

the foundation times

The Newsletter for our Foundation Trust Members

Governors appoint new chairman

The board of governors has appointed Sir Peter Dixon, former Chairman of University College London Hospitals (UCLH) as Chairman of Basildon and Thurrock University Hospitals NHS Foundation Trust.

The appointment of the Trust Chairman (and its Non-Executive Directors) is the responsibility of the Board of Governors. They have asked Sir Peter to fulfil the role on an interim basis, while the search for a substantive appointment is made, when current Chairman, Michael Large leaves at the end of March.

Lead Governor, Ian Clifton, explained: "With Michael Large departing this month at the end of his term of office, we wanted to be sure that the person taking over was able to hit the ground running. Sir Peter's credentials are impeccable, with a background in industry and banking, and many years experience in the NHS and other public bodies. He has chaired one of the country's most prestigious Trusts for the past decade and has an in-depth understanding of regulatory and

political processes. Additionally, having previously chaired an Essex Foundation Trust, he has the advantage of knowing and working with many of our local and regional stakeholders.

"The governors are confident that he is the person to take us forward after what has been a difficult period in the Trust's history. His appointment will be for a period of six to 12 months, depending on how long it takes us to identify a substantive Chairman."

Commenting on his appointment, Sir Peter said: "I am delighted to be working with everyone at Basildon University Hospital and Orsett Hospital to ensure that we deliver the best possible care for our patients and play a full role in securing a healthy future for our community. Every organisation in the NHS faces challenging times and there are no easy answers. I shall be listening to people and learning as rapidly as I can and will do my best to help the organisation deliver to its full potential. I am committed to clear accountability and open communications and hope that

people will get to know me quickly, so that we can work together and make the Trust even more successful in the future."

On his departure, Michael Large said: "I take with me some wonderful experiences of many dedicated and hard working people, a new understanding of the challenges facing the NHS and the knowledge that my successor will inherit an organisation full of staff passionate about the care they deliver to patients and who will help to drive it forward still further."



Peter Dixon, New Chairman

Board of Governor election results



Brian Wellman,
Public Governor
- Basildon



Neville A. Brown JP,
Public Governor
- Brentwood



Trevor Hubbard,
Public Governor
- Rest of England



John Robb, OBE
Public Governor
- Basildon

The results are in for the elections to the board of Governors 2011. We can conclude the following 12 Governors have been elected:

Public Governors - Basildon

- Nerissa Cole (elected)
- John Robb OBE (re-elected)
- Brian Wellman (re-elected)

Public Governors - Thurrock

- Amanda Arnold (elected)
- Paul Peterson (elected)
- Wayne Whiskerd (elected)

Rest of England Governors (formerly known as Rest of Essex)

- Trevor Hubbard (re-elected)
- Peter Lovett (elected)

Staff Governors - Basildon

- Jo Edge (Midwife)
- Jonathan Sibley (Cardiac Physiologist-CTC)
- Rachael Webster (Nursing Directorate)

Public Governor - Brentwood

- Neville A. Brown JP (re-elected)
- Uncontested

Thank you for the hard work and support from the outgoing Governors, Mike Medlock, Harry Doyle, David Langridge, Robert Mitchell, Ed Garner, Sally Shean, Lynne Cook and Ray Best

Better
patient
experience

New faces

The new year has seen us welcome some new faces on both the Board of Directors and the Board of Clinical Directors.



Hannah Coffey
Director of Operations

Hannah Coffey is our new Director of Operations

- She previously worked as Director of Operations at Chelsea & Westminster Hospital NHS Foundation Trust, for four years.
- Hannah graduated from the NHS graduate training scheme in 1999.
- She worked as both a commissioner and provider of services across primary, community and acute care.
- Hannah is passionate about supporting services to deliver excellent care for patients and ensuring that all staff strive to consistently deliver the level of service that we would all expect for our families and friends.

Dr Rajesh Aggarwal, has been appointed to Clinical Director for Cardiothoracic Services

- He qualified in 1987 from the University of Edinburgh.
- He trained in Cardiology at a number of leading UK cardiothoracic centres and has published extensively on the development of drug-eluting coronary stents.
- He was appointed Consultant Cardiologist at Basildon Hospital in January 1999 and has an interest in all aspects of adult cardiology.



Dr Rajesh Aggarwal,
Clinical Director for
Cardiothoracic Services

- Dr Rajesh Aggarwal played a key role in the Trust's successful bid to host the Essex Cardiothoracic Centre.

The new Clinical Director for Clinical Sciences is Dr Benny Cherian

- He was previously the Trust's Director of Infection Prevention and Control.
- He came to the Trust in May 2008 as Consultant Microbiologist.
- He had previously been at Whipps Cross Hospital since 2002.
- He qualified in 1989 and has also worked in basic science research.



Dr Benny Cherian,
Clinical Director for
Clinical Sciences

A new directorate of Quality, Innovation and Patient Safety has been formed by the merger of the Directorate of Nursing and the Office of the Medical Director. More structured working arrangements between the two teams will allow them to deliver the Quality Strategy by putting the focus firmly on Patient Safety, Patient Experience and Clinical Effectiveness

Mr. Mike Imana is now as Associate Medical Director (AMD) for Education, Development & Leadership

- Mr Mike Imana completes Medical Director Dr Stephen Morgan's team with Mr Chris Welch as AMD for Patient Safety and Dr David Gertner, Clinical Lead for Clinical Effectiveness.



Mr. Mike Imana, Associate
Medical Director (AMD)
for Education, Development
& Leadership

Electronic Medical Records

Clinicians have now started using Electronic Medical Records (EMR) to access archived and multi-volume casenotes, as the first phase of the project roll-out begins in March. EMR gives clinicians 24-hour access via computer to structured, historic information about their patients, which can be continually updated. It will improve patient safety, allowing multiple clinicians to have simultaneous access to the same records.

EMR will avoid the need for storing medical records in paper form from April 2013, when our Medical Records

warehouse will close. We currently store half a million case notes and, to date, 15,000 casenotes have been scanned containing over 1,000,000 sheets of paper. Paediatrics will go live for all of their patients in April 2011, with other departments to follow.

Ian Linehan, Consultant Colorectal Surgeon and Clinical Lead for the project, said: "Clinicians are entirely dependent on notes, but the notes can only ever be in one place at one time. At the moment, the patient may attend a number of clinics and each time the notes are out of circulation for five or six days. "This project makes it

easier to access information and means more than one person can access it at the same time. This is a huge change to the way we are all used to working, but we can all see the benefits and especially for the patients."

The system is just for hospital staff, so security will be strict and not everyone will be able to see everything because of patient confidentiality. Safeguards will be built into the system to avoid any abuse. It will, in fact, offer more security than the current paper-based system.

Better
patient
safety

Bowel Cancer Screening – Age extension

As you may already be aware Basildon University Hospital is host to the South Essex Bowel Cancer Screening Centre. Bowel Cancer Screening is a national programme screening men and women aged 60+. The programme was originally set up to invite 60-69 year olds with the option of those over 69 opting into the programme themselves. The automatic invite has now been extended to 74 year olds.

This change is a massive step forward in beating bowel cancer, the second most common cause of cancer death in the UK. For information on the programme please call the free phone line 0800 707 6060 or visit www.cancerscreening.nhs.uk



Bowel Cancer Screening Programme

New relaxing coffee lounge

The doors of our newly refurbished restaurant are now open to staff and visitors, providing a stylish oasis of calm in a modern café environment. It cost £550,000 to create the new look Restaurant and Coffee Lounge, which is based just off the main reception area of Basildon University Hospital. The Restaurant is able to offer more choice of food, with a daily menu, jacket potato counter, salad bar and chilled sandwiches on offer, plus freshly prepared baguettes and paninis – and of course, wonderful freshly ground coffee.

We can now accommodate more diners in The Coffee Lounge with 278 seats. Visitors are finding it to be a refreshing sanctuary, where they can go and recharge the batteries, with a choice of tables to sit at, or comfy 'tub' chairs to relax in.

Rob Speight, Deputy Director for Estates and Facilities, said: "We wanted to create a welcoming, comfortable and relaxing environment where staff, visitors and patients can come to enjoy a coffee or a meal. We wanted the area to

be bright, warm and welcoming and have more of a coffee lounge feel to it, rather than a canteen."

The Restaurant is open from 7.30am to 8.30pm daily.



New restaurant and coffee lounge

Better
look and
feel

Patient Environment Action Team

Brian Wellman a Public Governor from Basildon has taken part in several annual PEAT (Patient Environment Action Team) audits and finds them to be a very worthwhile, productive and useful exercise for assessing the hospitals' environment for patients, carers and visitors. Back in 2001 the NHS issued guidelines for a National Standard of Cleanliness in the NHS. This was because service users of the NHS expect certain things. They expect high quality care in hospitals which are clean, tidy and welcoming, inside and out. Monitoring these standards is the job of PEAT.

The PEAT team consists of representatives, who may be patients, carers, governors or staff members. Visits are arranged for members of the team to audit the quality of the hospital environment. Most importantly these audits allow members of the team to speak to patients and get their views and perceptions of the Hospital during a

properly managed visit. Brian said "On this occasion, we visited Lister, Edith Cavell and Bulphan wards. All the patients and visitors I spoke to on the day were very satisfied both with the treatment and care either they or their loved ones were receiving, and all bar one considered the food to be of a good standard. Whilst there were no major concerns, we identified some areas requiring attention and all cleaning issues identified were reported to Aramark (the Trust's cleaning contractors). Any estates issues were reported directly to the estates department for immediate action. Other areas visited were the CTC (Essex Cardiothoracic Centre) entrance and reception, as well as the Jubilee Wing entrance.

"Finally, I think it's an important role for Governors to be involved in on a regular basis."

Better
patient
safety

Birth Afterthoughts Service

Women who have given birth at Basildon University Hospital, regardless of how long ago, now have direct access to a midwife for a postnatal 'debriefing' via the Trust's 'Birth Afterthoughts' service. New, or indeed, not-so-new mums and their partners can contact the service to talk through their birth experience, ask general questions, or try to piece together those hazy hours spent in labour that seem impossible to recall.

Liz Carpenter, Ward Manager on Cedar Suite is the lead midwife for the service and will give all new mums on her ward a 'business card' with her

contact details. The hope is that mums will pop it in their purse or stick it on their fridge, incase they have some questions about their birthing experience at a later stage.

Liz said: "Most mums simply want to know what happened and when – as it can be difficult to recall details afterwards. However sometimes mums have more serious questions, perhaps about procedures, or how much blood they lost for example. Each birth is completely unique, but we hope that mums feel reassured that we are here to help them better understand their experiences and hopefully help them



to feel more confident and relaxed about their next birth!"

Any woman who has given birth at Basildon University Hospital, no matter how long ago, is able to self-refer to this service by calling 01268 524 900 ext 3458 or emailing birthafterthoughts@btuh.nhs.uk

Staff Honours Evening



Judy Payne, Staff Council member and Helen Mattock, Staff Governor

A record number of staff were nominated for awards at the Staff Honours evening on Monday 21 February 2011. Organised by the Trust's Staff Council, a total of 41 nominations were received, many of whom attended the presentation by the Trust board and Staff Council.

Brian Levett and Mike Medlock, Public Governors, greeted staff at the event and extended a big thank you to Helen Mattock, Staff Governor and all members of the Staff Council who helped to arrange the event.

All staff were able to nominate a colleague, team or department for

an award, in aim to encourage and acknowledge effort and contribution which add value to the services we provides.

Seventy five loyal colleagues also received awards for collectively serving the hospitals for 1,840 years.

The Staff Recognition Awards were categorised under the four Trust themes:

- Better Patient Safety
- Better Patient Experience
- Better Efficiency and Effectiveness
- Better Look and Feel

There was also one more overall award given to Staff who consistently work beyond their normal lines of duty. Stephen Hartman, Porter, was Winner for Better Patient Experience, for promoting deaf awareness in the Trust. Steve was the first deaf person in the UK to complete the 'Teaching Sign Language' degree from Redbridge College. Now he is using his skills to not only teach other staff how to sign, but to raise awareness and give them an insight into life as

a deaf person. Steve said "My aim is to make Basildon and Orsett Hospitals among the most deaf aware hospitals in the country, so we can give hard of hearing patients better and more appropriate care."



Stephen Hartman, Porter



Brian Levett and Mike Medlock, Basildon and Thurrock Public Governors

Shadowing the Director of Nursing



Diane Sarkar
Director of Nursing

Denise Feilding became a public governor in March 2009. She recently shadowed the Director of Nursing, Diane Sarkar, on one of her regular visits to the wards. Denise was impressed by what she saw... "I was welcomed and I enjoyed a 'morning in the life' of the Director of Nursing ward visits. These are carried out on a regular basis, normally three per week in addition to one clinical shift each month.

The ward visits are selected

at random, but I was given a choice of where I wanted to go, and allowed me to pursue areas of my own interest.

There was clearly no pre planning or alerts and we saw the wards exactly as they are. Diane was welcomed and it was evident to all where Diane's passion is - with patients and standards of care. I learnt very quickly shadowing Diane how much that is her focus and that she observes everything - nothing goes unnoticed: either for improvement or praise for good work.

"Patients, students and staff were asked what they thought and were all involved. It was very positive. We visited Intensive Therapy Unit, James Mackenzie Ward, Marjorie Warren Ward and Acute Medical Unit East and West. All were in action and purposeful with an air of calm, which

clearly made the patients and their relatives feel assured.

"I was very impressed and feel confident that those things that were not up to scratch (of which there were only a few) will be followed up. Most were dealt with there and then. I left feeling inspired and while it may seem unfair to single out, I was incredibly impressed by the work of Jane Gilbey from Marjorie Warren Ward. She was wonderful to see in action - working with and leading her team in such a passionate, caring and inspirational way. She is a Champion and flies the flag! The real test is that I would be happy for my parent to be looked after by that team. The patient and relative feedback was there on display for all to read and it told a good story. The progress on Releasing Time to Care was up on the board too but Jane wants it to be better so that all can quickly see the message and know what is being done to make the quality of care even better.

"Thank you to all for my experience-I feel much more able to say what we do and how we do it and am even more assured that we are committed to doing it better. Patient care and safety is at the heart of what we do."



Denise Feilding
Public Governor Basildon



Nurturing dignity in care

Better
patient
experience



Shoemagh Mackay, Learning Disabilities Nurse and Alan Whittle, Chief Executive, planting the dignity tree.

To mark national Dignity Action Day in February, the hospital hosted a special event to ensure the message of the day literally took root in the grounds of the hospital.

Each patient or carer was given a paper star, where they were able to write the name of a member of staff who had

shown kindness, compassion or had treated them with dignity. The stars were collected the following day and Brian Mwanga from the Haematology Day Unit was presented with a young tree – a 'dignity sapling' to plant in his own garden, or pot at home.

Later that day, a twin sapling was planted in the hospital grounds at the front of the new Accident & Emergency department to signify the dignity of care that the Trust strives to deliver to all patients and carers.

Diane Sarkar, Director of Nursing said: "The tree will be a symbol of the importance we place on the care and dignity of our patients. As it grows, so we will continually build on care that is dignified, compassionate and reflects how patients and carers want to be treated as individuals."

Governors look round Medical Photography



David Betts leads the tour in Medical Photography

Governors are constantly looking behind the scenes of our hospitals and

their tour of the Medical Photography department by Head of Clinical Photography, David Betts revealed a hidden gem.

The Trust's Medical Photography department provides a clinical photography service, and diabetic retinal screening. They see approximately 26,000 patients each year, taking over 125,000 images. Staff include registered CAMIP Medical Photographers, who specialise in scientific photography and medical illustration, who are qualified to at least degree level in Clinical Photography.

They also provide services that help in diagnosis and monitoring of patient treatment, and produce material suitable for healthcare research and presentations.

Christine Jones-Public Governor, Thurrock said: "This was a really interesting and informative insight to the service in our local hospitals and being diabetic, I can vouch for the quality of care. The staff in the clinics do exactly what David Betts said they do – they treat you well and keep you informed about your condition."

Governors tour the CTC

Governors were impressed by both the presentation and the tour of the Essex Cardiothoracic Centre (CTC) from Danny McCormack, Associate General Manager.

As part of the Project Team, Danny's insight into the design, build, development of the service and the use of technology helped all to see the benefits for patients and the future. "We embraced all the best parts of technology and put it to good use", said Pat Garner, Public Governor Basildon.

"It is so impressive - planning so far ahead and thinking from the ground up", said Ed Garner, also a Public Governor Basildon, echoing the

thoughts of many: "If you are going to have a heart attack, then this is the best place to be and in Essex...It is like a 5 star hotel, with an excellent standard of service".

All felt proud and lucky to have such a facility on their doorstep. Lead Governor, Ian Clifton explained the role of the Hearts and Minds Support Group and Danny McCormack highlighted this important link for patients pointing out the 'E bike'. The Hearts and Minds and Take Heart, charity groups from Basildon and Southend respectively, jointly raised £9,000 to purchase the special exercise bike for the Echo Unit at the (CTC). The bike allows cardiac physiologists to scan the patient's

heart during exercise, to make sure it is working properly when under stress. There are only a handful of units across the country that have such a bike, which tilts the patient, so the physiologist can get a better view of the heart and this is the only one of its kind in Essex.



Danny McCormack, Associate General Manager, leads the tour in the CTC

Benefit as a Member and save money



Did you know what benefits you are entitled to as a Foundation Member?

With www.NHSdiscounts.com you can save money when you shop on-line with many high street stores, days out and holidays including:

- Oasis
- Virgin Holidays
- Karen Millen
- Littlewoods
- Very.co.uk

- Butlins
- The Body shop
- Halfords
- Alton Towers
- Apple

Members receive FREE Social Membership to Club Kingswood health and country club in Basildon www.clubkingswood.co.uk. Free Social Membership allows you use of the Club's bar and restaurant, which is

normally exclusive to members and their guests. The Club is renowned for having an excellent calendar of social events and they show all major sporting events on a 50" Plasma TV!

For details on how to apply for your Member Benefits please contact the Membership Office 01268 598975 or e-mail ali.jones@btuh.nhs.uk

Patient Panel – an update

Last year, the Foundation Times invited interest from our members to join the newly formed Patient Panel. This offered an opportunity for Members to contribute their opinions on a range of issues, from patient information leaflets, to larger projects such as the refurbishment and rebuilding of patient areas.

Meetings have since taken place in June, September and November 2010 and a number of topics have been discussed and presentations

given by staff members. These have been on a range of subjects, including: proposed improvements to Phlebotomy and Outpatient services, national patient surveys, building projects such as the new A&E and Fracture Clinic, the introduction of Steam Cuisine patient meals and elderly care and stroke services.

Members are enthusiastic about taking the work of the Patient Panel forward, and often have differing

experiences with services provided by the hospital and therefore are able to contribute a wide perspective of views.

A range of activities are already planned for 2011 and we would welcome interest from prospective new members. Meetings are held every two to three months.

Please contact Ali Jones, Membership Officer 01268 598975 ali.jones@btuh.nhs.uk

Local Support Groups

Alzheimer's Society Basildon and Brentwood Office
Suite 5B Pembroke House, Northlands Pavement, Pitsea, Basildon, Essex, SS13 3DU Tel: 01268 581689

Basildon Activity Group

Social group meeting, providing support and stimulating activities for both people with dementia and their carers. Held on the 4th Wednesday of each month between 2pm and 4 pm. Basildon United Reform Church, 6 Honeygot Lane, Basildon, Essex, SS14 2JZ.

Alzheimer's Support Group

George Hurd Support Group held every third Thursday of the month between 7.00 pm - 9.00 pm. Held at The George Hurd Centre, Audley Way, Basildon SS14 2FL.

Hearts and Minds

A self-help group that helps patients and carers face the future. Meets 3rd Wednesday of each month at 7pm Laindon Community Center, Aston Road, High Road, Laindon, Essex, SS15 6NX. tel (01268) 471717

Fundraising

We have a number of events throughout the year in aid of the Polly Parrot Appeal, for the added extras in the new children's A&E unit, due for completion in May 2012.

We have already raised £35,000 towards our total of £250,000.

Upcoming events are:

- Easter Egg Hampers Raffle, 25p a ticket or 5 for £1, tickets can be purchased from Main Reception or Basildon or Orsett Outpatient. Tickets drawn on 15 April.

- Golf Day - South Essex Golf Club, Monday 9 May, £40 per ticket. Contact Dee Harris on 01268 524 900 ext 3201 for more information.
- Rotary Bike Ride - start Basildon town centre, Wednesday 11 May, free but requires sponsorship, for more information please see www.rotarybikeride.co.uk
- John Baron MP Walk, Barleylands, Sunday 22 May, free but requires sponsorship. Contact Dee Harris or Helen Mattock on 01268 524 900 ext 3201/3202 for more information.

Diary Dates

- Board of Governors Meeting, 20 July, 4pm, Education Centre, Basildon University Hospital.