



the foundation times

The Newsletter for our Foundation Trust Members

Help make a *difference* – join our Board of Governors



Suzanne Cross, Senior Compliance Manager and Ali Jones, Membership Officer

One of the most important things about Foundation Trusts is their accountability. We were one of the first ten hospitals in the country to become a Foundation Trust and we take our responsibilities very seriously.

Through our Board of Governors and Members we are more accountable to our local community, our patients, our staff and our partner organisations. Our Governors ensure we have a wide range of experience, opinion and expertise to draw on to help us deliver services that are more responsive to the community and help shape the future direction of Basildon and Orsett Hospitals.

Now you can get involved. We have 14 Governor vacancies across Basildon, Brentwood and Thurrock, and staff posts. No NHS experience is necessary.

We will be holding two briefing sessions for members interested in standing for election to the Board

of Governors. This will provide an opportunity to learn a little more and to speak to our Chairman and other Directors about what would be involved.

The briefings will take place on Monday 30 January between 4pm and 5pm at Brentwood Council Chambers and on Thursday 2 February between 6pm and 7pm at Basildon University Hospital's Education Centre. You can find out more by phoning the Membership Office on 01268 598975 or email to foundation@btuh.nhs.uk.

If you cannot attend these briefings, but would like to talk to someone face to face please contact us and we will do our best to arrange a convenient time. Alternatively a quick guide to help you understand the roles and responsibilities is available on request or visit the Trust website and click Members > Elections.

Have a voice

As well as the public elections, we are looking for two staff governors – one for Basildon and one for Orsett. We are especially keen to fill the Orsett post.

Lisette Harris, Basildon Staff Governor, explained how the role allows for two-way communication, feedback and makes sure the front-line staff and patients' perspective remains central. She added: "I feel that Staff Governors bring a unique perspective to the Board of Governors.

"I wanted to make a difference when I started out on this journey, believing that I had a role to play in supporting, informing and influencing across the levels. I am proud to be a staff representative on the Board of Governors at the Trust, as well as the sub-committee of The Foundation Times and have thoroughly enjoyed my time to date."



CVS

Denise Fielding, Public Governor for Basildon, found out more about the Trust's working relationship with the Council for Voluntary Services (CVS) [continued on page 2...](#)



Is The Foundation Times *green* enough for you?

We send almost 10,000 issues of The Foundation Times to our members, quarterly. If you would agree to receive yours electronically, we can save money and help the environment. Email your name and address (including postcode) to foundation@btuh.nhs.uk and say "send me the FT electronically please!"

League of Friends donate £30k scanner

The League of Friends received a special thank you for donating a £30,000 scanner to the Gynaecology Department.

The compact ultrasound scanner, which helps diagnose gynaecological conditions such as miscarriage, early pregnancy, polyps and cysts, is proving especially useful at outreach clinics held in the community. It folds down to the size of a laptop and its portability means patients can have an ultrasound there and then, which can speed up treatment.

Dale Ojutiku, Consultant Gynaecologist, said: "It is a much appreciated piece of kit which has made a big difference to the team. It might be small but the imaging is wonderful and it is packed full of features that can help us provide good care to our patients. We are so grateful to the League of Friends."



Left to right: Dale Ojutiku, Consultant, Sir Peter Dixon, Chairman, John Snoding, League of Friends Vice Chairman, Ken and Marjery Humphreys members of LoF for 50 years, Rita Keeler League of Friends Secretary and Terry Moore League of Friends Chairman.

continued from page 1... CVS brings together representatives of all the local voluntary organisations, such as MIND, Citizen's Advice Bureau and Community Transport. Through this network they are able to help each other better to meet needs and provide support and advice etc.

Basildon, Brentwood and Thurrock's CVS' chosen representatives and Appointed Governors are Don Sidney, Barbara Hallows and Diana Hale respectively. They bring a wealth of experience, expertise, knowledge and understanding to the role, especially because of their backgrounds in health, education and the local community.

They provide an essential two-way link between the hospital and the CVS which is of mutual benefit to all parties. The Appointed Governors' formal link to and engagement with their stakeholders, is a unique and valuable contribution. As they would say, the key is to have the skills and facility for others to talk to you, listen and communicate. This is how Governors can make a difference.

Barbara Hallows, Vice Chair of CVS and Chair of The Young People's Counselling explains: "As their Appointed Governor, I give a report to all the meetings of the Management Committee and ensure that Suzanne and Ali in the Membership Office at the hospital are aware of the networking breakfast and lunch that we arrange each year at Hutton Poplars Hall. This gives the hospital the opportunity to recruit members and display the important developments that are taking place."

Diana Hale, who was previously a Non Executive Director and Chair of Audit Committee at the hospital, brings her experience as a professional in Adult and Community Learning as well as her years of experience with Thurrock CVS to the role. She said: "I was absolutely delighted when they reaffirmed their wish for me to continue as their representative. It made sense and formalises the engagement between parties and the importance of the two-way process of communication and feedback."

Iris Club funds new wheelchairs

Orsett Hospital has been able to buy four very special wheelchairs after local charity the Iris Club donated £2,000. Elaine Notley, Outpatients Sister, said: "We are very grateful to the Iris Club for their donation, which has enabled us to purchase four high specification wheelchairs for the Orsett site. These wheelchairs assist patients, are comfortable and easy-to-clean."

new additions to the Orsett site: "It's great that I can leave my own wheelchair at home knowing there is one I can use at Orsett Hospital."

The Iris Club has donated over £83,000 to Orsett Hospital since 1989. Representative Steve May said: "The wheelchairs are a great purchase and will help a great deal of people in the years to come."



Patient Michelle Conner was raving about the

L to R, Chris Gurton from the Iris Club, patient Michelle Conner and Elaine Notley



Acute Medical Unit *reopens its doors*

“The new-look unit is more comfortable for those waiting for test results”

Kim Perry, Lead Nurse

The Acute Medical Unit (AMU) East has reopened its doors after more than £600,000 was spent on its refurbishment.

AMU is open 24 hours a day, 365 days a year and accepts referrals from GPs, community

services and A&E. Patients are assessed by a team of nursing and medical staff who determine what further treatment is required. Each patient is then either admitted to a hospital ward or sent home.

Kim Perry, Lead Nurse, said: “The new-look unit provides a much

nicer welcome to patients and is more comfortable for those waiting for test results and further treatment.”

AMU East is the latest area to be revamped under the Trust’s ongoing refurbishment programme.



The team from Acute Medical Unit (AMU) East

Governors learn about *dirty laundry*



The Governors going behind the scenes of the laundry.

Some governors learnt a bit more about what goes on behind the scenes at the Sunlight Laundry.

The laundry is based on-site at Basildon University Hospital and it provides not only this Trust, but other hospitals with clean linen, towels and patient gowns etc.

General Manager, Brian Mullaney, gave a guided tour, explaining how the laundry works, the strict guidelines they adhere to and the processes in place to ensure the hospital’s linen cupboards are always fully stocked.

Denise Fielding, Public Governor for Basildon, said: “Behind the scenes, the laundry is an amazing operation. I did not realise that the laundry at the Basildon site serves other hospitals - it is so good! The technology, logistics and the way the job is done with a focus on standards, service to each specific hospital and for the patient is reassuring. They seemed to have thought of everything and then they come up with an even better way of doing things and are on track for a quality award.”



24/7 and 365 adds up

Brian Levett, Public Governor, Basildon, was leaving the hospital at 7.30pm one evening when he came across two members of the Trust’s Maintenance Department.

He said: “They had been clearing a blocked drain. I wondered, who

says thank you to the people that keep the hospital running 24 hours a day, 365 days a year.



“So thanks to the Maintenance Department. It adds up to total care.”

Board of Governors Meeting dates

- 30 January, 2pm, Brentwood Council Offices
- 22 March, 6pm, Education Centre, Basildon University Hospital

Membership Office Contact Details

Membership Office
Level G
Basildon University Hospital
Nethermayne
Basildon
Essex
SS16 5NL

Tel: 01268 598975
Email: foundation@btuh.nhs.uk

Non-Executive *night time walkabout*

“The place certainly had a different feel about it at night”

*Peter Sheldrake,
Non-Executive Director*

Directors, accompanied Director of Nursing, Diane Sarkar and several heads of nursing on one of their recent night shift ‘walkabouts’.

He said: “The place certainly had a different feel about it at night, with the ward staff trying to get everything sorted so the patients could get off to sleep with as little fuss as possible.

The Non-Executive Directors provide independence, balance and challenge to the executive element of the Board of Directors.

Peter Sheldrake, one of our Non-Executive

“The purpose of this visit and the others programmed for various times and days is to speak to staff and patients and check on the little things, plus anything else that could impact on our patients’ care.

“Immediately apparent was how the standard of recording varied from ward to ward and how common problems emerged. A good example was the closures on medicine cupboard doors that now have stronger closers fitted.

“Patients we spoke to had only positive things to say about our staff and were keen to chat about all aspects of our service. Was it worth the late night? Absolutely. Was it worth it for the staff and patients? Everyone seemed pleased to see us and have the chance to raise issues with us out of hours.”



Dignity and Respect

Diane Sarkar, Director of Nursing, explains what the Trust has done to ensure dignity, respect and nutritional care for all patients.

She said: “We have reviewed the national reports on care of older people in hospital and anticipated and welcomed the greater attention this brings to the delivery of fundamental care. We understand there is no room for complacency and sustaining our progress made recently in nutrition and dignity will need to be a key objective for the future. We realise the solution to delivering fundamental elements of care lies with our frontline staff. We continue to focus on those staff within our Trust who go that extra mile to deliver the best possible care, capture what they do, and inspire others to learn from them.

“The CQC’s recent dignity and nutrition inspection report concludes that leaders in hospitals must create a culture in which good care can flourish. We need to look at why ‘care’ often seems to be broken down into tasks to be completed, focusing on the unit of work, rather than the person who needs to be

looked after. Task-focused care is not person-centred care.



“I have introduced unannounced night time clinical observational visits, which I undertake with my Heads of Nursing, the Chief Executive and at times, Non Executive Directors. The purpose of these visits is to observe clinical care being delivered first hand.

“A report is then generated from the findings and circulated to ensure any appropriate actions are taken, assurance is then provided to the Clinical Governance Committee.

“The corporate team and I also undertake clinical shifts to ensure clinical visibility and staff are provided with a degree of external challenge. A huge focus has been placed on staff delivering compassionate care and this is reiterated continuously.”

Operationally the Trust has undertaken targeted work through:

- Our Nutrition Mission ‘I trust you to care’ campaign
- Protected meal times
- Review of assessment and care planning documentation
- E-learning for staff on dementia care
- Comfort rounds initiative

Getting close to our target

A big thank you to everyone who has helped us raise £87,400 towards the Polly Parrot Appeal. The cash will go a long way to providing additional equipment for our Children’s dedicated A&E Department but there is still more to do. Keep your eyes peeled for events planned in 2012.

John Bloomfield will be running the London Marathon in aid of Polly. Support him - visit www.just-giving.com/run-fatboy-john-run!

From a strategic nursing perspective we have put in place our:

- Quality Strategy Nursing and Midwifery Strategy
- Dementia Strategy
- A Dignity and Respect Action Group has been established

Notice of Election



Election Date - March 2012

For the Board of Governors of Basildon and Thurrock University Hospitals NHS Foundation Trust

Notice is hereby given that the Trust will be holding elections for Members of the Basildon and Thurrock University Hospitals NHS Foundation Trust Board of Governors

Elections are to be held for 12 Public Governors and two Staff Governors: (To qualify for nomination in the category Public, you must be a public member of the Foundation Trust)

Constituency	Category	Vacancies
Basildon	Public	Three
Thurrock	Public	Four
Brentwood	Public	Three
Rest of England	Public	Two
Basildon	Staff	One
Orsett	Staff	One

Nomination papers to stand for election can be obtained from:

Ali Jones, Membership Officer
Level G, Basildon University Hospital
Nethermayne, Basildon,
Essex SS16 5NL
Tel: 01268 598975

Email: foundation@btuh.nhs.uk

or

from Returning Officer
Opt2Vote Ltd, 25d Bishop Street,
Derry, Co. Londonderry, BT48 6PR
Tel. 02871371111

Nominations must be returned by **12 noon on Friday 10 February 2012.**

Any notice of withdrawal must be received by the Returning Officer by
Wednesday 15 February 2012.

Election statements of nominated candidates will be available from **Wednesday 29 February 2012** and ballot papers will be posted to qualifying members on this date.

Completed ballot papers must be received by the Returning Officer no later than
12 noon on Wednesday 21 March 2012.

The results of the election will be announced at the Trust offices at
12 noon on Friday 23 March 2012.

The regulations covering these elections can be obtained from Trust Management, Level J, Basildon University Hospital, Nethermayne, Basildon, Essex SS16 5NL

If you are interested in becoming a Governor and would like to find out more, come along to one of our prospective governors open evenings on

Thursday 2nd February at 6.00pm in the Education Centre, Basildon University Hospital or on 30th January at 4.00pm following our Board of Governors Meeting at Brentwood Council Offices

For further details please contact Ali Jones, Membership Officer on 01268 598975 or visit our website www.basildonandthurrock.nhs.uk/members/elections

Awards and Accolades.....



Sami Khan

Consultant Radiologist receives eminent fellowship

Sami Khan, Consultant Radiologist has

been given a prestigious Fellowship without Examination from the Royal College of Radiologists after developing an intensive course for radiology students about to sit their final exams.

Double success for CTC in Eastern Deanery Awards

Dr Refai Showkathali, CTC Cardiology Specialty Registrar has scooped the Academic Research Poster of the Year award from the East of England Deanery.

It was a double success for Dr Showkathali and the CTC, when Refai and Rajesh Aggarwal, Consultant Cardiologist and Clinical Lead for Cardiothoracics, were also named as runners-up for the Research Proposal of the Year award.



Dr Refai Showkathali

Basildon Maternity shortlisted for prestigious national award

Basildon Maternity Service has been shortlisted for a prestigious Royal College of Midwifery award.



The Birth Afterthoughts Service, which was launched in January 2011, allows women to discuss and understand their experience of childbirth and answer any

questions they may have in the days, weeks, months or years after giving birth. The winner of the award will be announced at a special awards ceremony in January.

Nurses make history

Nursing duo, Elizabeth Melleney, Nurse Endoscopist and Andrea Cartwright, Senior Nutrition Nurse Specialist, are the first nurse combination in the country to perform a procedure to insert a feeding tube into the stomach of cancer patients.



Weekly metrics gain national recognition

A Trust initiative has been highly commended in the Health Service Journal's Efficiency Awards. The Trust's finance team developed weekly metrics, showing how and where money is being spent, to give an instant snapshot of the previous week to the Clinical General Managers and their teams.

Weekly metrics have become a key part of how the hospital is managed, with managers getting 'real-time' feedback, which highlights issues and problems immediately. Efficiencies of £16m have already been made in 2010/11.



Finance Team

Health Heroes get their just rewards

Three Trust staff have scooped an NHS South West Essex Health Heroes award.



Elaine Bosley

Elaine Bosley, Multiple Sclerosis Nurse, received two nominations for her limitless dedication to her patients,

Sherri Smith, Community Midwife, won her award for the unwavering support she has given a young family whose father was badly injured while serving in Afghanistan, and Midwife Michelle Harrison was nominated for helping a second-time mum have her 'dream birth'.



Sherri Smith

Compassionate Care

Teamwork is at the heart of the transformation made by nursing and midwifery staff to their patients' experience. Ruth May, Chief Nurse for NHS Midlands and East, said she had seen "superb nursing and leadership" during a visit in September.

As well as winning accolades and awards, our nurses have produced a video using their own, and patients' words to describe their ambitions for the very best care. Go to our website www.basildonandthurrock.nhs.uk and find the video under our 'About Our Foundation Trust' section.

