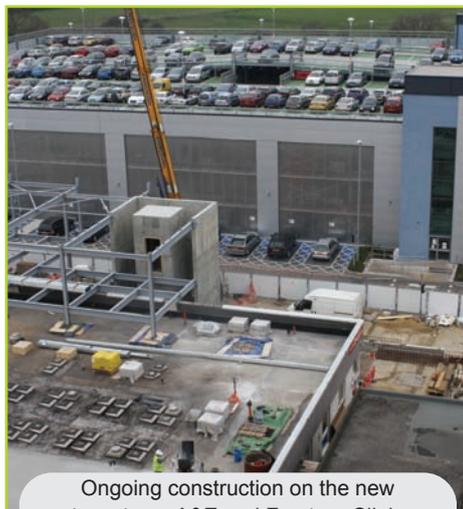




# the foundation times

The Newsletter for our Foundation Trust Members

## A gold-standard A&E for 2012



Ongoing construction on the new two-storey A&E and Fracture Clinic

Work is well underway for the £17 million plan for major improvements to Accident & Emergency and the Fracture Clinic at Basildon University Hospital.

When complete the new two-storey department will include a separate Children's A&E, a dedicated x-ray facility, a larger resuscitation unit, a new observation unit and more space and privacy in the Fracture Clinic.

The project will take two and a half years to complete, and departments

within A&E and the Fracture Clinic will have to be moved round to accommodate the work. A detailed plan is in place to keep any inconvenience to patients to a minimum.

Mr Lokesh Narayanaswamy, Clinical Lead for A&E, and Chair of the Project Team, said: "The modernised department will have the latest medical equipment to assess, care and treat our patients and will undoubtedly enhance the service we provide. While building work is in progress, our mission is to continue providing quality health care and trauma services with compassion and respect for all patients."

### A Governor's view By Brian Levett

"The red and white plastic barriers and cones could remind you of road works on the M25. But instead it is the beginning of the construction of the new A&E Department. The development will bring to the hospital a larger and more user-friendly area, both for patients and staff.

"Yet unlike the M25, the A&E Department cannot close overnight. It is in operation 24/7, 365 days

a year. So under the watchful eye of Mr Lokesh Narayanaswamy, A&E Consultant and Jenny Galpin, Director of Estates and Facilities, we have embarked on a game of chess. The pieces are the various departments that need temporary accommodation during construction of the two-storey building.

"When finished in 2012, the state-of-the-art department will have first-class facilities to meet the needs of the population."



Artist's Impression of the new two-storey A&E and Fracture Clinic

## The 'Red Apron' scheme

Staff at Basildon University Hospital will be wearing red aprons when preparing and administering patient medication, as part of a new initiative to help improve patient safety.

Patients, visitors and other members of staff are asked to consider 'Can it Wait?' before asking for the attention of anybody wearing a red apron. The scheme was the brainchild of a group of 12 senior nurses on the

Clinical Leadership Programme, a year-long course designed to develop and nurture leadership skills.

Jerusha Murdoch-Kelly, Clinical Practice Facilitator for Children's Services, explained how their chosen programme involved improving patient safety, increased efficiency and effectiveness and is something that would apply across the Trust.

She said: "Just from our own experiences, we knew that interruptions often take place during drug rounds, and that even a momentary break in concentration can lead to mistakes being made and delays. It is much safer if you can concentrate on the task in hand and not have to turn your attention to anything else."



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The group decided to trial the Red Apron scheme in three areas of Basildon University Hospital. Observational surveys, carried out before and after the red apron scheme was introduced, showed one ward saved 74 minutes during drug rounds.

All clinical areas have now received their Red Apron scheme pack which contains a pack of red aprons, staff guidance and posters. The Trust carefully monitors all medication incidents and it is expected that this scheme will help reduce delays and errors in the administration of medicines.

Maggie Rogers, Director of Nursing, said: "By testing such a good idea and proving how beneficial it is, this team of nurses has been successful in introducing an initiative that can improve safety and quality across the Trust."



Sharon Toora, (centre) Roding Ward Sister receives her Red Apron Starter Pack

## Exceptional work and long-service

**In February, our Staff Honours Evening celebrated long-service and exceptional work. Helen Mattock, Staff Governor and one of the organisers of the event, gives her view.**

"The Staff Council works hard to plan the Staff Honours Evening, but it is always nice when staff take the time to thank us for an enjoyable event. Sue Pitcher, Accommodation Officer, put it best when she wrote to say: 'It was one of those rare evenings,



Mary Conway with Alan Whittle, Chief Executive, & Michael Large, Chairman

the kind that certainly inspires you and really makes you feel appreciated.' "This year we paid tribute to those with 20, 25, 30 and 35 years service. Mary Conway, Elizabeth Fry Ward Manager, who has been with the Trust for 40 years, was especially commended for leading by example and managing a fantastic ward with excellent staff.

"There were 17 Recognition Award nominees, and every nomination was worthy of mention. Sarah Tarff, Liver Nurse Specialist, was chosen as winner for her dedication to patients and staff, both during and outside working hours, plus her willingness to assist in staff training.

"Mike Imana, Associate Director for Education and Training and A&E Consultant, gave an inspiring and interactive presentation about what it would be like if the Trust was to be one of the 100 best places to work in the UK.

"Thank you to everyone who helped make the event possible. The food was a big hit, thanks to Marion's Catering. We would also like to thank

South Essex College of Further and Higher Education for the venue and Jan Richardson, who provided the flowers."



Sarah Tarff, Liver Nurse Specialist with Helen Mattock, Staff Governor



Mike Imana sharing a laugh with Boonie Mpfu, Diabetes Nurse Specialist

## Governor Election Results

New Governors took up their position on the Board of Governors on Thursday 1 April. The results for Public Governors are as follows:

- Thurrock - three elected unopposed. Reg Sweeting, Margaret Jones and Sue Truman.

- Basildon - five elected unopposed. Brian Levett, Charles Pearce, Denise Fielding, Ronald Capes and Marlene Moura.
- Brentwood - one elected unopposed. Dr Osarumwense Igusi.

An election was held for the four Basildon Staff Governor positions, as we received five nominations. The successful candidates were, Keith Loakman, Roger Crellin, Helen Mattock and Lisette Harris.

# Know your NHS number

**Matthew Barker, Information Security Facilitator and Staff Governor, flags up the importance of your new NHS number.**

Everyone who is registered with the NHS in England and Wales has their own unique NHS Number. Your ten-digit NHS Number is unique to you and helps healthcare staff to find your health records, improving the safety of your healthcare.

If you know your NHS Number, or have it on a document or letter, you can help healthcare staff find your records more easily and share them

safely with other people who are caring for you. NHS staff will begin to ask for your NHS Number more often, so remember to keep it in a safe place that you have easy access to.

If you don't know your NHS Number, or you have an old-style number and want to know your new one, this is how you find it.

**If you are registered with a GP surgery.**

To find out your NHS Number, contact your GP surgery and ask them to look it up. To protect your privacy, you may be asked to show a passport, driving

licence or some other proof of identity. If you're registered with a GP, you will already have an NHS Number.

**If you are not currently registered with a GP surgery, but think you already have an NHS Number.**

To find out your NHS Number in this case, you can ask your local Primary Care Trust (PCT) to look it up for you. Visit [www.nhschoices.co.uk](http://www.nhschoices.co.uk) and search for your nearest PCT. When you call ask for the department dealing with patient GP registrations.



# Your questions answered

*Can the small, blue Gideon New testament be reinstated in all patient bedside lockers?*

**P Buxton**

**Rev. William Ruddle, Lead Chaplain at Basildon and Thurrock University Hospitals, answers:**

"We removed the New Testaments' from bedside lockers for Infection Control reasons. When a bed becomes free, every surface and material capable of holding any infection is cleaned. Unfortunately paper is one of those surfaces upon which bugs and virus can live. If the New Testament was reinstated we would have to throw away each copy after a patient left the hospital, resulting in thousands of books being destroyed each year.

Instead patients are invited to use and take home Gideon's New Testaments from a stock kept on every ward. Details about this and the chaplaincy service are in the Patient Information Bedside Folder.

While it is a shame that these words of inspirational comfort to so many cannot be left at the bedside, I hope you would agree with me that patient safety and the need to make the bed-space as healthy, clean and infection-free as possible, must come first."

Do you have a question about our hospitals? Write to Ali Jones, Membership Officer, Level G, Basildon University Hospital, Nethermayne, Basildon, SS16 5NL or [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk).

# Improving the safety and well-being of patients



**As a Trust, we participate in a national Patient Environmental Action Team (PEAT) audit to monitor patient experience at both**

**Basildon and Orsett Hospitals. David Anderson, Public Governor, takes part in the audits and explains more about the process.**

"Although we carry out interim audits during March, June, September and December, the annual audit actually took place in February. A total of four teams visited all patient areas of the Trust. Each team consisted of a governor, matron, estates and

facilities member and a member of the infection prevention and control team.

"The visits are very exhaustive and cover areas including cleanliness, catering, customer care, privacy and dignity, and health and safety. The teams are encouraged to look at each area through a patient's eyes and award marks for each category. Chats with patients and staff are often useful to make an assessment.

"At the end of the audit, the marks are summarised and discussed at a meeting of the PEAT Management Group for any necessary action.

The annual results are sent to the Department of Health and the National Patient Safety Agency for assessment and later publication on their website. The audit reflects relevant parts of the Standards for Better Health and contributes to the Care Quality Commission (CQC) Essential Standards of Quality and Safety Assessment for CQC registration.

"The PEAT audit is a very worthwhile exercise, where governors and staff contribute to the safety and well-being of patients."



# A Final Farewell from Stan Wynne



Chairman Michael Large presents Stan with a token of thanks

**Deputy Chairman of the Board of Governors, Stan Wynne, has stepped down from the role. As an active Governor and member of the Foundation Times Editorial Group, we asked him to write a farewell piece about his time on the Board.**

"I have been a health care professional for most of my working life, including time spent in military service. On retirement, I decided to do some sort of voluntary work, allied to my chosen profession and so I became involved in the local Patient and Public Involvement in Health Forum and this led to other forms of involvement, including becoming a governor. Age has its rewards and I now feel it is time to indulge myself.

"I have served as a hospital governor for five years and four of them have been as Deputy Chairman. Has it all been worth it? We have had some very difficult times and some frustrations, as well as many successes and happy events.

"On reflection I would say, yes, it has all been worth it and I am proud to have played some little part in this hospital's small yet significant achievements.

"No one person and no one organisation is perfect and we have taken our knocks from time to time, and that includes the current run of press coverage. But we do always come back fighting and striving to improve standards and the improvements are commendable. The staff resilience has been evident and patient standards of care have improved and must continue to do so and be maintained at the higher level. I wish my fellow Governors every success in the months and years ahead."



Stan Wynne and other Governors with Lord Lieutenant of Essex at the Ingatestone and Fryerning Show

## Supporting patients and their families



Learning to live with a long-term health condition can be a daunting prospect but luckily there are plenty of new support groups set up to offer help and advice.

- A weekly clinic dedicated to patients with Irritable Bowel Disease (IBD), such as Crohn's Disease or Ulcerative Colitis, has been launched to provide specialist support. For more information, call Susan Harding, IBD Clinical Nurse Specialist on 0845 155 3111 ext 1499 or email [susan.harding@btuh.nhs.uk](mailto:susan.harding@btuh.nhs.uk).
- The Basildon and Thurrock Cancer Service User Partnership Group wants to get more people involved in the development of cancer services, regionally and nationally. For more information, call Sharon Quinn, Cancer Lead Nurse or Christine Hutchings, Team Secretary, on 0845 155 3111 ext 3088 or email [sharon.quinn@btuh.nhs.uk](mailto:sharon.quinn@btuh.nhs.uk).
- People living with Hepatitis C can get advice and support at a community group held on the first Tuesday of each month at Basildon University Hospital from 6.45pm in the Endoscopy Unit. For more information, call Sarah Tarff, Liver Nurse Specialist,

Basildon 0845 155 3111 ext 3078, or Lynn Porter, Community Drug and Alcohol Services, Grays 01375 375361, or Sue Finnis, Community Drug and Alcohol Services, Pitsea 01268 583154.

- A new group has been launched by specialist nurses at Basildon University Hospital to offer support and advice to people suffering from lung cancer and mesothelioma, a cancer that affects the lining of the lung. For more information, please contact Bente Idowu or Beverly Waker, Lung Cancer Nurses, Basildon University Hospital, 0845 155 3111 ext 3168.
- A new support group has been launched for people in Essex who are living with heart rhythm problems. Believed to be the first such group in our county, Essex Heartbeat, aims to provide support and information for anybody with heart rhythm problems or with an implantable cardiac device, including Pacemakers, Biventricular Pacemakers and Implantable Cardioverter Defibrillators (ICDs), and their family and friends. To find out more about the group, call Essex Heartbeat on 07870 377 207.

# Ensuring a clean-cut service



**Our Governors are keen to find out more about the services provided by Basildon and Orsett Hospital. Ian Clifton, Public Governor, visited the Sterile Services Department (SSD) at Orsett Hospital and explains what he learnt.**

“SSD provides a decontamination and sterilisation service for reusable surgical instruments and soft packs required at Basildon and Orsett Hospitals and other external bodies.

“Sally Shean, Staff Governor for Orsett, who heads the department, gave me an interesting tour and overview of the key processes and equipment. Everything processed in the department is critically controlled by in-built and accredited ‘Quality Procedures’.

“Instruments are collected, transported in purpose-built containers, checked for condition of repair and then processed through a highly regulated ‘clean’ environment for washing and decontamination. Inspection, packing, and finally, sterilisation, takes place before instrument trays can be dispatched to meet the heavy demands of our busy hospitals, NHS South West Essex and local GP surgeries

“SSD has a capacity for processing all reusable instruments and turn-round times are well below the national performance target of 24 hours. The service

is often called upon by other organisations such as Primary Care Trusts, private companies and other hospitals and throughput is rising due to increasing activity. The department operates 364 days a year, seven days a week, on a rota system to ensure that supply meets demand.

“Despite a move towards disposable instruments for appropriate and specific uses, there is a continued demand for the services of the SSD which is subject to rigorous audit compliance and quality standards. The SSD team provides a valuable and essential service, ensuring each patient is treated with clean, sterile and inspected instruments, and that each medical clinician has those instruments available when they need them.



Ian Clifton with the Sterile Services Team

## “The View” – comment from the Foundation Times Editorial Group

It seems the name Basildon and Thurrock University Hospitals NHS Foundation Trust has become a regular fixture in local and national media recently.

Most recently, the Nursing and Midwifery Council (NMC) published a report about the findings of their review of the student learning environment at Basildon University Hospital. The report confirmed the NMC's standards for education are being met overall, that there is an effective programme of shared placement activity and that students are sufficiently supported. Unfortunately, the media amplified the few areas for development highlighted in the report, creating sensationalist headlines which undermined what was essentially a good review.

It is fair to say that the majority of patients and visitors who attend Basildon and Orsett Hospitals do not find that their personal experience matches with the negative image portrayed by the media. Of course, there are a minority

of people who believe the treatment and service they received could have been better, and any concerns reported to the Patient Advice and Liaison Service (PALS) are taken very seriously by the Trust.

As governors, we often hear about the good work being carried out in the hospitals but unfortunately, the positive has been overshadowed by the negative. Staff, from the wards to the Board, realise there is a lot of work to be done to improve the reputation of the Trust and restore confidence. But let us reassure you that the work is already underway.

The Trust is working closely with health regulators, commissioners, the Strategic Health Authority, NHS South West Essex, Higher Education Institutes and the local public, to regain confidence and improve the reputation of the Trust. We hope the media soon start to report on the positive work being done.

## Patient Involvement in Research

Our Research and Development Department has developed a basic ‘Patient Involvement in Research’ programme to ensure we are engaging with clinical trial participants and learning from their experiences. The NHS has a duty to involve and consult people on the design and operation of trials and sharing trial results.

The ‘Patient Involvement in Research’ programme covers three core elements: trial development, research governance, communication and patient experience. The document covers what each participant can expect from the Trust. For more information contact Ali Jones, Membership Officer, whose details are on the back page.

# Computerised theatre management system streamlines surgery



A new computerised theatre management system has been set up at Basildon and Orsett Hospitals.

The Operating Room Management Information System (ORMIS) manages theatre lists, ensuring the surgeon, staff and correct equipment are booked into the correct theatre at the correct time for each patients' operation.

The new system means our patients will benefit from a better experience through shorter waiting times, smoother patient pathways and better patient safety.

John Targett, Project Clinical Lead and Orthopaedic Consultant, said: "The system will improve patient experience, as ORMIS is an intelligent system that learns the timing of procedures and creates operation lists using that information, preventing overrunning and postponed operations."

The benefits for staff are the system provides accurate and up-to-date information to help us make the best possible use of our theatres, and provides managers and clinicians

with high quality data analysis and reporting. ORMIS will reduce clinical risk, reduce the amount of paperwork for junior doctors, improve bed management and increase our efficiency and effectiveness.



Operating theatre staff use the new ORMIS system

## Do you want to take part in a Patient Panel?



We want the people who use our services to tell us how we can make a visit to our hospitals a better experience.

We are in the process of setting up a Patient Panel of eight to twelve people, who will contribute their opinion about a range of issues,

from patient information leaflets, to larger projects, such as the refurbishment and rebuilding of patient areas. The Panel will meet every few months and although the work is voluntary your travelling expenses will be met. If you are a patient, carer or member of the public who would like to get involved, please register

your interest with Ali Jones, Membership Officer. Call 01268 598975, email [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk) or write to Ali Jones, Level G, Basildon University Hospital, Nethermayne, Basildon, Essex, SS16 5NL.

## Encouraging young members

We always want to welcome new members to the Trust, especially young people. Jacqueline Coleman, Basildon Public Governor, went with Ali Jones, Membership Officer to meet the Billericay Youth Town Council.

Jacqueline said: "We met with some of the Youth Town Councillors to give them an insight into membership of the Foundation Trust. They were a very enthusiastic group of young people. We are hoping that a few of them will become members of the Trust, and possibly later apply to become a Governor."

If you are a young person and want to become a member, or have a good idea for an article for the Foundation Times that would interest our younger readers, please contact Ali Jones, Membership Officer.

## Online NHS Discounts now available to you!

Our members are now eligible to receive the special offers and benefits from a whole range of companies courtesy of NHS Discounts.

Companies such as Avon, Butlins, Halfords, Oasis, AA, Littlewoods and many more, offer discounts and special offers only available online by accessing the website [www.nhsdiscounts.com](http://www.nhsdiscounts.com).

To register, go to the website and click the log in button in the top right corner of the screen. Complete the form and on the last section about your job, select "Foundation Member". It will take up to 48 hours to validate your registration and then you are free to enjoy the benefits every time you shop.