

the foundation times

issue 39 winter 2013

from our governors to our members

Guiding the Trust to greatness

It is election time again and this year we are looking for eleven public governors and five staff governors. Becoming a governor is your way of having a say in how Basildon and Orsett Hospitals are run. It gives you a real insight into the operational running of the Trust, with the chance to represent the public and put your views across.

Helen Mattock, began working at the Trust 26 years ago in Finance. Now a capital accountant and member of the fundraising team, she jumped at the chance to get involved with the Council of Governors when the hospital become a Foundation Trust in 2003.



She explains: "I was already chairman of the Staff Council and it seemed to be an obvious link so I could see the whole of the Trust's vision and future, and hopefully make a difference.

"It is key you get your views, and those of your family, friends, neighbours across to the Executive Board and cascade that information. When I started I wanted to make sure that communication went both ways, rather than just external views being sought. With 4,000 members of staff, we needed a voice too."

Helen has served the full term and during those nine years she has been involved in many high profile strategic developments, such as the Essex Cardiothoracic Centre, and appointments within the Trust, including the current chairman and chief executive.

"Governors can help put the changes in place to put our hospital back at the top where it should be. We're a public service. We will be scrutinised. We should be scrutinised. And governors have a role in shaping the future of the hospitals. The NHS is an institution we could lose through politics. I want Basildon and Orsett Hospitals here for my family, my community. It is key to the local economy and of course, we provide a vital, lifesaving service."

The only requirements for election are that you are over 16 and a member of the Trust (staff are automatically members). There are six Council of Governor meetings per year which you will be required to attend, plus an induction.

A briefing session is being held for potential governors on Wednesday 30 January, from 6pm, in the Education Centre, Basildon Hospital. If you would like to find out more, please contact the Membership Office (details on page two). For our notice of election poster, see the back page.

Revolutionary electronic medical records system means better patient care

Basildon and Orsett Hospitals are leading the way with a groundbreaking system for electronic patient records – the first of its kind in Europe.

Called electronic medical records (EMR), the system allows medical staff 24/7 access to their patients' case notes. Doctors can immediately view the records, test results, appointment times of the patient they are treating on a computer. It improves patient safety because records are always available to all the health professionals involved in their care and treatment.

Mr Ian Linehan, Clinical Lead for the project and consultant colorectal surgeon, helped develop the programme with a team of 12 of the Trust's most senior doctors and surgeons. He said: "Clinicians are entirely dependent on notes, but paper notes can only ever be in one place at one time. Patients may attend a number of clinics and each time the notes are out of circulation for five or six days. EMR fixes that problem".

It provides stricter security as EMR is just for hospital staff, and patient confidentiality rules mean that not everyone can see everything. Safeguards are built into the system to avoid any abuse.

EMR was first used in October 2011 and has quickly gathered pace. Phil Burke, EMR



Programme Manager, said: "Thousands of patients have now been seen using electronic records throughout the hospital and the majority of our consultants have been trained on the system."

Haematology Infusion Suite opens its doors



Patients and staff have welcomed the opening of a dedicated Haematology Infusion Suite at Basildon Hospital. The £60,000 suite provides more comfortable surroundings for around 35 patients per week, who require non-chemotherapy infusions. Patient Sandra Wells, 69, from Billericay, cut the ribbon and officially opened the suite in October 2012.

Left to right: Clare Panniker, Chief Executive, patient Sandra Wells, MP Stephen Metcalfe and Katrina Maitland, Haematology Day Unit Manager.

Membership Office - Contact Details

Membership Office, Level G, Basildon University Hospital, Nethermayne, Basildon, Essex, SS16 5NL
Tel: 01268 598975, Email: foundation@btuh.nhs.uk

Inspiring future generations

Students from South Essex College were given an insight into the workings of the Trust, at a Youth Forum at Basildon University Hospital.

The day included presentations on the Foundation Trust, what it means to be a member and how to get involved with the hospital. The students also heard about the range of careers available in the NHS, the work of the communications team and how fundraising adds value to patient care.



Students from South Essex College

The group of young people, who are studying health and social care or childcare, also took part in exercises to illustrate the importance of hand hygiene and the roles of different staff involved in health care, before trying their hand at turning a press release into a tweet.

Student Anna Appleton, 17, said: "I am hoping to be a paramedic and I would be interested in working at Basildon Hospital. I have learnt things today I didn't know before. There are so many different areas of work in a hospital – you know about health care workers like doctors and nurses, but you don't realise there are so many other kinds of jobs."

Neil Coates, 14-19 Development Manager at the college, said: "Thank you again for the excellent work that you and your team put in for today's event, talking to the students on the way back there was a real excitement about future developments."



Students at South Essex College Fresher's Fair who signed up as members were entered in a prize draw for a £50 Lakeside voucher. The lucky winner is Dumisani Ngwenya (centre) a social care student based at Southend Campus, pictured here with Wendy Barnes (left), Vice Principal Further Education and Appointed Governor for South Essex College and Ali Jones (right), Membership Officer. The voucher was donated by Michael Surridge from T.R. Builders.

Governors operate in Theatre

By Russ Allen

"I had the privilege, along with two other governors, to attend a tour of the operating theatres at Basildon Hospital.



"In the hospital are seven general theatres, two fitted with laminar air flow for orthopaedic surgery and two maternity theatres. There are a further three theatres for the Basildon Day Unit and two at Orsett Hospital Day Unit.

"In Basildon, the High Dependency Unit and Intensive Therapy Units are just along the corridor, for those patients who require extra support and monitoring after surgery.

"ORMIS, the electronic theatre management tool provides information about the operating theatre and the level of progress of the patient's surgery."

Picture caption L-R: Governors John Schofield, Russ Allen and David Anderson



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 and say "send me the FT electronically please!"

Hidden health heroes



Blood Test Opening Hours

Orsett Hospital
Monday to Friday 8am - 3.45pm

Basildon Hospital
Monday to Thursday 8am - 6.45pm
Fridays 8am to 4.45pm
Saturdays 8am to 10.45am

St Andrews Health Centre
Monday to Friday
8am until 11am (appointments)
11am to 12.45 (walk-in service)

The Orsett Phlebotomy Team:
Julie Clemson, Gina Farley,
Lisa Outten and Joanna Jolly

We continue to profile the work of dedicated people who are ‘behind the scenes’ at Basildon and Thurrock hospitals. Paul Peterson, Thurrock Public Governor, visited the phlebotomy team at Orsett Hospital and met Nicola Smith, Phlebotomy Service Manager.

Despite being one of the Trust’s busiest departments, phlebotomy is striving to provide as flexible a service as possible for patients.

A pilot service is running at St Andrews Centre in Billericay, where patients can book appointments to have their blood taken. It runs from 8am to 11am, Monday to Friday, alongside the walk-in service.

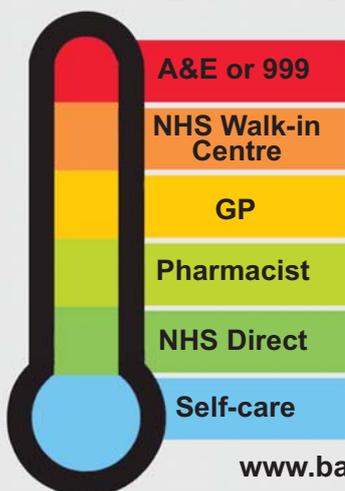
Nicola said: “We are keen to try different things and we want to be more flexible because there are many patients who need to fit in their blood tests around their work.”

The phlebotomy service employs more than 40 staff working across the three sites and has 18 outreach clinics.

The routine nature of blood taking and the daily collections could suggest working in phlebotomy is somewhat rigid, but for Nicola this couldn’t be further from the truth.

She said: “I think that meeting different people keeps things interesting, but often you meet a patient and by the time they leave you feel like you have known them for years.”

Feeling poorly? Choose well.



A&E has been extremely busy over the past couple of weeks and health bosses are urging people who do not need emergency treatment to stay away. A&E should only be used in critical or life-threatening situations.

For more information, visit www.basildonandthurrock.nhs.uk

Changes to Pathology Services

A proposal to redesign pathology services in the East of England region will concentrate GP tests in fewer laboratories to maximise expertise, economies of scale and maintenance of high quality standards.

The proposal will see the processing of GP requested pathology tests transferred from Basildon and Southend Hospitals to another laboratory in Bedfordshire.

Patients at Basildon and Thurrock University Hospitals NHS Foundation Trust will still have their test samples analysed by hospital pathology services on-site to aid prompt diagnoses.

New scanner improves care for hospital kidney patients

Patients with kidney conditions will benefit from a new ultrasound scanner, bought with the help of a £15,000 grant from the British Kidney Patient Association. The £29,000 laptop-sized scanner produces highly accurate images more quickly, enabling doctors to offer kidney biopsies to more patients.



Left to right: Patient Margaret Gladwin, with Dr Georgia Winnett, Rosemary Macri, Chief Executive BKPA and Dr Stephen Morgan



Healthcare regulator the Care Quality Commission (CQC) raised concerns in November, after conducting an unannounced visit to the Paediatric Department. Since then an independent review of children's services has been commissioned and immediate changes were made to ensure safe care for young patients.

These include:

- more senior staff – including consultants, doctors and nurses – on duty at all times, especially evenings and weekends
- a dedicated team of nursing staff with additional senior doctor presence in the Paediatric Assessment Unit
- weekly unannounced spot checks by the Trust and its commissioners to ensure clinical practice standards are being followed
- re-issuing of guidance to all staff explaining how to report concerns and a review to make sure it works correctly

- managing the numbers of children admitted to the paediatric wards.

An independent review of pharmacy and medicines management practices is also underway.

Clare Panniker, Chief Executive, said: "A large amount of work has already taken place to improve the way in which we provide care to children and we are committed to acting on the outcome of the paediatric review. We have also launched a Quality and safety turnaround programme which will look at every aspect of how we look after our patients."

News in brief

Midwife becomes national ambassador

Bethany Brown, a newly qualified midwife was nominated as a "caremaker" volunteer at the Chief Nursing Officers conference, with the task of enforcing the "Six C's" values of care, compassion, courage, communication, competence and commitment.

Congratulations to our consultants!

- Pushpakaran Munuswamy, Gastro Consultant, was highly commended in the Innovation in Medical Technology category of the 2012 NHS Innovation Competition, for a new nasogastric tube.
- Sami Khan, Consultant Radiologist, was awarded by the Royal College of Radiologists Junior Doctor Forum for making an exceptional contribution to training.
- Parivakkam Arunakumari, Obstetric and Gynaecology Consultant, will guide the British Medical Association after being nominated as one of 10 members of the Specialty Subcommittee of Obstetrics and Gynaecology.

World Diabetes Day

To raise awareness of the disease and its prevention, specialist nurses offered diabetes screening tests in November and gave lifestyle advice to more than 80 staff and visitors.

Veolia staff volunteer to tidy hospital gardens

Around 50 workers chose to carry out their community days at the hospital from our waste contractor Veolia. They spent time weeding and tidying up the gardens overlooked by patients.

Grieving couple raise £40,000 for neonatal babies

Mark and Catherine Rayner have raised a staggering £40,000 for the Neonatal Intensive Care Unit in memory of their daughter Charlotte, who died of a rare genetic condition.

Raising a mug for Macmillan

This year's Macmillan Coffee morning raised £1,600.

Dates for the diary

Council of Governors

Wednesday 23 January, 2pm, at Brentwood Council Chambers, Ingrave Road, Brentwood. Wednesday 13 March, 6pm, at The Essex Cardiothoracic Centre.

Board of Directors

Wednesday 30 January, Wednesday 27th February 2013, Wednesday 27th March 2013 in the Education Centre, Basildon University Hospital, starting at 1:30pm.

Notice of Election



Election Date - March 2013

For the Council 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 Council of Governors

Elections are to be held for 11 Public Governors and five Staff Governors: (To qualify for nomination in the category Public, you must be a public member of the Foundation Trust)

Constituency	Category	Vacancies
Basildon	Public	Five
Thurrock	Public	Two
Brentwood	Public	Two
Rest of England	Public	Two
Basildon	Staff	Five

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
foundation@btuh.nhs.uk

or from

Returning Officer, John Box,
Electoral Reform Services Limited,
The Election Centre, 33 Clarendon Road,
London N8 0NW

Tel: 020 8889 9203
John.Box@electoralreform.co.uk

Nominations must be returned by **12 noon on Friday 8 February 2013.**

Any notice of withdrawal must be received by the Returning Officer by **Wednesday 13 February 2013.**

Election statements of nominated candidates will be available from **Wednesday 27 February 2013** 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 20 March 2013.**

The results of the election will be announced at the Trust offices at **12 noon on Friday 22 March 2013.**

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

Wednesday 30th January at 6.00pm in the Education Centre, Basildon University Hospital

For further details please contact Ali Jones, Membership Officer on 01268 598975 or visit our website www.basildonandthurrock.nhs.uk/members/elections