



the foundation times

The Newsletter for our Foundation Trust Members

Getting Better



The Care Quality Commission (CQC) announced it has removed two of the five conditions that it placed on the registration of Basildon and Thurrock University Hospitals NHS Foundation Trust in April.

Frances Carey, CQC's East Region Director, said assessors on their May spot check, "...found that the trust has made great strides towards turning around what were serious shortcomings, and it deserves credit for doing so."

All trusts must be registered with the recently formed CQC against new essential standards of quality and safety. Once registered, trusts are continuously monitored against the standards.

When submitting its application for registration in April, the trust openly

declared three areas of non-compliance, which led to the CQC imposing five conditions on the trust:

- ✓ All in-patients have an assessment of their needs, and that a care plan and risk assessment are prepared (by 30 April 2010, which was achieved and condition now removed).
- ✓ An action plan is in place to address concerns arising from the Nursing and Midwifery Council's review of pre-registration nursing (adult) education and maternity services at the trust, published in March 2010 (by 30 April, also achieved and condition removed).
- ✓ Clinical staff are assessed and trained to implement National Institute for Clinical Excellence (NICE) guidance on the care of acutely ill patients in hospital

(we met the deadline of 1 July and have applied for condition to be removed).

- ✓ Systems for supervision and appraisal of staff are in place (again deadline of 1 July met and removal of condition applied for).
- ✓ Premises are safe from legionella infection by taking action set out by the Health and Safety Executive (on track for deadline of 2 August 2010).

Alan Whittle, Chief Executive, said, "This important milestone has been achieved by our dedicated staff who have approached the challenges of recent months with pride and tenacity. We are determined to continually improve our services to patients."

Learning about Learning Disabilities

Former patients with learning disabilities were guests of honour at the launch of Basildon and Orsett Hospital's new policy and awareness pack, which is now available in every ward and department.

The new pack is a reference tool to assist staff in supporting patients with learning disabilities. It includes laminated resource cards for patients to use to help them express themselves and it helps staff gain further knowledge and skills in an easy to use format. It can be used as a quick reference tool or for further in-depth study.

The launch on Monday 21 June, coincided with the first day of 'Learning Disabilities Week' and kick-started a week's worth of events at the Trust, designed to promote and raise awareness of learning disabilities, among patients, visitors and staff.

Shoenagh said: "Raising awareness is important because at any time we are treating on average 10 inpatients per week with learning disabilities. We need to understand and respond to their needs and ensure their stay is as comfortable and dignified as possible."

Maggie Rogers, Director of Nursing, added: "We embarked on a journey in recent years which has seen many improvements in care for patients with learning disabilities.

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Arlene Dumatagan, Outpatients Staff Nurse, Linda Barnard, service user, Shoenagh Mackay, Learning Disabilities Nurse Advisor, and Alan Whittle, Chief Executive.

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“The extra resources and materials that Shoenagh has introduced since joining us, and the events happening this week, really put us in the fast lane. New equipment and more money are part of the picture, but the key is changing the mindset of all staff, with better training to develop a better understanding and learn new skills.”



Craig Thorne, Thames Ambulance Service talks to Megan Devereaux from Pioneer School

Privacy and dignity of patients

We met the compliance date of 31 March for all 18 principles for Delivering Same Sex Accommodation (DSSA).

To be compliant, we had to make changes in some emergency and day care areas such as A&E, the Medical Admissions Unit (MAU) and the Endoscopy Unit. NHS South West Essex provided £200,000 to help fund building works in MAU and the Surgical Admissions Unit (SAU).

Marie Nicholson, Lead Nurse for Delivering Same Sex Accommodation, explained: “We need to deliver a good quality service that ensures patients are afforded the highest levels of privacy and dignity wherever they are cared for. We had to look at the processes in A&E, MAU and Endoscopy, as well as working together with staff throughout the Trust to embed the message that mixed sex accommodation is not acceptable. We assessed the way we work and made a number of changes.”



Mixed sex accommodation?
‘Not on my ward’
Your privacy, our responsibility

Matthew Hollington-Clark, Ward Manager, Medical Assessment Unit

Our new Patient Panel

We now have 14 members on our new patient panel. In the last issue of The Foundation Times, we asked those who use our services to come forward and tell us how to make a visit to our hospitals a better experience.

The first meeting took place on Thursday 24 June and the panel will continue to meet every few months to discuss a range of issues, from patient information leaflets through to larger projects such as the refurbishment and rebuilding of patient areas.



The new patient panel

Support Groups

* Headway Essex support group is for people living with a brain injury, their carers and professionals. The Basildon group meets monthly at the St John Ambulance HQ in Sandon Road Pitsea. There is no meeting in August, however if you are interested in attending please find more information by calling 01206 768797 or visit www.headwayessex.org.uk.

* Steps (Stoma Essex Patient Support) is a patient support group for people who have an ileostomy, colostomy or urostomy. The group meets in two different venues. Every last Tuesday of the month they meet in Wickford, and every second Saturday of the month they meet in Stanford le Hope. The group is supported by the Stoma Nurses from the Trust.

For more information please call Jacqueline Coleman on 01268 451937 or contact the nurses on 01268 524900 ext 8565.

* If you want to include your support group in the Foundation Times, please contact Ali Jones, Membership Officer on 01268 598975 or email foundation@btuh.nhs.uk.

Ian Clifton – Governor Profile



Earlier this year, Ian Clifton, Public Governor for Basildon, was nominated by his peers to take up the role of Lead Governor, left vacant by Stan Wynne. Here Ian explains how and why he became Lead Governor:

“Hi to all readers of the Foundation Times. I have been asked to provide a brief profile of myself and how and why I became Lead Governor of Basildon and Thurrock University Hospitals.

“Quite simply, I needed the hospital services myself in 2008 and felt a desire to learn more and get involved with the Foundation Trust to whom we are all in various ways indebted.

“Living in the area for many years, I have seen the New Town and its

population grow larger and older and I believe we are fortunate to have high class hospital services provided in Basildon and Thurrock.

“I believe our Board of Governors needs a strong identity in the community and an open and simple process for the public to engage with, in order to capture and debate concerns, questions and issues. The governors should represent the community in this process by ensuring that those key questions are raised and that the Board of Governors fulfil their obligation of bringing to account the Board of Directors’ decision making process and outcomes.

“My intentions are to work with the governors to develop those processes of engagement and cascade of information. This will ensure the

day to day running of the Trust is transparent and broadcast with clarity to those in the community. It will also ensure that those who wish to play a bigger part in developing services can do so, to make sure the Trust provides an inclusive and valued service.

“As Foundation Trust members, I ask you to take an active part in raising concerns, and also paying compliments to the services you receive when you feel appropriate. The Trust can only improve if we know what we are doing right and wrong. So speak to your governors, email us at foundation@btuh.nhs.uk, write out a “Get it Right” comment card at the hospital, or voice your thoughts on the NHS Choices website.”

Better
efficiency and
effectiveness

01268 number is back!

Due to popular demand, an 01268 switchboard number is now back in use after we listened to the concerns voiced by our patients and the public.

We’re keeping the 0845 number for disaster recovery reasons and it can still be used, but those who would prefer to use the new 01268 524900 number can do so.

01268 524900

Dates for the diary

- Wednesday 21 July – Board of Governors meeting, from 6pm at the Robert Brown Education Centre, Basildon University Hospital.
- Wednesday 22 September – Annual Members Meeting, from 4pm, in the Kevin Lafferty Theatre of the Robert Brown Education Centre at Basildon University Hospital.
- Wednesday 17 November – Board of Governors meeting, from 2pm, at Brentwood Council Chamber.

Nominate your Health Hero

Every day doctors, nurses and healthcare workers help to save lives, improve the health of hundreds of people, give advice and guidance to support people through difficult times or to access the right services in the right place at the right time.

NHS South West Essex would like to recognise these ‘health heroes’ at its staff awards 2010 and is asking the local community to get in touch with nominations.

Barbara Stuttle CBE, Deputy Chief Executive at NHS South West Essex, says: “We want to hear about staff and colleagues who went the extra mile, who gave 110%, who made your experience as comfortable as possible, or who spoke kind words at a difficult time.

Midwife Majella Neal won an award last year for going over and above the call of duty, by abandoning a training

course to support her patient through the delivery of a healthy premature baby. Elaine Bosley, Multiple Sclerosis Co-ordinator, was also nominated.

Nominate your health hero online, by email, letter or telephone by telling us about your health hero in no more than 500 words.

Email: staff.awards@swessex.nhs.uk

Online:
www.swessex.nhs.uk/get-involved/health-hero

Mail: Staff Awards, Freepost NAT15410, NHS South West Essex, Christopher Martin Road, Basildon, Essex SS14 3HG

Telephone: freephone (from a landline) 0800 587 9159. Deadline for nominations is Friday 20 August.

Come to your yearly meeting

This year sees the 6th Annual Members Meeting (AMM), where all Foundation Trust Members can find out more about the Trust and your Governors and have your questions answered by our panel.

The 2010 AMM is on Wednesday 22 September, from 4pm, in the Kevin Lafferty Theatre of the Education Centre at Basildon University Hospital.

This year, Robert Wakeman, Consultant Orthopaedic Surgeon, is speaking about hip fracture services. Since 2004, he has worked with the National Hip Fracture Database and is now the Orthopaedic Lead Clinician for their Implementation Group. He will be discussing the many changes to the way hip fractures are treated, improvements that have been made to surgical success rates and the prevention of secondary fractures.

The AMM starts at 4pm, beverages will be provided from 3.30pm and a light buffet following the end of the meeting at 5.45pm. To reserve your free (including free parking) place, please call the Membership Office on 01268 598975 or email foundation@btuh.nhs.uk or please complete the tear-off slip.

If you want to come to the AMM but are not a member, then join by calling the Membership Office.

Patients recommend us

Patient care at the Trust has shown an overall improvement for the second year running, according to the National Inpatient Survey 2009.

And since December, results from the Trust's own patient feedback system show that, of over 11,000 in-patients asked, 96% would recommend Basildon University Hospital to a friend.

The National Inpatient Survey reported standards of cleanliness in wards and bathrooms showing an improvement for the second consecutive year, and more patients felt they had been treated with dignity and respect during their stay in hospital. Results also show 93% of patients rated the care they received as excellent, very good or good.

The Trust uses the Doctor Foster company's Patient Experience Tracker 'real time' questionnaire to obtain current views and level of satisfaction so that improvements to services can be made rapidly. Around 3,000 patients every month are asked their views on cleanliness, hand hygiene and food.

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Basildon and Thurrock University Hospitals 
NHS Foundation Trust

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 Wednesday 22 September at 4pm, at Kevin Lafferty Theatre, Education Centre, Basildon University Hospital.

Name: _____

Date of birth: _____

Address: _____

Postcode: _____

Email address: _____

Daytime No: _____

Additional member(s)? Please provide full name, address &

date of birth. _____

Update your details

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

Please fill in your current details

Name: _____

Date of birth: _____

Address: _____

Postcode: _____

Email address: _____

Home phone: _____

Work Phone: _____

Mobile Phone: _____

Please provide us with your old address.
(as shown on our records)

Name: _____

Address: _____

Postcode: _____

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

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Foundation Trust Membership Office
Level G, Tower Block
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Basildon
Essex SS16 5ZX

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£1 million donation

A heartfelt “thank you” was given to League of Friends volunteers past and present, as they celebrated donating £1million to the Trust.

Since the League was set up in the mid-60s, volunteers have worked tirelessly to reach the £1 million milestone. Around 50 volunteers help run two cafés, in Outpatients and Maternity, serving snacks and drinks to hospital patients, visitors and staff. They raise about £1,000 a week, which together with donations, membership subscriptions and other fundraising activities, enables the charity to make substantial donations to the Trust totalling tens of thousands each year.

The money is spent on additional equipment, and range from the expensive and complex, like £15,000 for a diabetic vacuum pump, to the basic, such as individual toiletry packs for emergency patients for their use.

A celebration was held in the Mayne Course Function Suite on Saturday 22 May, to say a special thank you to all the volunteers past and present. Alan Whittle, Chief Executive, said: “The League of Friends volunteers provide a valuable service in the tea bars, which are well used and very popular and busy, and all the income collected is then turned into donations, which are gratefully received. If you are interested in volunteering for the League of Friends, please contact Rita Keeler on 01268 793864



The Friends present a cheque to Alan Whittle, Chief Executive

Free Pass

Foundation Trust members can claim a free social membership pass for Club Kingswood in Basildon. The pass gives access to Club Kingswood's terraced bar and restaurant to socialise, relax with friends and family or simply unwind and read the papers.

All you need to do is contact us with your first name, last name, postcode and date of birth. This information will **only** be used for our database purposes and will not be shared with a third party. There are several ways you can provide this information:

Call: Ali Jones, Membership Officer on 01268 598975
Email: foundation@btuh.nhs.uk
Text: 07920 072787 **Or by post to:** Membership Office,
Basildon and Thurrock University Hospitals NHS
Foundation Trust, FREEPOST, ANG70012, SS16 5ZX.

Notice of Election Interim Election Dates 2010

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

Four Public Governors::

(To qualify for nomination you must be a public member of the Foundation Trust.)

Three from Basildon* - **One from Rest of Essex†**

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

Nominations must be returned by **12 noon on Wednesday 4 August 2010**.

Any notice of withdrawal must be received by the Returning Officer by **Monday 9 August 2010**.

Election statements of nominated candidates will be available from **Monday 23 August 2010**
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 Monday 13 September 2010.

The results of the election will be announced at the Trust offices at 5pm on Tuesday 14 September 2010.

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,
contact Ali Jones, Membership Officer on 01268 598975.**

Note expiry terms of office for these elected positions:

* 1 seat until 31/03/11; 1 seat until 31/03/12 and 1 seat until 31/03/13

+ 1 seat until 31/03/11

