

# the foundation times

issue 52 summer 2016

from our governors to our members

## Cardiac arrest survival rates at CTC among best in Britain



Above: Cardiac arrest survivor Gary Parker (right) with wife Angie and Neil Magee, critical care nurse at The Essex Cardiothoracic Centre (CTC)

### Patients arriving at The Essex Cardiothoracic Centre (CTC) after a cardiac arrest have one of the highest chances in the country of making a good recovery.

About 30,000 people in Britain have a cardiac arrest (meaning their heart stops), outside hospital every year and their chances of making it alive to an emergency department are around 50/50. If they do, their chances of making a full recovery without damage to the brain or other organs will depend on the quality of treatment they receive.

Dr John Davies, cardiology consultant, explains: "Data at the CTC shows a particularly high survival rate, given the severity of the patients' conditions. We think this is due to teamwork and rapid treatment and management of the heart disease and the effects

that cardiac arrest has on other organs."

Emergency patients treated at the CTC also benefit from the latest techniques and equipment, including state-of-the-art cath labs where imaging, tests and cardiology procedures are carried out. And the specialist centre is one of only a few in Britain to offer a treatment called therapeutic hypothermia (TH), where the patient is rapidly cooled before the artery is opened by cardiologists.

Patient Gary Parker, 55, doesn't remember anything about the cardiac arrest he had on 16 April 2015.

## Annual Members' Meeting

### book your place

Our Annual Members' Meeting (AMM) this year is focused on the specialised work that takes place in The Essex Cardiothoracic Centre (CTC), with a presentation by guest speaker Dr Stuart Harris, consultant in cardiology and electrophysiology and clinical director for the CTC.

The AMM is being held on Thursday 15 September 2016, from 3.30pm, at Basildon Hospital's education centre.

For further details, including how to book your place, please see page 7.

Gary was treated at the CTC and he and his wife Angie speak about their experience of "Life after Cardiac Arrest" in a video filmed at the CTC and available on YouTube: [www.youtube.com/watch?v=IwWEoBPncXo](http://www.youtube.com/watch?v=IwWEoBPncXo)

Gary said: "The CTC staff were absolutely fantastic and the treatment and support with rehabilitation has been second to none."

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# Trust now 'outstanding' or 'good' in all departments, says health regulator

Basildon University Hospital is now rated 'outstanding' or 'good' across all eight clinical areas after the health regulator found significant improvements in the quality of critical care delivered to patients.

In August 2015, A&E, medicine, surgery, children's, outpatients and end of life care were all given a 'good' overall rating by the Care Quality Commission (CQC), with maternity and gynaecology achieving an 'outstanding' grade. But the regulator found that critical care required improvement.

The CQC returned to check the performance of critical care again in February 2016. The inspectors ask five questions about each of the hospital's eight areas: are they safe, effective, caring, responsive and well-led? Critical care was found to be 'good' in all five aspects.

The improvement followed on from work done including recruiting extra doctors and nurses to the unit; improving critical care training arrangements; developing the leadership team and improving how patients are managed to ensure that the right patients can access the critical care unit in a timely fashion.

Clare Panniker, hospital chief executive, said she was "delighted" and added: "This is further endorsement of the dedication and commitment of our staff who work incredibly hard to ensure that our patients receive the very best care."



Above: The critical care team

# Think!

Our A&E is for serious and life-threatening conditions only

<ul style="list-style-type: none"> <li>● Grazed knee</li> <li>● Sore throat</li> <li>● Cough</li> </ul> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <span style="font-weight: bold; font-size: 16px;">Self-care</span> </div>	<ul style="list-style-type: none"> <li>● Unwell?</li> <li>● Unsure?</li> <li>● Confused?</li> <li>● Need help?</li> </ul> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <span style="font-weight: bold; font-size: 16px;">NHS 111</span> </div>
<ul style="list-style-type: none"> <li>● Mild diarrhoea</li> <li>● Mild skin irritation</li> <li>● Mild fever</li> </ul> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <span style="font-weight: bold; font-size: 16px;">Pharmacy</span> </div>	<ul style="list-style-type: none"> <li>● High temperature</li> <li>● Cold symptoms</li> <li>● Minor bumps and cuts</li> </ul> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <span style="font-weight: bold; font-size: 16px;">GP surgery</span> </div>
<ul style="list-style-type: none"> <li>● Dehydration</li> <li>● Headache</li> <li>● Tummy pain</li> </ul> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <span style="font-weight: bold; font-size: 16px;">Walk-in service</span> </div>	<ul style="list-style-type: none"> <li>● Choking</li> <li>● Loss of consciousness</li> <li>● Fitting</li> <li>● Severe difficulty breathing</li> <li>● Broken bones</li> </ul> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <span style="font-weight: bold; font-size: 16px;">A&amp;E or 999</span> </div>



Mid and South Essex  
Success Regime

## Success Regime update

**The work of the Mid and South Essex Success Regime has been gathering pace.**

In addition to being chief executive at Basildon and Thurrock University Hospitals and Mid Essex Hospitals, Clare Panniker will also oversee collaboration and improvements to patient care across the three hospitals involved in the regime – which also includes Southend.

The Success Regime is identifying ways to improve collaboration and improve outcomes for patients. This is part of a wider plan to put the health system back into financial balance by 2018/19 and deliver the best joined up and personalised care for local people.

Detailed plans are still being developed we will need your input as we work towards refining potential options and there will be plenty of opportunities to have your say in the coming months.

# New frailty unit

**A new ward dedicated to providing care for patients who are elderly and frail has been officially opened at Basildon University Hospital.**



The Kate Evelyn Luard Unit has eight beds and an assessment area, and provides care for older patients who require a short stay in hospital due to symptoms associated with frailty such as falls, dehydration, immobility and delirium.

Dr Riz Mohamed, frailty consultant, said: "Patients will have been seen by a specialist team in A&E. If they

need hospital care they stay on the frailty unit for up to three days to receive intensive treatment to enable them to go home."

The specialist frailty unit has been named after local nurse, Katherine Evelyn Luard, who grew-up in Aveley in the 1870s and 80s, and worked in hospital trains and casualty stations during the First World War.

Her family attended the official opening, and Tim Luard, Kate Evelyn Luard's great-nephew, cut the ribbon. He said: "She was a brave lady, who nursed with compassion and with humour. From what we have seen today, and the patients and visitors we have spoken to, we are sure you will live up to her name and her reputation."

## Did you know...?

The ward name was chosen following the tradition of naming all medical wards at Basildon University Hospital after distinguished healthcare professionals. Surgical wards are named after local towns and villages.

# Hospital's Macmillan team lead the way for end of life care improvements

**Our Macmillan team is one of ten selected to improve end of life care across the UK.**

Almost half of people who die in England and Wales do so in hospital yet the standard of end of life care varies considerably. The 'Building the Best' programme will support improvements in the knowledge, quality and leadership provided in hospital, so patients experience safe, good quality care while making the right choices for themselves and their family.

Basildon was chosen from 40 hospitals that applied to be part of the programme, listing the projects and procedures already in place to help end of life patients.

Karen Andrews, Macmillan team leader at Basildon Hospital, said: "Patients and their families have the right to expect a high standard of care, especially when at the end of life. I'm proud of the work my team does to ensure we offer consistent, high-quality care. I hope we can improve on this even further, while working alongside other hospitals to build on shared experiences and initiatives."

The two-and-a-half year programme, which is UK-wide, will initially roll-out in England. It is funded by Macmillan Cancer Support and is supported by a partnership between the National Council for Palliative Care, Macmillan Cancer Support, NHS England and the NHS Trust Development Authority in England.





# Election results

Mercedes de Dunewic, public governor for the rest of England

Some of our Governors have changed and as we welcome new faces to our Council of Governors, we say thank you and goodbye to some familiar ones.

Brian Levett and Brian Wellman, both representing Basildon, and Reg Sweeting, representing Thurrock, all completed the maximum three terms of office and had to stand down. I would like to thank them for their hard work and tireless support of BTUH and charitable events, including our Polly Parrot Appeal.

We also say farewell to Andrew Schrader (Basildon), Eric Watts (Brentwood) and staff governor Steve Lewis, who all decided not

to re-stand.

Elections were held for 10 public governors and three staff governors.

In **Brentwood**, Jane Day was elected. During the election process Paul Barrell resigned as public governor for Brentwood, so the remaining two year term of office was given to the next highest polling candidate, Neville A. Brown JP. They join existing governor Amanda Burton.

In **Basildon**, we have Peter Hatch, Joy Pons, Alan Ursell (two year term) and Colin Moore (two year term). They join re-elected Ron Capes and Marlene Maura and existing governors Alan McFadden, Pamela Binfield.

In **Thurrock**, there were two vacancies but only one candidate, so James Little was elected unopposed to join existing governors Karen Boyles, Tony Coughlin, Russ Allen and Julia Harding. The second vacancy remains open.

Penny Bryant, Dave Bebbington and Liz Carpenter were uncontested **staff governors**. They join existing staff governors, Cathy Crouch and Danny Day.

There remains a vacancy for a public governor for the rest of England. It was agreed by the Council of Governors in March 2016 to run with this vacancy until 31 March 2017.



Jane Day  
Brentwood



Neville A Brown  
Brentwood



Amanda Burton  
Brentwood



Ron Capes  
Basildon



Marlene Maura  
Basildon



Peter Hatch  
Basildon



Joy Pons  
Basildon



Alan Ursell  
Basildon



Colin Moore  
Basildon



Alan McFadden  
Basildon



Pamela Binfield  
Basildon



Russ Allen  
Thurrock



Karen Boyles  
Thurrock



James Little  
Thurrock



Tony Coughlin  
Thurrock



Julia Harding  
Thurrock



Penny Bryant  
Staff



Dave Bebbington  
Staff



Liz Carpenter  
Staff



Cathy Crouch  
Staff



Danny Day  
Staff

Basildon and Thurrock University Hospitals **NHS**  
NHS Foundation Trust



Contact a midwife via Facebook messaging with your non-urgent questions and concerns

[www.facebook.com/maternitydirect](http://www.facebook.com/maternitydirect)

[maternity.directplus@btuh.nhs.uk](mailto:maternity.directplus@btuh.nhs.uk)

[@MaternityDirect](https://www.facebook.com/MaternityDirect)

## Summer events



The governors will be out and about at summer events and would love to have the opportunity to say hi.

**Sunday 24 July**  
Castle Point Show  
Waterside Farm  
Canvey

**Friday 12 August**  
Brentwood Family Fun Day  
King George's Playing Fields



## Get your Foundation Times by email

We have reduced the number of issues of the Foundation Times we produce each year.

We now print the newsletter twice a year, in January and again in July. All of our members will continue to receive information about governor elections and the annual members meeting each year, alongside updates about the work of governors and the Trust.

You can help us save money and the environment by choosing to receive your Foundation Times by email, as a PDF document. More than 1,000 members have already opted to receive their issue of the Foundation Times in this way.

If you would prefer to receive the Foundation Times electronically, email your name, address (including your postcode) and your date of birth to [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk) with the message 'send me the FT electronically please.'



## Governor engagement

By Amanda Burton, public governor for Brentwood

**A well-being education day at Brentwood Town Hall was the perfect fit for us BTUH governors to meet members of the public.**

We chatted to the staff about current events and the latest news stories regarding Basildon hospital, Orsett hospital and Brentwood community hospital.

We managed to sign up quite a few members and appointments were made in advance for blood pressure checks with our very own Liz Carpenter, staff governor and midwife, who has worked at the Basildon maternity department for 30 years.

Some visitors were found to have high blood pressure, with a few people advised to make an urgent GP appointment. So that in itself was really worth our while attending.

This was a very rewarding few hours where our newly sourced goodies added to the attraction including hand gel, pens, and other novelties. Brentwood has the fastest growing membership due to this type of engagement event undertaken by the governors. We are looking forward to more this summer.



## Polly flies high

By Karen Boyles, public governor for Thurrock

**The hugely successful Polly Parrot Appeal is celebrating raising almost £100,000 in the past year.**

Sitting within the BTUH Charitable Trust, the aim of this appeal is to support and enhance the experience and hospital environment for children who attend Basildon, Orsett and Brentwood hospitals.

The fund has already been involved in the regeneration of children's A&E and outpatients, as well as providing sensory equipment, child orientated furniture and IT around the site.



The fundraising team were nominated for a national award at the Charity Times Awards. Although not winners on this occasion, they will always be our heroes as without all their hard work, innovative ideas and sheer determination the Polly Parrot Appeal would not exist.

To find out more about the appeal, visit the Trust website at [www.basildonandthurrock.nhs.uk/fundraising](http://www.basildonandthurrock.nhs.uk/fundraising)

# Changes to hospital parking

New car park barriers and payment systems are in place at Orsett and Basildon Hospitals.

The new system uses number plate recognition to log the vehicle registration number on entry and raise the barrier to allow the vehicle to enter the car park.

Patients and visitors will need to go to the payment machine before returning to their car, and enter their vehicle registration number. The payment system will then ask for the appropriate charge, which can be paid by cash or by credit/debit card. When they drive out the exit system will recognise that payment has been made and raise the barrier.

The scheme was implemented at Orsett in April, and has since been introduced at Basildon.

Zoe Asensio-Sanchez, director of environment and infrastructure, said: "The new barriers will be more reliable than the previous aging systems and the replacement pay machines offer more payment options, including paying by credit or debit card."



## safe, caring, excellent – our new Trust values

Our new values are safe, caring and excellent. We deliver our values by working together with our patients, each other and our healthcare partners.

The values – along with the behaviours which underpin them – were introduced after we asked our patients, visitors and staff to describe what behaviours they would love to see, expect to see and not want to see in our hospitals.

Safe, caring and excellent were the three words which best described the way staff should interact with patients and colleagues every day. The values underpin our Trust's vision and strategic objectives and define how we deliver them.

**safe:** Patients want to know they are safe, that staff will listen to them and respond to their needs. Staff raised the importance of safe staffing levels, and being open and transparent.

**caring:** There were numerous comments on creating a welcoming and friendly environment with supportive management. Words which came up repeatedly were 'smile', 'thank you', 'feeling valued', 'kind' and 'compassion.'

**excellent:** Staff and patients want a Trust that always strives to improve services by involving staff, patients and carers, working with partners, using the best technology and encouraging innovation.

**Why the reference to 'together'?**

Working closely with colleagues, patients and other health and social care organisations is seen as being vital to our future success.

The values will become part of everyday life at our Trust and we will recruit, appraise and reward staff in line with them.

*Dr Jason Dungu, consultant cardiologist:*

“When patients come to hospital they expect us to take good care of them – their safety has to be our number one priority.”



*Amy Osborne, healthcare assistant:*

“To do this job you need to be a caring person and have a lot of patience. You may sit for an hour and help someone eat and if that's what they need, that's what you should do.”



*Ying Allington, renal lead nurse:*

“By working as a team, supporting patients to be involved in their treatment and finding new ways of working, we can keep improving the quality of our care.”



# Annual Members' Meeting

To kick start the celebrations for the 10th anniversary of The Essex Cardiothoracic Centre (CTC), clinical director Dr Stuart Harris (pictured below) will be the guest speaker at the 12th Annual Member's Meeting.

"Palpitations and Fast Heart Rhythms. What we can do at The Essex Cardiothoracic Centre" will be a look back on all the pioneering work carried out at the CTC in the last ten years and a look forward to the technologies and surgical techniques to come.

The AMM is being held on Thursday 15 September, from 3.30pm, at Basildon Hospital's education centre.

Everyone is welcome and you can find out more about the work of the Trust and meet your local governors.

To reserve your place at the AMM, please complete the tear-off slip and return to us, freepost. If you know somebody who would like to come along who is not a member, please provide us with their name and address on the reply slip.

Further details will be provided nearer the event.

Any queries, please contact the membership office on 01268 598975 or email [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk).



## Annual Members' Meeting

To help us plan seating and catering, please let us know if you want to attend the Annual Members' Meeting.

Yes, I/we will be attending the Annual Members' Meeting on Thursday 15 September at Basildon Hospital education centre.

**Name:** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Daytime No:** \_\_\_\_\_

**Additional guests.**

**Please provide full name, address and date of birth:**

\_\_\_\_\_  
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## Update your details

Have any of your contact details changed? If so, please let us know by filling out the form below.

**Please provide us with your previous details** (as shown on our records):

**Name:** \_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Please fill in your current details**

**Name:** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Home phone:** \_\_\_\_\_

**Work phone:** \_\_\_\_\_

**Mobile phone:** \_\_\_\_\_

Please detach form, fold, affix and send **FREEPOST** to the address overleaf

No stamp  
required

FREEPOST RTJE-USJB-HGGL  
Membership Office  
Basildon and Thurrock University Hospitals NHS Foundation Trust  
Nethermayne  
Basildon  
SS16 5NL

**Annual Members' Meeting**  
**Thursday 15 September 2016**

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## Dates for the diary

**Wednesday 20 July 2016, 5pm**  
Council of Governors meeting,  
The Essex Cardiothoracic Centre, level D,  
Rooms 4 and 5

**Wednesday 7 September 2016, 2.30pm**  
Board of Directors meeting,  
Education Centre, Basildon Hospital

**Thursday 15 September 2016, 3.30pm**  
Annual Members' Meeting,  
Education Centre, Basildon Hospital

**Wednesday 5 October 2016, 2.30pm**  
Board of Directors meeting,  
B2/3 Education Centre, Basildon Hospital

**Monday 14 November 2016, 1pm**  
Council of Governors meeting,  
Committee Rooms, Level G, Basildon Hospital

**Wednesday 7 December 2016, 2.30pm**  
Board of Directors meeting,  
B2/3 Education Centre, Basildon Hospital

## Tell us your thoughts

If you or a loved one has received care at Basildon and Thurrock University Hospitals NHS Foundation Trust, there are many ways you can feedback your comments. Whether it be praise, or something we need to improve on, we welcome your input.

- **NHS Choices:** This is an independent website designed to give patients the opportunity to review their local health services.  
[www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=RDDH0](http://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=RDDH0)
- **Comment cards:** Available at locations throughout the hospitals for you to fill out and return.
- **Friends and Family Test:** All inpatients should be asked to complete this questionnaire before going home.
- **PALS:** You can email your comments to [pals@btuh.nhs.uk](mailto:pals@btuh.nhs.uk) or drop into our PALS office (just off main reception at Basildon University Hospital) for a chat.
- **Social media:** Comment on the Basildon University Hospital Facebook page or tweet us [@Basildonhosp](https://twitter.com/Basildonhosp)
- **Letters and thank you cards:** You can write to Clare Panniker, the chief executive of the Trust, or any member of staff.