

the foundation times

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from our governors to our members



Forging ahead to ensure quality care

New Chief Executive, Clare Panniker has asserted her expectations regarding the Trust's complete commitment to providing a quality service to patients.

It comes after health regulator the Care Quality Commission announced that the Trust has made improvements and we are now compliant with the two areas of major concern following several unannounced inspections during the summer.

Clare Panniker, said:

"It is a matter of huge importance to our patients that the Trust meets the standards required by the health regulator. Staff have worked hard to remedy the issues highlighted by the CQC. We will continue our efforts to ensure we provide the best possible services to our patients."



New era in quality and compliance

A new Quality Assurance and Compliance Division has been created, reporting directly to the Chief Executive, headed up by Trust Secretary Andrea Saville.

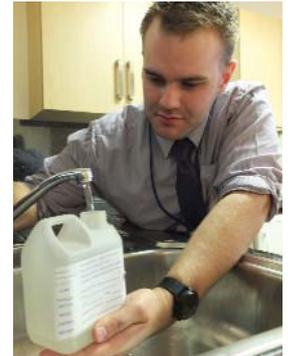
The role of the division will be to monitor our compliance against all legislation and standards including those imposed by ourselves and by external regulators, such as the Care Quality Commission, Monitor, Health and Safety Executive and NICE.

Legionella

The Trust has always been honest about the fact it will never be able to completely eradicate the risk of Legionella. Now a joint review has been published by Basildon and Thurrock University Hospitals NHS

Foundation Trust, NHS South Essex PCT Cluster and NHS Midlands and East Strategic Health Authority. The report concluded that the risk of contracting Legionnaires' Disease at the hospital is low, estimating it to be one in a million.

Local people can also be reassured there have been no new cases since 2011 and due to a thorough attitude towards testing patients for Legionella and our experience, we will be better at identifying the cause of any potential future cases. The Trust will never hesitate to invest more time and resources in combating Legionella.



Daniel Berwick, Estates Project Surveyor, tests the water

Hidden health heroes

By Paul Peterson, Public Governor for Thurrock



Governors are turning the spotlight on the people who work 'behind the scenes' at Basildon and Orsett hospitals and help to provide quality care and support services. Hidden Health Heroes is a new regular item for the Foundation Times which will look at the vital role they play and give them a chance to shine.

Best foot forward with Surgical Appliances

Nestled away down a corridor at Orsett Hospital sits a small office and workshop, which is home to the Surgical Appliances Department.

This valuable service has been run for more than two decades by the same two people - Orthotist, John Harbird, and Surgical Appliance Coordinator, Lisa Jobson.

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Hidden health heroes

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The duo provide tailor-made medical wear - including insoles, adapted shoes, corsets and knee braces - which can lead to a major improvement in the quality of life for patients.

John said: "Footwear is particularly difficult to get right, but when you do it can make such a difference to the patient. It's especially great when female patients are pleased because they can be very particular about their shoes!"

John, who is a contractor for RSL Steeper, joined the team in 1991 having completed a degree in physics. He is responsible for assessing patients and designing the equipment.

He explained: "I ask the patient questions, examine them, take measurements and make drawings of the device we need, which is then sent to a manufacturer. When it's ready, the patient comes in for a fitting and I can make minor adjustments in the workshop."

However, John could not do his job without Lisa who is responsible for co-ordinating patient referrals, appointments and orders for equipment and supplies.

Lisa joined in 1991 through the Youth Training Scheme (YTS). She said: "It's quite a challenging role, but it is so rewarding because you can help people lead a better life. Often something as simple as an insole can make such a difference.



Orthotist John Harbird, and Surgical Appliance Coordinator, Lisa Jobson

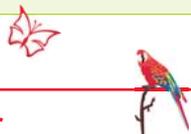
"When a patient is referred to us, they usually stay with us so we have got a number of regulars. It's really nice to see them and get to hear about their lives."

Lisa and John currently run 10 clinics and outreach sessions every week and in the last two years have placed orders for almost 5,000 life-changing medical appliances.

They are now accepting referrals directly from GPs and not just through a physiotherapist or consultant referral.

If you would like to suggest a Hidden Health Hero, please contact Ali Jones, Membership Officer (details at bottom of page).

Fundraising events



Raffle draw - Monday 24 December

Raffle draw for two upper class Virgin flights to New York. Tickets cost £1 and are available from the charity office, main reception or Basildon Hospital Radio.

Quiz night - Wednesday 28 November at 7pm*

All those with a fun thirst for knowledge and trivia can join our quiz night. Teams of eight - £5 per person. Quiz takes place at Ford Social Club, Gardiners Close, Basildon, SS14 3AW.

For more information, to book tickets or if you want to organise your own fundraising event to support our charitable trust, contact Dee or Helen on 01268 524900 ext 3201 or 3202 or charity@btuh.nhs.uk

Governors tour - Orsett

By Peter Glover, Public Governor for Thurrock



"Governors were treated to a tour of Orsett Hospital, thanks to Staff Governor Sally Shean, who as Service Unit Manager for Pharmacy and Sterile Services Department, Orsett Site Manager, was best placed to show everyone around.

"Walking down the corridors, the cleanliness was obvious. All members of staff were helpful and answered questions. The X-ray Department needs improvement, but is already being looked at for development. Also, as well as more art on display in corridors and waiting areas, some old TVs are being exchanged for flat screens. If patients are in need of refreshment, a large selection of food is available. Overall I was impressed with all that was going on at Orsett."

Membership Office - Contact Details

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Giving birth with home comforts



Homebirth lead midwives Debra Saund (left) and Kim Mason

More expectant mothers are opting to give birth to their babies at home.

The Trust's community midwife team have noticed nearly a 50 per cent increase in the number of mums choosing

to have their babies surrounded by home comforts.

Community midwife Kim Mason's job is to raise awareness of home births and inform women of their choices. She said: "We are not here to push home births on women, but to give them the information to help them decide what they would prefer."

Nichola Evans, 33, from Grays, gave birth at home.

She said: "I really had no idea you were allowed to have your first baby at home, and just about everyone I talked to didn't know either."

"Kim was very reassuring. She explained that it is very unusual for a woman giving birth at home to have to go to hospital in an emergency, but if that did happen, or even if I just changed my mind about it, I could go straight there."

When Nichola's waters broke at 2am, Kim arrived within an hour. "She stayed with me the whole time, and gave me advice and encouragement when I needed it," said Nichola, who gave birth to a healthy baby girl, Eliza, weighing 7lbs 7oz.

Nichola says that she never felt isolated or unsupported after the birth, even though she was not in hospital. "I had Kim's phone number and she always responded to calls or texts if I had any concerns."

If you would like to know more about home births, contact homebirth lead midwives Kim Mason on 07747 760462 or Debra Saund on 07775 778085

Hello Brentwood! And the winner is ...



In July the Trust participated in the Brentwood's Gone Global – Sparks will Fly event at the Brentwood Centre. All members of the public who signed as members on the day were entered into a prize draw to winner a luxury hamper donated by Marstan Press, who print the Foundation Times. Ian Luder, Chairman, drew new member David Minns, from Brentwood, as the lucky winner.

Young members sign up

Like most organisations we recognise that young people are the future. With that in mind we have been engaging more and more with our younger members.

Following the successful launch of a youth forum pilot project with South Essex College students in June, plans are moving forward to involve these young people in membership and hospital activity. This includes visits to hospital departments, exploring participation in volunteering and fundraising opportunities at the Trust, and observing Council of Governors meetings.

Ali Jones, Membership Officer also attended freshers' fairs at South Essex College during September with colleague Annemarie Halls and governors Brian Levett, public governor for Basildon and Roy Rutter, public governor for rest of England. The foursome attended events at both the Basildon and Southend campus and enjoyed speaking to students.

Ali said: "Both events were absolutely fabulous. It gave us a great opportunity to engage with hundreds of students and around 120 young people and tutors signed up as members. Thank you so much to South Essex College for inviting us along."



Is the FT 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 and say "send me the FT electronically please!"

The best Games ever

Trust staff helped to make the London 2012 Olympic and Paralympic Games successful.



Dancing midwives, left to right Lisa Price, Marie McNulty and Jenny Crane

Dancing midwives who lit up Olympics

Three midwives played a key role in a section of Danny Boyle's acclaimed opening ceremony – the tribute to the NHS.

Jenny Crane, Marie McNulty and Lisa Price were selected from hundreds of hopeful volunteers to perform in the mass dance routine. They attended 20 rehearsals for the performance, watched worldwide by hundreds of millions of people.

Marie said: "Performing in the opening ceremony was absolutely amazing; it was a privilege to be part of the biggest sporting event in the world."

Passing the torch

The fantastically successful London 2012 Olympic and Paralympic Games lifted everyone's spirits, and staff at the Trust who helped to make them such a success have some particularly wonderful memories to treasure.

Staff worked hard to ensure no patients or visitors would be delayed if attending our hospitals when the torch relay passed by. Patients, visitors and staff were delighted when torch bearer, Sandra Watts brought the torch to Florence Nightingale Ward to show her friend, patient, Beverlie Browning.



Staff with Sandra Watts and her friend, patient, Beverlie Browning and the torch

Protecting patients



As winter approaches, it's time for the flu jab.

NHS South Essex is encouraging everyone at risk, including carers and frontline health and social care staff to protect themselves and those around them.

This is why Basildon and Orsett hospital staff have been getting their flu jabs - with 2,000 staff having their vaccination in the first two weeks. Flu champions across the Trust raise awareness of the importance of getting the jab and are trained to give the vaccination to their colleagues.

For more information, speak to your GP or local pharmacist, or visit www.nhs.uk/flu.



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A Momentous Meeting

By Alan McFadden, Public Governor for Basildon



A packed hall of over 120 found the keynote speech at this year's Annual Members' Meeting both highly entertaining and very informative.

Guest speaker Dr James Carrannante, Consultant Anaesthetist and the Trust's Lead Clinician for Enhanced Recovery, gave a thought provoking talk on the 'enhanced recovery' programme which he spearheads.

Used in many now routine operations, it combines spinal and local anaesthetics to speed recovery and return to mobility. Reduced pain and a shorter stay in hospital are further major benefits for the patient.

For the first time ever at an AMM, patients took centre stage in a lively Q and A session, highlighting the programme's benefits. The COMBAT team and the high level of home support were praised as key to its success.

**ANNUAL
MEMBERS
MEETING**

Changes to the role of governors

By Paul Peterson, Public Governor for Thurrock



The Act also means that a hospital trust needs the support of more than half its governors:

- for significant transactions and applications to enter mergers or acquisitions.
- to support any increase of more than five per cent in income generated from private patients in any financial year.

Under the Act, the Board of Governors is now known as the Council of Governors.

Governors have been given new powers under the Health and Social Care Act 2012.

They can now instruct one or more of the hospital directors to attend a governors meeting to provide information about the operation of the trust or performance of the director.

I became a Governor because ...

By Russ Allen, Public Governor for Thurrock



"In the next issue of The Foundation Times we will be asking for nominations for election. I wanted to share my experience of being a governor to encourage others to put themselves forward.

"I have always had an interest in medicine, even though I am an engineer. Sadly, I lost both my parents at relatively young ages, and my wife and I have suffered life changing conditions that we have to deal with every day.

"Illness changes your outlook, but you have to smile. Dealing with dedicated healthcare professionals led me to ask: how can I improve things and give something back? I believe that as a governor I can try to help just a little bit."

Dates for the diary

Board of Directors - Wednesday 28 November and Wednesday 19 December, both at 1.30pm in the Education Centre, Basildon University Hospital.

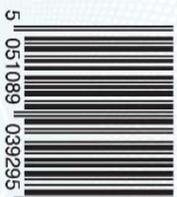
Council of Governors – Thursday 22 November, 9.30am, Education Centre, Basildon University Hospital.

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Improved service for cancer patients

Basildon Hospital is one of the first in the country to offer a seven days a week face-to-face assessment service for cancer patients with complications resulting from the disease, or its treatment.

Cancer patients can suffer side effects or complications as a result of their condition, or the treatment they are receiving. These are most likely to occur within six weeks of treatment and require rapid assessment and treatment. So the Acute Oncology Service (AOS) reviews cancer patients in A&E, the Medical Assessment Units, Surgical Referrals and Orsett Ward.

Patients who have been seen by AOS are given an alert card which they can produce on any future visits to hospital, to prompt the healthcare professional to check for more information.

Since its inception, the AOS has seen 584 patients, and has resulted in measurable improvements in the care of cancer patients, including faster administration of antibiotics, less time spent in hospital and quicker transfers to specialist wards or the patient's chosen place of care, such as a hospice or their own home.

Hannah Coffey, Director of Operations at the Trust, who prepared the business case for the enhanced service, said: "It is too important to be shut down at weekends, when there can be even more need for it, so we are particularly glad that we can now offer it seven days a week."

The Macmillan Specialist Palliative Care Service is now providing a Monday to Sunday, 9am – 5pm service for telephone advice and face to face assessments for patients with palliative care needs.



L-R Launching the new Acute Oncology Service Emma Elliott, Macmillan Clinical Nurse Specialist; Hannah Coffey, Director of Operations and Karen Munro, Palliative Care Team Leader

New bedside folders

New information for patients is now available on all our wards. The bedside folders contain useful advice on topics such as consent for treatment, infection control, and preventing blood clots. They also contain practical tips and advice on car parking and bringing electrical items into hospital and how to make a complaint or give a compliment about services.



Supporting each other

The Basildon and Thurrock Cancer Services User Group is looking for new members.

The group, which includes patients with cancer, carers and health professionals, meets once a month at Basildon Hospital and works to help improve local cancer services.

Chairman Babette Knott and vice chairman Bob Hackett urged people to come along to the group's next meeting, which is scheduled to take place on Tuesday, November 13.

Babette, who first joined the group two years ago after being diagnosed with bowel cancer in 2007, said: "We're not a support group but we make a difference by sharing ideas and experiences and by helping hospital staff understand their patients better."

Bob, who is in remission from bowel cancer, has extensive experience as a patient having battled through four major operations, two bouts of chemotherapy and a serious infection. He said: "It's this sort of experience and knowledge we need so if you are a patient or a carer and want to help the overall patient experience please come along and join us."

For more information, please e-mail michael.scanes@nhs.net or call 01245 397618