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the foundation times

The Newsletter for our Foundation Trust Members

Become involved in running the Trust

Have you thought about becoming a Governor?

We are looking for nine public Governors, three from Basildon, three from Thurrock, one from Brentwood, and two from the rest of Essex. We also need three staff Governors for Basildon and one for Orsett.

Our Governors play an important part in providing impartial and considered observations on the running of the Trust, while also acting as a voice of the views, concerns and aspirations of the community. They hold the Board of Directors to account for their actions and decisions, and select and appoint the Chairman and Non-Executive Directors. They are also a self-standing Board, providing a third dynamic between the Board of Directors and the regulatory bodies.

Ian Clifton, Lead Governor, said: "The Governors are keen to accept their responsibilities and ensure the Board of Directors are accountable for their actions. Following last year's events, we are developing relationships with the regulators to ensure we understand and meet those

collective responsibilities for the good of the Trust and the community at large."

Ian added: "I encourage people to consider standing for election. The role is varied and interesting, providing opportunity to take an active role in the process of observing, recommending, and being part of a group whose common cause is the best possible outcomes for patients." See the back page of this newsletter for more information.



Roy Rutter, Governor for the Rest of Essex, speaks with a member of the public at the Orsett Show

Moving On

We enter 2011 with mortality rates normal, excellent cleaning standards, low infection rates and high satisfaction levels.

We have risen to the challenge of regulatory intervention and intense scrutiny that heralded the start of 2010. We are now stronger, wiser and better prepared to meet the next challenges: 2011 will be a tough year for all NHS organisations.

Just over a year ago, in November 2009, Monitor (the independent regulator of Foundation Trusts) found the Trust in significant breach of its terms of authorisation, largely because of three issues: a high HSMR (Hospital Standardised Mortality Ratio), a failed Hygiene Code spotcheck by the CQC (Care Quality Commission) and concerns that our governance arrangements were not driving improvement programmes forward fast enough.

We agreed a programme of improvements and set up a Programme Management Office (PMO) to drive them through. So successful has this been – overseeing 58 projects and monitoring and tracking 2,000 milestones – others are now looking to adopt the model.

We immediately implemented new cleaning standards and methods of checking, and when the CQC returned to carry out a follow-up check in December 2009, just a few weeks after first identifying problems, they were satisfied with the changes they found. Subsequently, our cleaning scores have been maintained above the levels recommended by Department of Health.

The Trust's HSMR has not only fallen in almost every month for the last two years but has been within what Dr Foster, the independent healthcare analysts, describe as within expected levels every month since April 2009.

For the year 2009/10 it was 107 and for the first six months of the current year (2010/11) it had dropped still further to 87. In its latest Good Hospital Guide, published last November, Dr Foster also judged the Trust's overall patient safety score as good.

Stroke services, care for children and those with learning disabilities and

holistic treatment for older patients with fractured hips have all seen big improvements, brought about quickly through investment and innovation.

We opened a dedicated children's A&E in November 2009 and have greatly increased the number of staff trained in Advanced Paediatric Life Support.

Appointment to a new post of Learning Disabilities (LD) Nurse Advisor has raised the bar across the Trust, providing specialist expert advice, knowledge and support. All patients with LD now have a specialist assessment within 24 hours, every ward has an LD resource pack and a service user champion is supporting training and awareness. We were one of the first Trusts to sign Mencap's "Getting It Right" charter and have also secured a £70k innovation award to develop LD work for regional, and possibly national, roll-out.



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The Trust's designation as a hyper-acute Stroke Unit, providing 24/7 thrombolysis, has led to excellent patient outcomes and a continued drop in HSMR that is now significantly below the national average.

The excellent joint working between our orthopaedic surgeons and doctors specialising in medical care for older patients was highlighted as an example of good practice in the world's largest national hip fracture audit by the Royal College of Surgeons.

From April 2010, all NHS Trusts had to be registered by the CQC. We were registered with five conditions, all of which were met

in line with requirements and all of which have now been lifted, following CQC inspections. The CQC carried out an additional responsive inspection in September, which led to compliance actions relating to the management of serious incidents (SIs) and histopathology reporting. We have provided the CQC with evidence and action plans addressing these issues. In addition, we received a further unannounced planned compliance inspection in December. This is a routine inspection that all Trusts will be having. We await the formal results but were encouraged by the positive verbal feedback received at the time of the visit.

Looking ahead, we are already seeing NHS South West Essex (PCT) putting in place new plans in order to

reduce the number of patients who come to hospital for treatment. Having identified a forecast £50million deficit in this year's finances, in order to address this the PCT has advised patients their waiting times for planned treatment will be increased. The next years' contracts will also be reduced significantly. For 2011/12, we are developing an efficiency programme that will need to deliver around £20 million of extra savings.

Alan Whittle, Chief Executive said: "It will not be easy saving £20million on a turnover of £250million, and next year will be a very tough year for us. But we are determined we will protect the improvements we have achieved so far and move forward."

"Excellent" care in Maternity Unit



More new mums say they received "excellent" care when giving birth to their baby at the Trust, according to a survey by the Care Quality Commission.

The report surveyed 300 women who gave birth at Basildon University Hospital's Maternity Unit, during February last year. Nearly

three quarters of women rated the care given during their labour and birth as excellent or very good. This is backed up by recent data from the Dr Foster Patient Experience Tracker, which shows that 98% of women would recommend our Maternity Unit to others.

A total of 72% of women said they were not left alone during labour at a time that worried them. This is backed up by our own internal audits which show that 98% of the

women have one-to-one care during established labour.

Other highlights include:

- 94% of women got the pain relief they wanted during labour, compared to 91% nationally.
- 91% of women said they were treated with kindness and understanding.
- 85% of women had a discussion with a midwife about feeding their baby, compared to 83% nationally.
- 92% of women who needed to contact a midwife for advice said they were given the help they needed.

Although we did have a higher than national average rate of emergency caesarean sections (25% at the time of the survey), since April 2010 we have initiated closer midwife and obstetric team working, and have successfully reduced the rate of emergency caesarean sections to 14%. The number of planned caesareans is slightly lower than the national average (9% compared to 10%).



New £340,000 Orthopaedic Unit



Bailey Marsh cuts the ribbon, while Mum, Robert Carew, Orthopaedic Consultant, Mayor Anne Cheale and Stephen Metcalfe MP look on.

Patients are benefitting from better privacy, thanks to the newly refurbished Orthopaedic Unit at Orsett Hospital.

The Unit was treated to two official openings after two-year-old Bailey Marsh, from Laindon, was in the waiting area of the new £340,000 Unit with his mum Kelly. When he saw Stephen Metcalfe, MP for South Basildon and East Thurrock and Mayor of Thurrock, Cllr Anne Cheale, cutting the ribbon to mark the official opening of the unit, he thought it looked like fun and wanted to get involved!

The Unit houses dedicated orthopaedic clinics for the investigation, diagnosis and treatment of bone, joint, muscle, tendon and ligament problems. Mr Robert Carew, Orthopaedic Consultant and Clinical Director of Trauma and Orthopaedics, said: "The design of the new Unit has drawn many positive comments from patients, who are impressed at the improvements in dignity, as some of the consulting areas were previously cordoned off only by curtains and conversations could be overheard."



"Quality is top of my agenda"



Diane Sarkar,
Director of Nursing

Diane Sarkar has been appointed Director of Nursing.

Diane came to us on secondment from Southend Hospital during the early summer and stepped up to be interim Director at the beginning of September.

Diane's experience spans the NHS and private healthcare and she was Associate Director of Nursing at Southend Hospital prior to joining us.

Diane said: "I have thoroughly enjoyed working for the last nine years at Southend, but my first few months on secondment at Basildon convinced me that I wanted to stay.

"I will be concentrating on raising the bar on quality and putting the patient at the heart of everything we do. I'm very open to new ideas and want to hear from patients, visitors and staff with your suggestions for improvements that I can support and champion."

You can contact Diane via the Patient Advice and Liaison Service (PALS) by calling 01268 394440, or by sending an email to pals@btuh.nhs.uk

Remember to Choose Well this winter

The NHS estimates that at least 75 per cent of people who go to A&E could receive treatment elsewhere much quicker. This is why we are reminding those with minor illnesses and injuries to "choose well" this winter, and allow accident and emergency staff to deal with serious and life-threatening cases.



- A well-stocked medicine cabinet for minor ailments. Make sure you have supplies of paracetamol, anti-diarrhoea medicine, rehydration mixture, indigestion remedy, plasters and a thermometer.
- NHS Direct for confidential round-the-clock advice and information. 0845 46 47 or www.nhs.uk
- Your local pharmacist for coughs, colds and headaches.
- Your GP for earache, vomiting and stomach aches.
- Orsett Minor Injuries Unit for slips, trips, cuts and strains.

No appointment necessary. Open 10am to 8pm, seven days a week. X-ray facilities available, Monday to Friday 10am to 4pm. Orsett Hospital, Rowley Road, Orsett, RM16 3EU Tel: 01268 592304. For more information, go to www.swessex.nhs.uk then click on Your services, then Get the right treatment.

- Thurrock Health Centre, High Street, Grays. Tel: 01375 898700. Open 12 hours a day 8am to 8pm for walk-in appointments, any patient wherever they live can see a GP or nurse 365 days a year.

Brian Levett, Public Governor, Basildon.

"In November, eight governors visited the new Thurrock Health Centre on the site of the old Woolworths Store in Grays, because we wanted to see the development first hand. The purpose built community health facility is well equipped and staffed by a medical team who all have a specialty. Centre manager Reshad Ghoorun explained how in the future, the centre will include a dental surgery, chiropodist and community health services."

WRVS helps patients across the Trust



WRVS donates ECG machine to staff

Our patients will receive even better care thanks to a £40,000 donation by the WRVS to buy additional equipment.

ECG machines were given to Orsett Hospital Outpatients Department, and A&E, Kingswood Ward, Acute Medical Unit East and the Renal Unit at Basildon University Hospital. Costing £4,700 each, they assess if there is anything abnormal with the heart.

The bladder scanners, which cost almost £7,500 each, have been given to Lister Ward and Lionel Cosin Ward.

They allow the urine in the bladder to be measured to see if the patient's bladder is completely empty, without needing to insert a urinary catheter.

The importance of organ donation



An estimated three people die waiting for an organ donation every day in the UK so, as part of a national programme to drive up the number of donors, we have set up an Organ Donation Committee.

The committee's aim is to raise the awareness of organ donation, and to influence policy and practice to ensure that it is considered in each and every appropriate situation. We want to make sure end of life care discussions feature organ donation, to maximise the number of organs donated, while also giving better encouragement and support to potential donors and their families. Dr Amin Darwish, Consultant Anaesthetist and clinical lead for organ donation, said: "Although we don't carry out organ transplants here at Basildon University Hospital, it is vitally important that we raise the profile of this issue, so clinical staff can think about patients beyond the hospital grounds. Nor is it just about

organs that can be donated, since opportunities extend to corneas, skin and cartilage. These days, we live longer and the likelihood of receiving an organ is higher than donating."

Neville Brown, Brentwood Public Governor, was invited to become Lay Chairman of the committee. He added: "Our aim is to make donation usual, not unusual. I have had the good fortune of working with Dr Amin Darwish, our Clinical Lead. He and I resolved to convene the committee about four times a year, while also having a few intermediate one-to-one meetings to share ideas and monitor progress. Throughout, Dr Darwish has worked hard to involve an increasing number of colleagues and I am certain that we shall soon be seeing an upturn in donations from our hospital."

Fun and learning in the Hospital Schoolroom

Tucked away in a corridor off the children's wards is the hospital schoolroom. An essential service, it gives children and young adults the chance to keep up with their education while receiving the care and treatment they need.

However the schoolroom is run very differently to a normal school, mainly because of the juggling act teacher, Veronica Buttigieg, and her assistant, Kim Steel, perform in teaching a classroom of mixed ages and abilities.

Veronica explained: "We could have four children aged, five, nine, 11 and 16, all at different stages and abilities, in the classroom at the same time so we often have to think on our feet. It is important for the children to have the normality of school and keep their education going while in hospital, but we also want to make it fun."

Each weekday morning, Veronica has a handover with the nurses to find out how many patients are of school-age and how many are feeling well enough to work. Those who can't leave their beds are given laptops to work from, while those who can are invited into the schoolroom for lessons.

Veronica said: "Patients who have spent time with us before know to bring schoolwork in with them, otherwise I liaise with their teachers to pick up on what they are missing out on at school. In the afternoon, we normally pull

it all together and play a game or do some clay modelling, painting or sewing."

Veronica definitely has the experience to manage this juggling act, after 20 years in mainstream secondary education at south Essex schools. She has taught 17 different subjects, everything from tourism to German, and was working at Lancaster School in Westcliff for children with special needs, when she saw the job advert from Essex County Council for the hospital schoolteacher.

She said: "I've been here for four years now and I still love the range; no two days are ever the same and the children are wonderful."



Veronica Buttigieg (right) with former patient and student Joshua.

League of Friends volunteer's legacy



The League of Friends has smart new tabards thanks to a kind £500 donation from the friends and family of Rose Bamber, a dedicated volunteer who died in July.

The committee decided to spend the donation on new tabards to commemorate the 50 year anniversary since the branch was established.

Rita Keeler, Treasurer, said: "Rose was with us for years and her family gave us £500 in appreciation of the

pleasure and support that she got from being one of our volunteers. It was felt that the money should be spent on something for her colleagues to remember her by."

First stress echo bike



Abdul Hassan, Physiologist, Sarah Fergy, Chief Physiologist, Patient John Taylor, Tony James and George Turner, Take Heart and Dr Khokhar

Heart patients from across Essex are using a unique piece of exercise equipment to test the function of their heart muscle and valves, thanks to a kind donation from south Essex charities.

The Hearts and Minds and Take Heart, charity groups from Basildon and Southend respectively, jointly raised £9,000 to purchase a special exercise bike – the first of its kind in

Essex - for the Special Echo Unit at The Essex Cardiothoracic Centre (CTC), Basildon University Hospital.

The bike allows cardiac physiologists to scan the patient's heart during exercise, to make sure it is working properly when under stress. It allows the patient to sit comfortably and tilts them to the left side, so the cardiologist gets a better view of the heart.

Dr Azhar Khokhar, Consultant Cardiologist, established the new service. He said: "This unique set up enables us to assess the dynamics of the heart in real time during exercise, providing diagnoses that may not be apparent on a resting scan."

The team carries out an average of 800 echoes a month; it is a quick, non-invasive examination that can often eliminate any potentially serious heart problems. The bike is specifically used for patients who have problems with their heart valves or chest pains.



National Pathology Week

Denise Fielding, Basildon Public Governor, recently attended "Science in Action", a series of lectures by Basildon University Hospital consultants.

"It was a series of stimulating scientific lectures from awe inspiring consultants including Dr Birgit Van Meijgaarden and Dr Eric Watts. Their presentations highlighted the

importance of their work and research and the difference it can make to everyday lives.

"Our partnership work with Addenbrooke's Biochemical Genetics Unit and the presentation 'Metabolic Diseases: the forgotten ones' showed how the hospital puts patients first by getting results quickly."

Steam Cuisine

We have rolled out our steam cuisine meals to all inpatients.

The fresh plated food is cooked with steam, and gives our patients a better choice of meal, cooked at the point of service, making sure the temperature, colour, texture and presentation are consistent. There will also be more flexibility around meal times, enhancing the patient experience.

We slowly rolled out the programme, but now all wards are dishing up steam cuisine meals. The kitchens on the wards were adapted so the meals can be cooked at point of service.

Dates for the diary

- **Board of Governors**
 - Tuesday 18 January, 6pm, Education Centre
 - Thursday 24 March, 2pm, South Essex College, Thurrock Campus, Grays
- **Board of Directors**
 - Wednesday 26 January, 1.30pm, Education Centre
 - Wednesday 23 February, 1.30pm, Education Centre
 - Wednesday 30 March, 1.30pm, Education Centre

Support Groups

- **Basildon, Billericay and Wickford Breastfeeding Support Groups:**
 - Mondays, 1-3pm, Great Oaks Clinic, Basildon, 01268 522401.
 - Mondays, 12.30-2pm, Wickford Triangle Children's Centre, Irvon Hill Road, Wickford, 01268 763712.
 - Tuesdays, 12.30-2pm, Cherrydown Children's Centre, 4 Cherrydown, Basildon, 01268 532852.
 - Thursdays, 12.30-2pm, The Christian Link Church, Queens Park, Billericay, 01277 658071.
 - Daily, 9-5pm, Northlands Park Children's Centre, Davants, Basildon, 01268 720090.
- **Basildon Lymphoma Support Group**

If you have been affected by Hodgkin or non-Hodgkin lymphoma and want to meet others, you can benefit from this support group. The next meeting takes place on 17 January 2011, between 6.30pm and 8pm, when Dr Shankari will give a talk entitled "What is Lymphoma?" The meeting takes place in the Education Centre of Basildon University Hospital. For more information call, Katrina Maitland, Matron, Haematology Day Unit: 01268 524900 ext 3141.
- 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.

Notice of Election Election Dates March 2011

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

Nine Public Governors

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

Three from Basildon - Three from Thurrock - One from Brentwood - Two from Rest of Essex

Four Staff Governors:

Three Basildon Staff Governors - One Orsett Staff Governor

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 Friday 11 February 2011**.

Any notice of withdrawal must be received by the Returning Officer by **Wednesday 16 February 2011**.

Election statements of nominated candidates will be available from **Wednesday 3 March 2011**

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 23 March 2011**.

The results of the election will be announced at the Trust offices at **12 noon on Friday 25 March 2011**.

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 our Prospective Governors Open Evening on **Monday 7 February**
at 6pm in Committee Room 1, Basildon University Hospital.

For further details please contact Ali Jones, Membership Officer on 01268 598975.

