

## QEH Hospital Report March 2026

### Norfolk Hospitals Group:

- QEH is set to receive extra support after being placed in an NHS England turnaround programme for the most challenged hospital trusts in the country. The Trust is one of 9 nationwide added to the National Provider Improvement Programme ,aimed at improving performance and patient care. Parallel to this, an intensive two-year programme is underway across the group's hospitals, targeting improvements in key areas, including urgent and emergency care, and cancer treatment pathways.
- NHS England has recently reported on Cancer Treatment waiting times and QEH was placed in the bottom five. However, there is little difference in the % waiting times nationwide for within 62-day treatment as only a quarter of trusts achieved above 75% and only three trusts surpassed the 85% Government target. Norfolk and Norwich hospital was only a few places above QEH, and only James Paget achieved mid table (68.5%) of patients being treated within 62 days. The figure across England as a whole is 69.1% (QEH 54.2%, N and N 57.6%)
- Dawn Collins has been appointed as the Interim Chief Nurse, on a 6-month secondment from Norfolk and Suffolk NHS Foundation Trust where she has been Director of Nursing and Infection Prevention and Control. Previously she had acted as Interim Chief Nurse of that trust.

### QEH News:

- QEH has been awarded £715,000 as part of a national initiative to fund clean energy upgrades, reduce energy costs and improve operational efficiency. The investment will be used to modernise and standardise the hospital's building management system, providing greater control over heating, ventilation, and water systems. Once installed, the upgraded system will enable staff to monitor and manage systems efficiently, supporting more consistent, comfortable, safer, and healthier spaces for patients and staff.
- QEH Endoscopy unit has earned national accreditation from The Royal College of Surgeons Joint Advisory Group (JAG) following an assessment of the quality and safety of its services. Accreditation was awarded in February 2026 and lasts for one year. Almost 10,000 patients used the service over the past year.
- From March 5<sup>th</sup> Martha's Rule will be live across all areas of the hospital. It ensures that patients, families and staff are listened to, and that concerns are acted on quickly and consistently. It is named after a teenager who died of sepsis in London as a result of concerns about her deterioration not being listened to. The Trust wide application of this rule replaces the QEH Call4Concern campaign.
- 'Breast of Friends' charity has raised £43,000+ to support cancer patients at QEH. Last year, the hospital's Cancer Care Unit was refurbished and Breast of Friends helped make this possible with their fundraising efforts, alongside other contributors. The charity has also donated money to help purchase a specialist reclining couch for the Breast Care Unit at QEH and the remainder of the money has been used to purchase 108 specialist post-surgery bras for patients who have needed a mastectomy.
- Three infant feeding peer support volunteers - all experienced mothers - will be available on the Maternity ward to promote breastfeeding and support mothers in the early days of feeding. More volunteers are in training and recruitment is ongoing for additional volunteers.
- Young patients at QEH are being given toys and games to make hospital visits a little easier. Norfolk County Council donated £2000 worth of toys, games and sensory items for children undergoing surgery or receiving treatment at the hospital. The donation came as a result of a parent of a child treated at QEH nominating the hospital for funding.

- A cohort of Nursing Associates has completed the 2-year apprenticeships course, delivered through Anglia Ruskin University, at a Satellite site at the Trust. The aim is to train up to 30 nursing students every year.

#### Site news:

- Oxborough Ward has been relocated to Necton ward, until Mid-August.
- Frailty SDEC has been relocated to the Discharge Lounge on the ground floor.
- The Maple Midwife Community maternity service has relocated to King's Lynn Health Hub.

#### Buggy

- In February the buggy carried over 2000 passengers.
- Since new (24 Dec 2024), the two buggies have travelled a total of **22,978 miles** which, as the crow flies, is the distance from King's Lynn to just over halfway around the world.

#### Weekly Operational Update @ 6/03/26

#### Emergency Care:

- 4 -hour performance was 65.1% with non-admitted performance at 77.3% and admitted at 28.8%
- 282 attendances on average each day
- 70 ambulance trips per day on average with 58.1% of ambulance handovers completed within 30 mins. 24 handovers were delayed over 4 hours.
- 53 patients are awaiting a supported discharge with 319 UEC discharges from core wards.

#### Elective Care:

- The waiting list has reduced to 25,566. The number of patients waiting longer than 52 weeks is 366. The Trust is aiming for a Referral to Treatment benchmark of 62% within 18 weeks.

#### Diagnostic and Cancer Services:

- Diagnostic performance is at 58.6% with activity is at 112.7% with increased activity at weekends and evenings to reduce diagnostic referrals. The main areas of concern are echocardiography and audiology.
- The Trusts Cancer 28 day Faster diagnostic standard has reduced to 60.9% t
- 31 Day performance has improved to 90.97%
- 62 Day performance is 54.31.% and the number of patients waiting over 62 days is 153.