Hospital, the New QEII Hospital and Hertford County Hospital
	Endoscopy	Lister Hospital and the New QEII Hospital
	General Surgery	All locations (outpatients), operations at the New QEII Hospital and Lister Hospital
	Oral and maxillofacial surgery	Outpatients at the New QEII Hospital and Lister Hospital
	Ophthalmology	Lister Hospital, the New QEII Hospital and Hertford County Hospital with retinal screening clinics at Portmill GP Surgery (Hitchin), Cheshunt Community Hospital, Baldock Community Centre, Royston Community Hospital and Herts and Essex Community Hospital
	Pain Management Clinic	All locations (outpatients).
	Paediatric General Surgery and Urology	Lister Hospital
	Plastic surgery	Lister Hospital– clinics and operations. The New QEII Hospital (Clinics)
	Theatres	Lister Hospital
	Trauma and orthopaedics	Lister Hospital
	Upper gastro-intestinal surgery	All locations (outpatients), operations at Lister Hospital
Urology, including urology robot	All locations (outpatients), operations at Lister Hospital	
Vascular surgery	All locations (outpatients), operations at Lister Hospital	
Women’s and Children’s services (within the Unplanned Care Division) Regulatory Activities: -Treatment of disease,	Children’s hospital and community services including children’s A&E	The New QEII site provides urgent care paediatrics only. 24 hour children’s A&E at Lister Hospital.
	Children’s Outpatient Services	Lister Hospital, the New QEII Hospital and Hertford County Hospital
	Continuing Care Children’s Service – East and North Hertfordshire	Community Service

<p>disorder or injury -Surgical Procedures -Diagnostic and screening procedures -Maternity and midwifery Services -Termination of pregnancies -Family Planning Services - Assessment or medical treatment of people detained under the Mental Health Act 1983</p>	Special Schools– East and North Hertfordshire	Community Service provided in a number of schools across East and North Hertfordshire
	Child Protection Service	All locations
	Child Development centres	the New QEII Hospital and Danestrete Clinic, Stevenage
	Gynaecology services including termination of pregnancies for medical reasons.	Lister Hospital
	Family Planning – only as part of the gynaecology service.	Lister Hospital, the New QEII Hospital and Hertford County Hospital
	Maternity services including community midwifery for East and North Hertfordshire	Lister Hospital.
	Neonatal intensive care (Level 2), including special baby care units	Lister Hospital.
<p>Clinical Support Services Regulatory Activities: -Treatment of disease, disorder or injury -Diagnostic and screening procedures - Assessment or medical treatment of people detained under the Mental Health Act 1983</p>	Pathology: 1. Phlebotomy	Lister Hospital, Hertford County Hospital and the New QEII Hospital
	2. Haematology	Lister Hospital
	3. Biochemistry	Lister Hospital
	4. Blood Transfusion	Lister Hospital
	5. Histology	Lister Hospital
	Pharmacy Services (Outpatient pharmacy services are provided by ENH Pharma Ltd, a subsidiary of the Trust)	Lister Hospital, the New QEII Hospital and Mount Vernon Cancer Centre

	<p>Radiology:</p> <ul style="list-style-type: none"> • Treatment including vascular stents, vascular filters, vascular angioplasty and sialoplasty. • Pain relief • Biopsies – liver, lung and breast • Drainages: Assorted • Ultrasound: • General • Obstetric • Gynaecological • Musculoskeletal • Vascular • Head and Neck 	<p>All services listed are provided at Lister Hospital, the New QEII Hospital and Hertford County Hospital</p>
	<ul style="list-style-type: none"> • MRI scanning 	<p>Lister and the New QEII Hospital</p>
	<ul style="list-style-type: none"> • Nuclear Medicine scanning 	<p>Lister Hospital</p>
	<ul style="list-style-type: none"> • Interventional Radiology 	<p>Lister Hospital, the New QEII Hospital and Hertford County Hospital</p>
	<ul style="list-style-type: none"> • DEXA (Dual energy X-ray Absorptiometry) 	<p>Hertford County Hospital</p>