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RECORDING IN PROGRESS



# Annual General Meeting 2024

2 October 2024

Laura Wade-Gery, chair of Moorfields



# House rules – Annual General Meeting

- This meeting is being recorded and will be posted online for those who could not attend.
- It is also being streamed, so please leave your camera off if you do not want to be seen.
- After the main presentations, there will be a chance for you to ask questions. Before these are opened to the floor, we will be answering those submitted in advance of the AGM. If you are asking a question, you will be asked your name and if you are a patient, staff member or stakeholder.

# AGM agenda

- 2.00pm:** Welcome from the chair of the board of directors
- 2.10pm:** Welcome from the vice-chairman of the membership council
- 2.20pm:** Chief executive and chief financial officer's review of the year
- 2.40pm:** Questions
- 2.45pm:** Presentation from Professor Anthony Khawaja
- 3.00pm:** Questions
- 3.15pm:** Chair's closing remarks
- 4.00pm:** Exhibition closes



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# **Annual General Meeting 2024**

**2 October 2024**

**Allan MacCarthy, vice-chair of Moorfields council of  
governors**



## Our governors

John Sloper, Bed & Herts

Andrew Clark, Beds & Herts

Paul Murphy, NCL

John Russell, NEL & Essex

Vijay Arora, NWL

Robert Goldstein, NCL

Robert Jones, Patient

Emily Brothers, Patient

Allan MacCarthy, SEL

Anup Shah, Staff – Network site

Kimberley Jackson, SWL

Emmanuel Zurdis, SWL

Yasir Khan, Staff – Network sites

Amit Arora, Staff – City Road

Sean Cooke, NEL & Essex

Dinesh Solanki, NWL

Ursula Smartt, Patient

Joy Sherifah Adesanya, Staff – City Road

Suryanarayana (Naga) Subramanian, SEL

Tricia Smikle, RNIB

Ian Humphreys, The College of Optometrists

Santiago Bell-Bradford, LB of London



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# Annual General Meeting

2 October 2024

**Review of 2023/4**

**Dr Martin Kuper, chief executive**



# Why Moorfields matters

- People's sight matters
- Increasing burden of disease
- Biggest outpatient specialty
- People are suffering avoidable sight loss
- We have more people thinking about eyes than anyone else



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## What Moorfields does

**Working together to discover, develop and deliver excellent eyecare, sustainably and at scale**

**Excellence, equity and kindness are our values**



# Three important things we have done this year

- Opened our new site in Stratford
- Been appointed as lead provider for ophthalmology in North-Central London
- Completed design phase for our new building in Camden, where we move in together with our academic partners the UCL Institute of Ophthalmology

# Excellence at Moorfields



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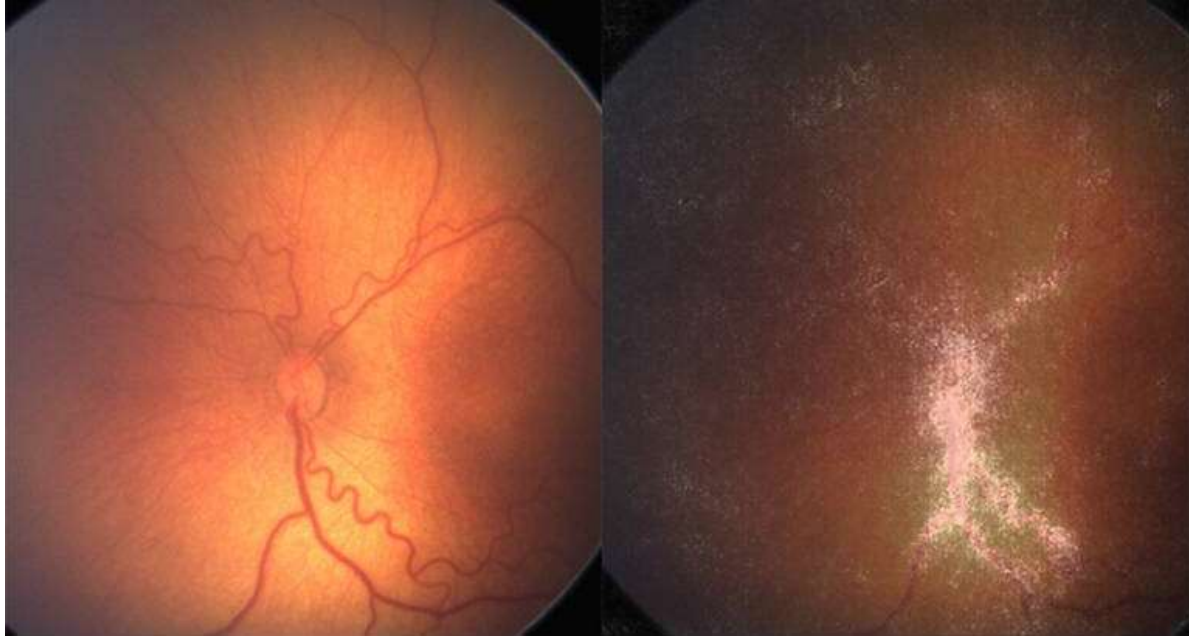


## Oriel progress, 2023/24

- **July 2023** – Breaking ground ceremony.
- **September 2023** - Museum of London Archaeology concluded their onsite excavations work, sharing via blogs, webinars and an audio book.
- **January 2024** - The site's underground work was completed and the building started emerging from the ground. It reached level two by the end of March 2024.



# Research breakthroughs



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## Moorfields Private

- Moorfields Private is the fifth largest NHS private patient unit in the UK
- On average we are rated 4.7 out of 5 and we were private Hospital of the Year in the Doctify Patient Voice Awards
- **All our financial surplus is re-invested back into Moorfields for the benefit of all our patients.**



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# Moorfields Education

- 17% more courses across 26 subjects, for doctors, nurses and optometrists
- 13% increase in revenue
- Continued success of hybrid courses – flagship macula course extended to four days, with 33% increase in attendance



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## Recognition and leadership in ophthalmology

- Eleven in this year's Power List, two in top 20
- NHS Pastoral Care Award
- Nursing Times Care of Older People Award for Eye Envoys
- Three national nursing awards for Dr Roxanne Crosby-Nwaobi



## Visits and media coverage

- Visitors Rishi Sunak and Wes Streeting
- Top story – AI detects Parkinson’s seven years earlier on average from eye scans
- TV coverage included BBC’s One Show (stem cell therapy) and Operation Ouch (children’s cataracts)
- LinkedIn is our most-followed social media platform (34.5k)





## What patients said – excellence

**“Thank you for looking after me since 2014!”**

“Your care has been life changing for me. So grateful and thank you NHS.”

“I received world-class care from Moorfields”

“A big thank you for your professionalism, and the way you did a thorough examination. Bless you.”

# Financial performance

## Jonathan Wilson – chief financial officer

£ million	2021/22	2022/23	2023/24
<b>NHS income</b>	215.8	224.5	257.0
<b>Private patient income</b>	37.2	40.8	44.0
<b>Other operating income</b>	30.8	31.1	41.4
<b>Total income</b>	<b>283.8</b>	<b>296.4</b>	<b>342.4</b>
<b>Surplus for the year</b>	<b>19.4</b>	<b>6.7</b>	<b>19.0</b>



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## Excellence – Operational performance

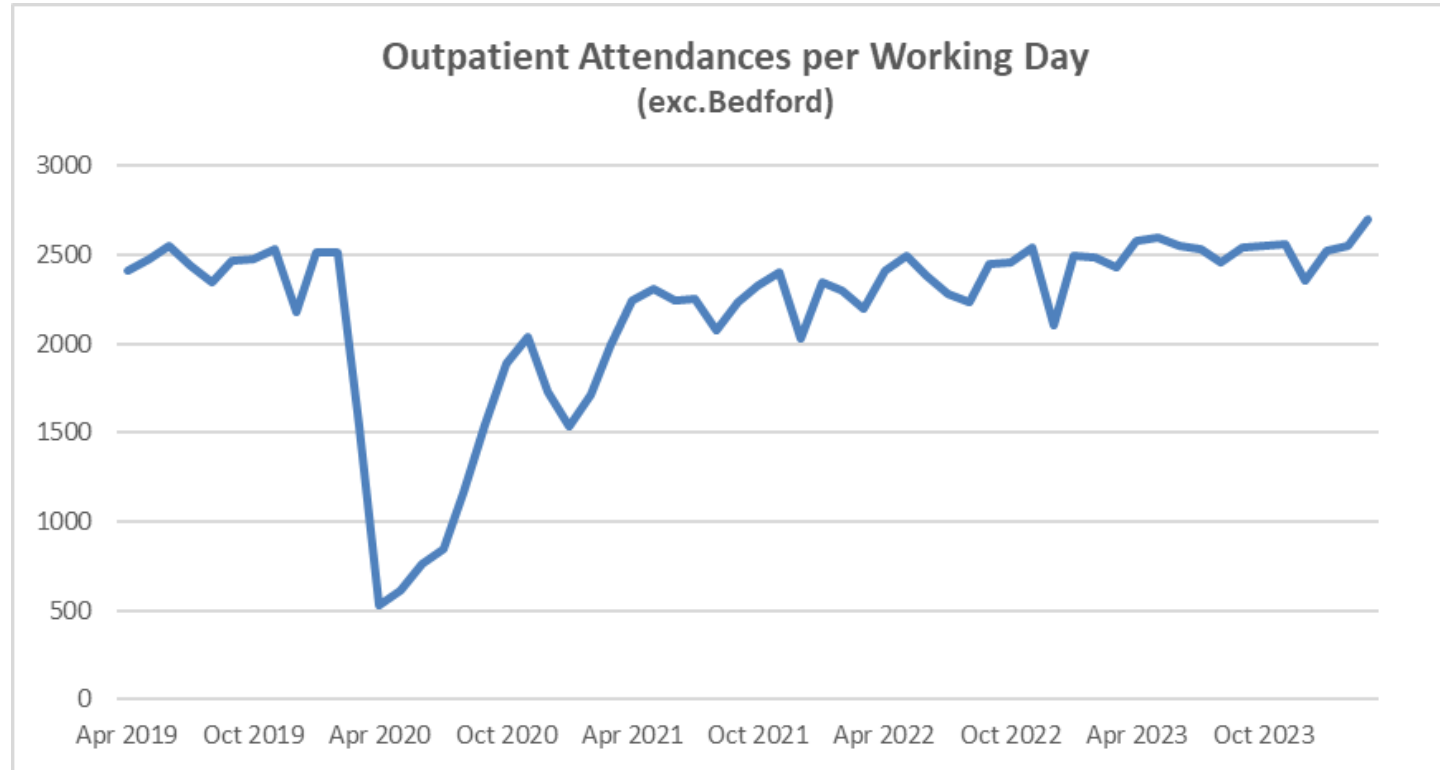
Activity	2021/22	2022/23	2023/24
A&E	61,404	70,166	72,653
Inpatient day care	31,272	34,401	36,592
Inpatient elective (planned)	856	957	931
Inpatient non-elective (unplanned)	2,089	2,397	2,453
Outpatient	567,553	601,376	635,387
<b>Grand total</b>	<b>663,174</b>	<b>709,297</b>	<b>748,016</b>



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# Performance now at pre-pandemic levels



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# Performance – A&E and cancer targets

- 98.6% of A&E patients seen within 4 hours
- All cancer targets met



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# Equity at Moorfields



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## A new vision for equality, diversity and inclusion

“We are committed to **equity, diversity, and inclusion** – and **open** about the challenges we face. We will **listen, reflect, take accountability and work together** to ensure our culture is **open, honest and fair for all**.

“Inclusive behaviours will be **championed and role modelled** so everyone can **fulfil their potential**. Diversity will be **valued and embraced** in all forms. At Moorfields, we will all **feel safe** to share our experiences, stand up for what is right and know that we will be treated with **kindness**.”

## What patients said – equity

"My sister is deaf with learning difficulties and the staff are fantastic with her. They are all so kind and caring and treat her no differently from anybody else."

"They are very kind and patient showing efficiency and equality in their dealings with me"

"Thank you for helping and understanding my disability"

"You understood my son's disability and helped in finding the solution"



# Kindness at Moorfields



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# Patient experience principles



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## Philanthropy critical to delivery of Oriel

Over £72.75m secured so far in commitments towards the new centre for advancing eye health



**£72.75  
million**



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## Moorfields Eye Charity's impact, last six years

- Investing in innovations in research, patient care and training
- Changing lives of patients at Moorfields and elsewhere



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# Friends of Moorfields



## What patients said – kindness

"You have provided the most compassionate healthcare service I have received in many years."

"Thank you for the care and kindness you showed me. It was a massive help to relax and help ensure things went as smoothly as possible."

"From the time I walked through the door... I was treated with care and respect. You were wonderful. NHS at its best."

"I am so grateful to you and your team for the care and compassion you showed - thank you"



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# Any questions?



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# Genomics to transform glaucoma care

Professor Anthony Khawaja



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**Any questions?**



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# **Thank you for attending Moorfields Annual General Meeting**

**The presentation and a recording of the meeting will  
be posted on [www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)**



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