

# the foundation times

Issue 57 Summer 2019

From our governors to our members

## Volunteers honoured at awards tea party



**Basildon Hospital volunteers were recognised for their dedication and long service at our inaugural Volunteer Achievement Awards ceremony in June.**

The event, held during National Volunteering Week, was combined with a thank-you tea party for all volunteers at Reid's restaurant in Billericay.

The hospital has around 250 volunteers, who between them rack up a staggering 2,000 unpaid hours of volunteering a week – an average of more than half a day a week per volunteer. Some do as little as an hour, some 15-20 hours a week.

The event was attended by managing director Andrew Pike, director of nursing Dawn Patience, chairman Nigel Beverley and key members of

our charity and patient engagement teams, who all presented awards.

Anne Hendry, associate director of patient experience and engagement said, "We really cannot thank our volunteers enough for enhancing our patients', visitors', and staff experience. Our hospital would be lost without its volunteers."

### Long service awards:

Awards were also presented to both volunteers and staff in recognition of their long service to the Trust:

35 awards were presented to volunteers who have given service for between 10 and 24 years.

Long service awards presented to staff included two who have worked at the hospital for 40 years; three for 30 years and six for 25 years.

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### Annual Members Meeting – book your place.

This year's Annual Members' Meeting (AMM) is your chance to learn about the work being done in the Acute Medical Units (AMU) and to find out how the Trust has performed over the previous year.

The 15th AMM is being held on Tuesday 24 September 2019, 4pm-6.15pm in Function Room 1 at Barleylands (above Tiptree Tea Rooms). **Full details and booking form are on pages 7 and 8.**



## Cathrine volunteers to 'give back'

**Cathrine Robinson took a break from her job at Waitrose earlier this year to volunteer at Basildon Hospital's Breast Care Unit.**

Cathrine had stage-three breast cancer

in 2015 and wanted to give back to the team after completing her treatment programme.

As an employee of Waitrose, The Golden Jubilee Trust scheme allows employees to be released on

full pay to work with a local charity. The breast care unit also has a fundraising team, BUST (Breast Unit Support Team) which is part of the Basildon Hospital charity, and consists of medical professionals and current and ex-patients.

Basildon consultant breast surgeons, Dr Wayne Chicken and John Baron MP of Billericay, endorsed Cathrine's application.

Vanessa Kendall, nurse practitioner lead in breast care said: "This programme provides a positive opportunity for patients. Volunteers such as Cathrine can relate to them as she has been in their shoes and it makes the patient journey easier."

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## One team, working together

**In June we announced our plans to move forward with phase 1 of our clinical reconfiguration.**

Our plans for the future of hospital services across mid and South Essex are the right thing for patients, and will enable us to dramatically improve our services. The changes will simplify care, reduce delays and improve better access to specialist services.

You may be aware that Southend Council and Thurrock Council have asked the Secretary of State for Health and Social Care to review all the proposed clinical service changes that we consulted on last year.

Following this decision, the Secretary of State has asked the Independent Reconfiguration Panel – a group of experts who advise on NHS service changes - to give initial advice on all the proposed clinical service changes. We hope they will provide this over the summer.

It's essential that we continue to plan to implement the first stage of these changes whilst this review is ongoing so we are ready to implement these in advance of winter and we can begin to deliver the benefits these changes will bring to our patients and staff.

The first stage of these changes are:

- Consolidation of emergency vascular surgery at Basildon Hospital from both Broomfield and Southend Hospitals.
- Transfer of spinal surgery from Basildon Hospital to Southend Hospital.
- Offering patients at Basildon and Southend hospitals waiting for a hip or knee operation the option of being treated at Braintree Community Hospital so that they can be seen more quickly.
- Emergency out-of-hours interventional radiology services to be consolidated at a hub based at Basildon Hospital.

We are also continuing to work with our urology teams to look at opportunities to improve the service for patients ahead of winter.

The final decision whether to proceed with these changes will be made in September.

### Transitional Identity

In addition to all of this we are proud to have launched our new transitional identity in June which is being rolled out across all our hospitals. Our new transitional identity gives us joint branding along with clear messages so our staff can start to communicate

with patients and each other. It brings into sharp focus the patient and staff benefits of our soon to be single NHS organisation and helps us to communicate them in a unified way.

The new shared identity for all three of our Trusts will be in place until we merge in April 2020, and shows our commitment to being part of 'one team, working together' across all of our hospitals and satellite sites, giving greater support and opportunities for existing staff and potential new recruits.

## Strengthening clinical leadership to support change

**We have now appointed the Group clinical directors across our hospitals.**

These new transitional roles will work with existing clinical leadership teams to agree priorities for standardisation, to design the clinical leadership structures for the merged trust and most importantly engage with clinical teams.

We wish them all the best in their new roles.



# Making decisions about healthcare staffing

**Ron Capes JP, lead governor and public governor (Basildon)**

The NIHR (National Institute for Health Research) Dissemination Centre launched results of its themed review “Staffing on Wards” on March 26 at Hammersmith Hospital. An audience of over 100 people listened to presentations and held table discussions about the implications of the research evidence. Ron Capes JP, our lead governor and public governor for Basildon was invited to present at the event.

The money spent nationally on staffing hospital wards is going up every year. Although patient length-of-stay times for in-patients are getting shorter, the patients on wards tend to be more 'unwell' than previously. This necessitates a changing level of clinical expertise being given on the wards. Also, the range of treatments is becoming more complex and more expensive. It is therefore important that we understand what the evidence in this review tells us in relation to appropriate nurse staffing and quality of care.

The Conference, which was attended by chief nursing officer Diane Sarkar and over one hundred healthcare professionals from the UK and Ireland, was opened by Professor Janice Sigsworth, chief nurse at Imperial College Healthcare NHS Trust and chair of Shelford Chief Nurses Group. Speakers offering an insight into the findings were Professor Peter Griffiths, Chair of Health Services Research, University of Southampton; Jill Maben, Professor of Health Services Research and Nursing, University of Surrey and Professor Mark Radford, director of nursing (Improvement), NHS Improvement.

The review results looked at the effects resulting from various ratios of qualification standards for nursing grades, including the balance between registered nurses against other nursing grades. The use of particular job titles to reflect the standards of job training and practical skills were also highlighted, as were the degree to which volunteer staff could be used in wards, noting that the very well worthwhile employment of volunteers varied when looking at the nature and severity of the condition from which a patient may be suffering.

Using national statistics, the study also looked at patient harm, patient satisfaction and healthcare support staff costs; including the provision of guidance on decision-making about what are 'safe staffing' levels and specific evidence on the mix of skills required on the wards.

It was particularly noted that the efficiency of a ward is significantly affected by how the ward is led,

showing a direct link between the quality of leadership and the outcomes for patients. Teamwork is also still important, with results from this and other previous studies showing that the shaping of a successful team on a ward and the roles of support staff is essential to providing a safe and supportive environment.

After the presentations, delegates were invited to take part in table discussions to review Strength of the evidence; Increasing research literacy and dissemination; Governance and assurance; Analytics; Board accountability; Leadership; Systems and team thinking; Creating the environment for maximising staff effectiveness; and Staff supply.

Closing responses and reflections were given by Ruth May, chief nursing officer (England).

It was an honour to have been asked to take part in this important study and insightful event and to assist in raising the National profile of Basildon Hospital and the work force challenges we face.

## 2019 dates for your diary

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**Council of Governors meeting:**

Tuesday 24 September 2019

**Annual Members' Meeting**

from 4pm in Function room 1, Barleylands  
.....

**Trust Boards of Directors in Common meetings:**

Wednesday 11 September 2019,

Lecture Theatre 1,  
Medical Academic Unit,  
Broomfield Hospital  
.....

Wednesday 13 November 2019,

The Green Centre,  
Wat Tyler Country Park  
.....

Please note, dates may be subject to change and will be confirmed in subsequent communications and online.

# CTC transformation programme



CTC turnaround programme director Rob Rose

**We are proud to have launched a new 12 month transformation programme to harness the potential of the Essex Cardiothoracic Centre (CTC). The CTC is a national and internationally renowned centre of clinical expertise and excellence. The aim of the transformation programme is to tap into the innovative ideas of our staff so that by working even closer together we can further improve and expand our service for patients.**

At the heart of this programme will be a focus on clear service standards based on national best practice, aligned to the Model Hospital programme

and other NHSI clinical and business standards. These will be delivered through aligned multi and cross professional disciplinary working, underpinned by the values we share to work together to improve care and outcomes for our patients.

The programme will be led by Dr Kelly as clinical leader and supported by the CTC transformation director, Rob Rose. Together we will seek to deliver best patient care, improved operational efficiency and cultural realignment. We know that as one organisation working together across our hospitals we can build strong foundations which will ultimately provide the scope to not just serve our local patients but to have a national reach.

The programme will be divided into three work streams, surgery, cardiology and SAFER/Out-patient services. Each work stream will be headed up by a senior clinician, supported by a senior manager and multidisciplinary team. These groups will design pathways and work activities to deliver the objectives of the programme.

Helen Sanderson, Associate Director of Nursing will soon be launching a CTC transformation newsletter to help keep the one team informed and involved in service developments. We will also be using the monthly CTC stepping up meeting to share progress.

## CTC goes live

**Teams from The Essex Cardiothoracic Centre (CTC) transmitted a live coronary interventional case demonstration to The Advanced Cardiovascular Intervention (ACI) conference at the Hilton Metropole Hotel in London. 1000 were in attendance.**

Organised by the British Cardiovascular Interventional Society (BCIS), The CTC live streamed two cases of patients who required treatment for complex blockages of their coronary arteries deemed inoperable with open heart cardiac surgery.

These procedures are challenging and can take up to five hours to complete. In the past, they were rarely attempted, having success rates of less than 50%. Thanks to the dedication of staff, specialist training and modern equipment and techniques, this rate has increased to 85-90%. The cases were successful and the patients were discharged.

Dr Kelly, Dr Davies, Dr Tang and team lead the way in treating coronary disease and in delivering high quality care to people across Essex and to those further afield.



Showing gratitude to his team for their hard work Paul Kelly, consultant cardiologist said, "Thank you for your collective contribution. This was the most prestigious exercise that we have undertaken and the complexity of the cases, the quality of the work and the professionalism involved was noted by ACI.

"There is no doubt that our position within the pantheon of British Interventional Cardiology has been enhanced significantly and we should all be proud of our contribution to this."

# International Nurses Day – celebrating their valuable contribution



**Dawn Patience, our director of nursing tells us why nursing is so rewarding and why having one day set aside to celebrate nurses is so important.**

I have loved every day of my career as a nurse. It's one of the most rewarding careers

a person can have: we save lives and we make a difference. It's challenging, exciting and most of all it's diverse. I want to proudly acknowledge all the nurses I have worked with over the years at Basildon and across our hospital group. Every day we go above and beyond in our commitment to high-quality and safe patient care.

At Basildon we've made some great improvements in delivering harm-free care over the past year. We saw a 41% reduction in preventable pressure ulcers in

2018/19 compared to the previous year and reduced severe and moderate injurious falls by 37%; cardiac arrests continue to be below 1 per 1000 admissions. All the indicators that demonstrate that we deliver safe excellent care to our patients are going in the right direction. We remain devoted to doing the best for our patients in the midst of demanding schedules. Well done.

This international nurses' day we celebrated world nurses and nurses who have served in conflict. In particular, we remembered the service of Edith Cavell. The Norfolk nurse and heroine had worked in Brussels, treated wounded soldiers fighting on both sides of the First World War, and helped more than 200 allied soldiers escape from the Germans. Sentenced to death for treason, she was shot at dawn by a German firing squad in October 1915.

It's great that we have a day set aside each year to mark the valuable contribution nurses make to healthcare. However, let's remember that every day there is something we can be proud of. Whether you have delivered a baby and shared that joy with new parents, or sat with someone and held their hand in the final stages of their life or told someone that they are now cancer free, there is always something to celebrate. Nursing will always be the profession that makes a positive difference on a daily basis.

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## Jack's support for children's charities



**Recently, former oncology patient Jack Wallace visited the hospital to donate money he raised to support our children's cancer unit.**

Staff working at Jack Wallace's mum's business, The Rodwell Engineering Company based in Basildon, raised money by wearing jumpers on Christmas jumper day.

Jack, 16, has been working at the company part-time since he left school and asked if the money

raised could go to the cancer unit where he had his treatment.

The firm raised £400 in total which was shared between two charities, Little Havens Hospice and Basildon Hospital.

Jack was diagnosed with acute lymphoblastic leukaemia in November 2009. He finished treatment in 2013 and has always been passionate about raising money for the cancer unit.

Jack said, "Any bit of money that can go to the oncology unit is a bonus. I feel like I am giving back after they've given to me. The money isn't much but it's still something, and that makes me happy."

Laura Ryan, play team leader in paediatrics said, "It's great to see Jack again. To see him grown up and raising money for the department following what he's been through is lovely. His treatment here was a massive part of his life and it affected his whole family. His decision to choose to raise money for new equipment for the children and our kitchen area is just overwhelming."

# Paediatric team win Best Teaching Hospital Award

**Basildon Hospital's paediatric department won the Best Teaching Hospital accolade at this year's East of England Paediatrics Awards Ceremony. This award makes The Trust the best paediatric teaching hospital in the East of England Deanery.**

The Paediatric Awards for Training Achievements (PAFTAs) were introduced for paediatric doctors and teams that go above and beyond the call of duty. Every year the East of England School of Paediatrics, host the PAFTA awards night to recognise significant contributions from individuals or Hospital Teams. They seek nominations for various awards from the different members of staff in the 16 Hospital Trusts in the East of England.

Dr Himadri Chakraborty, consultant paediatrician at Basildon, who received the award as the unit training director said, "It has been a challenging two years for the team and I cannot thank my colleagues enough.

Their dedication and hard work made this possible. We have been able to turn things around when things got tough. What matters most is the team winning, I feel proud to be a part of such a wonderful team.

"Our focus is to commit to providing best patient care and the best training for our future colleagues and consultants. By offering trainees the greatest training opportunities we are ensuring the future of paediatrics in the East of England is safe and in the best hands."

The East of England PAFTA team said, "The department is very supportive for middle grade and junior doctors. There is a dedicated teaching session at least twice per week. As it is a busy unit it provides a lot of opportunity for learning and seeing a wide spectrum of paediatric illnesses. The consultants are very supportive."

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## New virtual fracture clinic means patients avoid unnecessary appointments

**After analysing the data collected since the clinic opened, we have seen that the waiting time for consultants to see patients has now been reduced from ten to three days. The new service has also reduced the need for extra fracture clinics saving the department £150,000.**

Following an assessment of notes and X-rays, patients can now be phoned back with a treatment plan and supported to manage their condition at home. By assessing patients this way, the orthopaedic surgical department can ensure they get the best treatment as quickly as possible. It also means patients don't have to travel unnecessarily to the hospital and time is freed up for the team to see those patients who do need to attend for an appointment.

A nurse relays the consultant's decisions to the patient so they still get that crucial patient consultation and contact. Nurses are authorised to bring the patient back in if they're worried so there is no delay.

Mr Ravi Ray, consultant orthopaedic surgeon at Basildon Hospital started this project after seeing how Addenbrooke's Hospital in Cambridge run their clinics. He worked on the virtual clinic idea for two years before it opened and the clinic now runs five days a week. The consultant-led clinics assess forty patients in one morning and at least half of those



patients come in for an appointment to see an expert. Before the virtual clinic, all forty of those patients would have to come in.

Mr Ray said, "I'm excited about this project. It has taken time to develop but has been worth it and we can already see huge benefits. The patients get the right treatment earlier so this clinic is far more productive.

"Now we know the common injuries that don't need medical support but do need a plaster cast, splint or some immobilisation we can triage patients into the right clinics.

"We have dropped the need for extra fracture clinics and in that we've saved £150,000 in this department. The team ethos made this project a winner - I couldn't have done this without them."

# Annual Members' Meeting

Acute Medical Unit (AMU) care is the hot topic at this year's Annual Members' Meeting, with our keynote speakers Fawad Ali, consultant physician, acute medicine and Anthony Schirn, head of nursing, emergency care.

Attendees at the AMM will find out more about the AMU departments at Basildon University Hospital and how the units are managed when under increased pressure, and with record-breaking numbers of attendees.

**The 15th Annual Members Meeting is being held on Tuesday 24 September 2019, from 4pm, in Function Room 1 at Barleylands.**

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



Anthony Schirn and Fawad Ali



MOISTEN

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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 Tuesday 24 September at Barleylands.

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

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

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

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

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

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

### Additional guests:

Please provide full name, address and date of birth:

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

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

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

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

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

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

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

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

### 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:** \_\_\_\_\_

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Basildon and Thurrock University Hospitals NHS Foundation Trust  
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SS16 5NL

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**Annual Members' Meeting**  
**Tuesday 24 September 2019**



## Tell us - how did we do?

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 any input.

- **NHS Choices:** This is an independent website designed to give patients the opportunity to review their local health services.  
<http://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=744>
- **Comment cards:** Available at locations throughout the hospitals for you to fill out and return.
- **Friends and Family Test:** This is an online test that all inpatients should be asked to complete before going home.
- **PALS:** You can email your comments to [pals@btuh.nhs.uk](mailto:pals@btuh.nhs.uk)
- **Social media:** Comment on the Basildon University Hospital Facebook page or tweet us @Basildonhosp
- **Letters and thank you cards:** You can write to Andrew Pike, the managing director of the Trust, or any member of staff.