



EXCELLENCE  
STARTS HERE

## Welcome to **The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust**

We have 439 core beds, 18 core wards and serve a population of around 331,000 people in three counties - Norfolk, Cambridgeshire and Lincolnshire. Our 4,000-plus workforce (3,282 whole-time equivalents) is committed to working with health and social care partners to deliver safe, high-quality care.

We have seven main operating theatres, including two fully integrated endoscopic theatres; a dedicated West Norfolk Breast Unit; and the midwife-led Waterlily Unit which provides expectant mothers with greater choice.

In July 2019, the Care Quality Commission (CQC) rated us as 'inadequate' overall and recommended that we be placed in 'special measures' by NHS Improvement. Due to COVID-19 the CQC could not return to do a full inspection of the Trust in 2020 as expected. However they did perform two announced visits to core services including Urgent and Emergency Care, Maternity, Surgery, Diagnostic Imaging, Medicine and End of Life in September 2020. As the CQC could not perform a full inspection due to COVID-19 restrictions there has been no change to our overall rating. However, in every single area inspected by the CQC in September 2020 there have been improvements and none of the departments inspected are rated inadequate. We are expecting the CQC to return next year to do a full inspection when COVID-19 restrictions allow and expect a change in rating to follow that inspection.

Our vision is to be the best rural District General Hospital  
for patient and staff experience