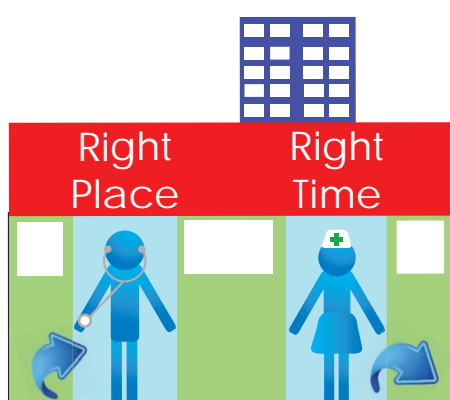


# the foundation times

issue 35

from our governors to our members

## Making it better for you



Governors fully support the hospital and its mission that patients are the focus of everything we do. We all want patients to have a positive experience, as well as receive the best possible care.

Two new programmes have been launched to help each patient's 'journey' through our hospitals.

### Right Place, Right Time

This programme is a major piece of work to improve our patients' experience by streamlining the journey from arrival to discharge. Focusing on the entire emergency care pathway, it is split into four work streams. Each looks at a different element of the emergency patient pathway: the right patient journey, the right assessment, the right ward and the right staff.

Hannah Coffey, Director of Operations, said: "This programme is about ensuring that patients get the right care in the right place at the right time, whether this be an urgent outpatient intervention to avoid an unnecessary admission, or to fast track admission to the right specialty ward. It is about the experience being consistent and involving patients, carers and families at all stages of the care pathway.

"Each of the four work streams has very specific goals and all the plans are interconnected. We're excited about the potential of this project and we hope that patients will see the benefit very soon."



### Passports to better care

A passport scheme is helping staff give better, more personal care to patients with learning disabilities.

The passport is for patients having planned procedures. It is kept with the patient's notes and features a traffic light system for quick reference.

- Red** – vital information, including medication, allergies etc.
- Amber** – useful information such as the patient's level of self-care, details about how they communicate their pain, etc.
- Green** – likes and dislikes so staff can interact with the patient and care for them better.

Shoenagh Mackay, Learning Disabilities Nurse Advisor, said: "The passports eliminate the need for huge files of information about a patient with complex needs. This makes it easier for staff to provide better patient care, with respect for individual preferences."

#### Remember:

If you are, or are caring for, a person with learning disabilities, make sure you arrange an annual health check with your GP. This not only makes sure everything is OK but helps create a positive relationship between patient and GP.

## Free energy from the sun

Two hundred solar panels on the roof of the Jubilee Wing are helping to cut costs and greenhouse gases.

The panels capture the sun's energy and convert it to electricity, even on cloudy days. Each year, the panels will generate around £18,000 worth of electricity. After seven years, the panels will have paid for themselves. They need little maintenance and should last about 30 years.



## Turning green for gold

A car sharing scheme has helped Basildon and Orsett Hospitals win a top award.

Used by eight per cent of staff, car sharing is one of several schemes that helped the Trust achieve gold in Essex County Council's Green Travel Awards. The Trust is one of only two organisations in Essex to receive the prestigious gold. The county council has been handing out gold, silver and bronze awards over the last few years, but the gold status is only presented to organisations that meet 30 green standards.

Jenny Galpin, Director of Estates and Facilities, said: "We are thrilled to be awarded this gold accreditation because we have worked hard to develop incentives for staff so they don't have to rely on their car and have other travel options."

Figures from a recent staff survey revealed that 69 per cent now travel alone by car, down six per cent from three years ago and almost a quarter travel to and from work by public transport, walk, cycle or ride a motorbike.

## Making parking easier and safer

**Paul Peterson, Thurrock Public Governor, updates on improvements to the car parks . . .**

The car park next to the Essex Cardiothoracic Centre (CTC) is being improved to provide more spaces for patients and visitors and simplify parking for staff.

The work will see the car park split into two zones: one for staff only and one for the public. The public car park will be directly accessed from the main road, and be located close to the CTC building. Staff will not be able to use the public car park.

Traffic calming measures, including speed bumps, have also been put in place in the main multi-storey car park, to slow drivers down.

Ian Clifton, Lead Governor, said: "Car parking is always an emotive issue and often drivers are preoccupied when entering the hospital, whether thinking about being, or visiting, a patient, or staff needing to get to work on time.

"This leads to a potential lack of concentration and possible accidents. While the traffic calming measures may seem a hindrance, they have been carefully and professionally designed to prevent serious accidents and are both effective and necessary."

## Membership Office - Contact Details

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Tel: 01268 598975, Email: [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk)

## Governors in the picture

Ron Capes, Basildon Public Governor, reports on a Valentine's Day tour of Medical Photography . . .

The department provides a clinical photography service, photographing patients' conditions before and after treatment, as well as diabetic retinal screening. Staff see approximately 26,000 patients each year, taking over 125,000 images to aid diagnosis and/or monitor the effectiveness of treatment.

The multi-spectral digital photography used for diabetic retinal screening is able to show aspects of the structure of the eye otherwise invisible. The service sees local patients from South West Essex, as well as Epping Forest and Harlow.

A smaller but significant portion of the work of the department is forensic photography. This work in particular requires a high level of confidentiality.

The department also provides a photographic service for the Trust, offering photography for healthcare research, events and campaigns for use in publicity material, newsletters and presentations.



Governors Roy Rutter, Wayne Whiskerd, Ron Capes and Don Sydney

## Give the ultimate gift – donate your organs

Organ donation may be something that you have thought about. But do your loved ones know your wishes? Do you know theirs?

It is a difficult conversation to broach but Hannah Perry, our Organ Donation Nurse, knows it is vital: "Sometimes people have signed up to the organ donation register but their family don't know and refuse to sign consent. We respect their wishes of course, as we would never want to add to their grief. Having that conversation can help your next of kin

know they are making the right decision on your behalf."

Neville A Brown JP, Brentwood Public Governor is lay chairman of the Trust's Organ Donation Committee. He added:

"Consistent with the national campaign, our aim is to make organ donation usual and not unusual. We have been encouraged with the progress to date."



[Join the Organ Donor Register](#)  
0300 123 23 23

## Farewell and Thank You!

At the end of March several governors are standing down or their terms are coming to an end. Ian Clifton, Lead Governor and Basildon Public Governor, is retiring and wanted to express thanks to his fellow governors for their hard work.

He said: "I urge members to engage with the governors. We are your representatives in the Trust. The Board of Governors has matured into a group with a real identity. It is structured, able to question and challenge issues of potential concern, adding value to the Trust in a positive and objective way."

Governors make a difference on working groups and several committees including one which advises the Board on the process and appointment of the Chairman and the Non-Executive Directors. This is ably chaired by Barbara Hallows, Appointed Governor



Barbara Hallows  
Appointed Governor



Ian Clifton  
Lead Governor

Brentwood CVS, who is now retiring. Barbara has also been a member of the Infection Control Committee and the Planning Group for the Annual Members Meeting.

As well as Barbara and Ian, the governors also wish to say thank you to:

Geoff Brindle, Basildon Staff Governor; Trevor Hubbard, Rest of England; and Thurrock Public Governors Christine Jones; Christopher Jones, John Langridge, Mike Medlock.

## Save the date for the Annual Members' Meeting - open to the public!

This year's Annual Members' Meeting will be held on Tuesday 18 September from 4pm and is open to the public. The guest speaker will be James Carrannante, Consultant Anaesthetist. Further details will be in the next issue of The Foundation Times.

## Going above and beyond



Staff at the awards ceremony

Governors joined staff to celebrate those who go the extra mile to deliver great care to patients at the 5th annual staff honours evening.

There were 17 nominations this year but the accolade of the overall winner for Outstanding Contribution to Being Better By Far went to the Productive Theatre team. They implemented a programme to ensure the department was making the best use of its staff, theatres, equipment and resources. This was in addition to running a day-to-day surgical service. Runner-up for the overall award was Occupational Health for the seasonal flu campaign, which saw 1,000 people vaccinated on V-Day and over 2,000 staff vaccinated within one month.

The evening also celebrated those with 20, 25, 30, 35, and 50 years of service to the Trust. Among those recognised was League of Friends volunteers Ken and Marjorie Humphrey, who have volunteered for the charity since it started 50 years ago, before Basildon Hospital was even built.

Lisette Harris, Staff Governor, said: "When staff perform above and beyond their everyday job, it is not often made public knowledge but the governors have for a very long time recognised the efforts that many staff make both within and outside of the clinical departments."



## Accessing all areas

**Paul Peterson, Public Governor, Thurrock, reports on disabled access to the hospital . . .**

A public governor from Thurrock is helping improve disabled access at the hospital.

Wheelchair user Paul Peterson has been giving advice on accessibility at Basildon and Orsett Hospitals over the last few months.

Paul, who has Becker Muscular Dystrophy, explained: "I always knew that my experiences as a wheelchair user would play an important part in my work as a governor and that I could help improve disabled access for everyone."

During a tour of the new A&E department and Fracture Clinic, Paul met with the architect and the managers including Jenny Galpin, Director of Estates and Facilities, and Sarah Noon, Assistant

Director of Continuous Improvement. He said: "We had a very productive meeting and I was pleased that everyone was willing to listen and realised my point of view could be useful. My disability affects my whole body so if somewhere is accessible for me, it's going to be suitable for the vast majority."

Paul was delighted to give the new Children's A&E the thumbs up for access and got to pass on his congratulations to the team.

He said: "I'm really impressed with the new department. It's spacious, well planned and disabled people should have no trouble. It's a real triumph for everyone involved."



## South West Essex Cancer Services User Group

A small group of cancer patients, carers and health professionals meet once a month, committed to the continuous improvement of cancer services. The aim of the group is to bring the experience of anyone receiving treatment for cancer in South West Essex to

the attention of those who fund, plan and provide services in the area.

To find out more and get involved, please ring 07766 335741 or email [michael.scanes@nhs.net](mailto:michael.scanes@nhs.net)



### Is The Foundation Times green enough for you?

We send almost 10,000 issues of The Foundation Times to our members, quarterly. If you would agree to receive yours electronically, we can save money and help the environment. Email your name and address (including postcode) to [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk) and say "send me the FT electronically please!"

## Latest news from the Care Quality Commission



Following a spotcheck of performance against ten of the quality and safety standards last November, the CQC issued a report in February raising two moderate concerns and one major. A follow-up check in February saw one of the moderate concerns downgraded to a minor.

“We were aware of the issues raised by the CQC in each of the three areas and had been working to address them,” said Alan Whittle, Chief Executive. “As part of the expansion of A&E, £750,000 has already been allocated for additional medical and nursing staff. Interviews have been held and several more doctors will be starting over the coming months. In the meantime, we will continue to use our regular locums who have worked with us for some time and know the department well. The CQC has accepted our plan and I am pleased to report that they now regard this issue as only a minor concern. However they will want to see the impact of all the additional staff before being assured that the concern has been addressed ”

The other moderate concern from November was about safeguarding, where the CQC wanted to see more strategic leadership, leading to greater understanding and knowledge among staff on the wards. “As a result of our own comprehensive review of adult and paediatric safeguarding last summer, we had decided to restructure the safeguarding function and appoint a senior nurse to lead it,” said Diane Sarkar, Director of Nursing. “The successful candidate took up post in January and is already developing practice, strengthening staff training and forging closer relationships with social services and other partners.”

While recognising the enormous effort and investment made to minimise the risk from Legionella bacteria in the hospital’s water systems, the CQC flagged this issue as a major concern, as, of course, it is for the Trust. More than £2 million has been spent on remedial engineering works since the problem was first identified almost ten years ago. A further £500,000 is being spent annually on maintenance, chemical dosing, water sampling and testing and further upgrades to the system as necessary. Independent expert advisors commissioned by the Trust and NHS South West Essex, say that it is virtually impossible to completely eradicate the bacteria from systems. The CQC’s recommendation is that the Trust continues to work with partners and independent experts on control measures that minimise the risk and that, of course, is what we will do.

Reports of both visits, which also contain many favourable comments from patients and staff, can be found on the CQC’s website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Outpatients give us 8 out of 10

Results from the national Outpatient Survey 2011 carried out by the CQC can also be found on their website.

Almost 500 patients took part, scoring their experience from what happened before the appointment to leaving the department, and everything in between. “Our patients gave us 8.3 out of 10 for their overall experience”, and almost full marks – a very high 9.4 out of 10 for respect and dignity which I am delighted about,” said Diane Sarkar.

## STOP PRESS: NEW CHAIRMAN APPOINTED

The Board of Governors has appointed a former Lord Mayor of London as the new Chairman of the Trust.

Ian Luder will take on the mantle of Chairman Designate from April 1 and take up post as Chairman on July 1. He will work alongside current interim Chairman Sir Peter Dixon in the intervening three months. The appointment of the Trust’s new Chief Executive is expected to be made during this time, following the recent announcement that Alan Whittle is stepping down from the role.

## Dates for the diary

### Board of Governors

Tuesday 17 July, 2pm, Thurrock Campus, South Essex College, Woodview, Grays RM17 6JD

### Board of Directors

Wednesday 25 April, Wednesday 30 May, Wednesday 27 June, 2.00pm Education Centre, Basildon University Hospital

## New children's A&E opens its doors to patients

"The whole community and staff have been absolutely fantastic and so generous. We could not have done it without their support and kindness." - Helen Mattock, Staff Governor.

Essex's first purpose-built children's A&E department welcomed some very important guests to celebrate its completion. School pupils, who helped to raise funds for the brand new facility at Basildon, attended a special preview before it opened to patients on Thursday 1 March.

The new facility, part of a £17m expansion of the A&E department, has been designed to provide a calm and reassuring environment for children and young people, and their families, who may be feeling worried and anxious.

The new department has its own separate waiting area, with toys, games and baby changing facilities, six bays for treating minor and major injuries, rooms for triage, plastering and eye treatments and an area for adolescents. Every bed has multi-sensory equipment to entertain and calm patients.

The Polly Parrot Appeal, launched in October 2010, has raised £100,000 for the multi-sensory equipment, books, toys and artwork for the department, reaching its target just days before the opening.



Brian Levett, Basildon Public Governor, Sarah Noon, Assistant Director Continuous Improvement and Helen Mattock, Staff Governor, Capital Accountant



Local school children\* helping Polly open the new Children's A & E

\*Corringham Primary School, Giffards Primary School, Gable Hall School, St. Mary's School, Wickford Primary School, Shaw School, South Essex College of Further and Higher Education, Eversley School

## Art partnership with students from South Essex College

David Anderson, Brentwood Public Governor and Deputy Chair of the Art Group, on involving youngsters . . .

Keen to find a way of working together and engaging with younger people in the community, governors and staff from the art group are working with students from South Essex College. A collection of the students' artwork is being displayed at Basildon Hospital, along the corridor between Pharmacy and Phlebotomy and will be changed every six months.



### Younger people's project

Two staff governors are encouraging young people to get involved with the Trust.

Rachel Webster and Jonathan Sibley are championing the project, to give students at South Essex College and The Ockendon Studio School the chance to become more involved in publicising membership.

A member can be recruited to the Foundation Trust from the age of 12 years and a young person can put themselves forward to be elected as a Governor from the age of 16. Governors want young people to have a voice in the design and delivery of services, representing the views of our younger patients and to ensure membership is truly representative of the community the Trust serves.