

the foundation times

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from our governors to our members

A word from our Chairman ...

“This has been a year of changes and challenges for our Trust. This has been my first year as Chairman, and I have been delighted to welcome a new Chief Executive, Clare Panniker who joined the Trust in September 2012 and a new Medical Director, Dr Celia Skinner.

“The Trust is currently facing many challenges both in terms of starting to address a number of deep seated issues, and growing demand for our services.

“We have continued to attract significant attention from our healthcare regulators, and have also been subject to the Keogh review into quality of care and treatment, which received much national media coverage. The Trust Board are determined to ensure that we don't just deal with the immediate issues but do so in a sustainable way. The Keogh review has been useful in challenging the pace of some of

our planned changes and really thinking about how we can better engage with our patients, staff and our local stakeholders to ensure we deliver further improvements.

“The Trust has faced growing demand for services, driven by emergency attendances and admissions. Attendances to our Accident and Emergency department have increased over the past year, with many patients needing emergency admission into hospital. It was a challenge to continue with planned operations with so many patients needing emergency care and I regret that we were forced to postpone so many elective operations last winter. We have created additional capacity both within Basildon Hospital, by opening up new beds in temporary wards, and by opening a ward at Brentwood Community Hospital. A new ward is being constructed at Basildon to enable us to meet increased demand this coming winter.



Ian Luder, Chairman

“Our key priority continues to be the wellbeing of all our patients. We know that the Trust is on a journey of improvement and that there is a way to go, but we are seeing an increase in patient satisfaction. I believe, despite the tough financial climate, we are laying the foundations for this Trust to realise its potential and provide the level of care, compassion and efficiency which our community deserves and I am confident that this time next year, a significant improvement in clinical outcomes will be evident.

Annual Members Meeting – it's not too late to book your place

Our Annual Members Meeting (AMM) this year has a special focus on neuromodulation in pain management, with a presentation by guest speaker Dr Simon Thomson.

Dr Thomson, who is a consultant in pain management and neuromodulation (treatment

using electrical stimulation), uses the latest and most advanced technology to help patients living with chronic pain.

You can find out more about our pain management services, and the Trust's future plans at the AMM. It is also your chance to meet hospital governors and hear

about the Trust's achievements over the past year.

The AMM is being held on Wednesday 18 September 4pm at Woodview Campus Thurrock, South Essex College.

For further details and information about how to book your place, please see the back page.

New facilities improve patient care

In 2012/13 we invested more than £2million in new facilities at Basildon University Hospital to improve the environment for our patients.

A new discharge lounge was opened in July 2012 which allows patients to wait in comfort if they need to remain lying down but are well enough to go home. Then towards the end of the year we opened a new short stay ward for patients who need medical care and who are expected to stay in hospital for three days or less.



Picture: The new Critical Care Unit

In early 2013 we opened a new, dedicated Haematology Infusion Suite to provide comfortable surroundings for patients who need non-chemotherapy infusions; and a new state of the art critical care unit, bringing together the previous intensive care and high dependency units into one combined facility.

Dr Celia Skinner, Medical Director, said: "It is important that we provide treatment in modern, purpose built and fully equipped facilities, so that our patients receive their care in the best possible environment."

Opening new beds

Last winter we saw an increase in demand for inpatient beds when a high proportion of patients attending Accident and Emergency were so unwell they needed to be admitted to hospital. This meant that we unfortunately had to postpone a high number of planned operations.

Investing in new staff

A review of our services and the way they are delivered has led the Trust to invest in new staff. This includes 200 nurses to support the introduction of 67 new beds at Basildon University Hospital, which are due to open by November 2013, and to fill current nurse vacancies.

Following a review of pharmacy staffing, the Trust has invested in a haematology and cancer pharmacist, increased the number of middle grade pharmacists and recruited two additional technicians and two pharmacists to help support patient discharge.

New electronic patient record system

The Trust is introducing a new patient record system that will provide faster access to the very latest patient information across reception areas, wards and clinics.

When the system goes live in November it will provide improved information about the location of patients within the hospital, expected admissions and discharges, and staff will be able to use the system to print wristbands and admission forms. The system will link the access of patient's x-ray images and to more than 200,000 paper-based medical records which have already been scanned and are now stored electronically.

During early 2014 additional functions will be added so that clinicians can use the system to request a wide range of investigations and procedures, and view the results electronically.

Visitors to the hospital will also notice the introduction of self-service check-in terminals for people attending outpatient clinics.

Better, safer, quality care

During the past year, the services provided by our Trust have been under continuous scrutiny.

The healthcare regulator, the Care Quality Commission (CQC), has visited our Trust to review the quality of treatment and care in several areas, and in February the Secretary of State for Health, Jeremy Hunt, announced that our Trust was one of 14 Trusts in the country to be inspected as part of the Keogh review into care, quality and treatment.

Clare Panniker, Chief Executive, explains: “External reviews of our services highlight areas where improvements are needed. We welcome the feedback they provide so that we can better understand where we need to make changes to ensure we are consistently delivering high quality care.”

Following a CQC visit to the paediatric department in November 2012 an independent review of children’s services was commissioned and immediate

changes were made to ensure safe care for young patients. These included more senior staff – including consultants, doctors and nurses – on duty at all times, and the introduction of weekly unannounced spot checks.

More recently, the paediatric assessment service moved to the dedicated children’s emergency department, bringing together a team of nurses, consultants and other medical staff with training and experience in all aspects of paediatric emergency and acute care.

The Keogh review, which was announced in February, took place in May with the formal report published in July. While recognising that a significant transformation programme is underway at the Trust, it highlighted that urgent action was needed to:

- improve the management of beds and patient flows across the hospital

- increase staffing levels to improve quality and safety of care
- better understand patient views and concerns
- ensure consistency in infection control practice.

We are already making improvements in each of these areas.

External visits and reviews of our services will continue, as part of normal regulatory processes for all hospital Trusts in the country. They will monitor progress against actions identified during past visits and to ensure that Trust services are consistently meeting high clinical standards.

Clare Panniker adds: “It is hugely important to our patients that the Trust meets high clinical standards. We are absolutely committed to improving the care provided to patients, and to winning the trust and respect of the local community we serve.”

Patient feedback – friends and family test

The Friends and Family Test has been introduced by all general acute hospitals in the country, and asks patients one simple question, How likely are you to recommend our ward / A&E department to friends and family if they need similar care or treatment? Patients can choose to answer in one of six ways ranging from extremely likely to extremely unlikely.

Our Trust was one of a few trusts reporting the results for a number of months, as part of a pilot project run by NHS Midlands and

East. From July 2013, all general hospital trusts have been required to publish their results.

Diane Sarkar, Director of Nursing said: “Patient feedback is an important way we can identify where improvements are needed. Over the past year we have made a number of improvements in the way we collect and learn from patient feedback, and we have more developments planned, including hearing patients stories at the monthly Trust Board meeting, and the introduction of patient listening surgeries.”



Picture: One way patients can provide us with their feedback is at Survey Points

Stop the pressure

The Trust's 'Stop the Pressure' campaign set a challenge to eliminate avoidable pressure ulcers by December 2012.

Staff now carry out comfort rounds, where all dependent inpatients are reviewed using a SSKIN assessment. SSKIN stands for surface, skin inspection, keep moving, incontinence and nutrition – all areas which need to be monitored to help prevent pressure ulcers.

Diane Sarkar, Director of Nursing, said: "Pressure

ulcers are extremely debilitating and painful, and most are avoidable. Unfortunately, we have not yet met our aim to reduce to zero the number of avoidable pressure ulcers, however we have reduced the number of the most severe ulcers and in 2012/13 we had no avoidable grade 4 pressure ulcers.

"We now review every grade 2, 3 and 4 ulcer to understand what went wrong and how we can improve things in the future, and we will maintain our ambition to reduce to zero the number of avoidable ulcers."

Good hand hygiene – key to infection control

The importance hand hygiene is continuously reinforced throughout our hospitals. Trust staff are encouraged to maintain their focus on the five key 'moments' where hand washing, or the use of hand sanitiser is crucial.

These are:

- 1 Before patient contact
- 2 Before aseptic (sterile) tasks
- 3 After exposure to body fluids
- 4 After patient contact
- 5 After contact with patient surroundings

The infection prevention and control team are also eager for patients and visitors to be involved and play a part in preventing the spread of infection. All visitors are asked to use the hand sanitiser before entering and leaving wards.



Reducing falls

The number of patients who experienced a fall while they were in hospital has reduced during the past year.

Staff now assess patients for their risk of having a fall and an appropriate care plan is then put in place to support the patient's care.

The Trust also has a falls team who provide clinical support and ongoing assessment for the highest risk patients, including patients admitted to hospital as a result of a fall, those who have fallen on more than one occasion or who have suffered significant

injury as a result of a fall.

Diane Sarkar, Director of Nursing said: "We are pleased that the number of patients experiencing a fall while in our care is reducing, however there is always more we can do, so falls reduction remains a priority for 2013/14."

How we plan to improve the quality of our services



All NHS Trusts are required to produce an annual quality account. Our quality account sets out where we have made improvements to the quality of our services over the past year, and our priorities for the next year.

To read our quality account and to find out more about how we plan to improve the quality of our services over the next year, please see our website at www.basildonandthurrock.nhs.uk. You will find the link on the front page.

Being baby friendly

Basildon and Thurrock University Hospitals was the first Trust in the East of England region presented with a United Nations Children's Fund (UNICEF) Baby Friendly Award for its work to support and encourage mothers who want to breastfeed their babies.

The Baby Friendly initiative, set up by UNICEF and the World Health Organisation, is a global programme. In Britain, the initiative works with health professionals to ensure that mothers and babies receive high-quality

support to enable successful breastfeeding.

The Trust has two specialist midwives in infant feeding, Geraldine Purver and Lisette Harris. Geraldine said: "We joined forces with UNICEF's Baby Friendly Initiative to increase breastfeeding rates and to improve care for mothers. Breastfeeding protects babies against a wide range of serious illnesses, including gastroenteritis and respiratory infections in infancy, as well as allergies and diabetes in childhood."



Picture: Left to right, Fanny Monique with newborn Joel Assamy, Lisette Harris, Specialist Midwife Infant Feeding, Jim Patterson from UNICEF, and Geraldine Purver, Specialist Midwife Infant Feeding

Caring for patients with dementia

A number of initiatives have been introduced during the past year to improve the quality of diagnosis, treatment, support and advice for people with dementia, and their carers.

The early signs of dementia can be difficult to detect, especially in hospital where patients are unwell and may be confused. Patients who are thought to be at high risk of having dementia are now asked to take part in a simple assessment. If the assessment indicates that the patient may have a memory problem, further investigations are undertaken and a referral is made for specialist follow-up.

Following an initial trial period, the Dementia Intensive Support Team (DIST), has now been established permanently. DIST is provided in partnership with other local NHS organisations and aims to reduce

hospital admissions for patients with dementia. DIST provides specialist mental health input for patients known to have dementia, refers patients with suspected dementia to the memory service, and provides support to carers following discharge.

So that patients with dementia get the increased support they need during an inpatient stay, a butterfly scheme has been introduced, where patients with a confirmed diagnosis of dementia are noted on the patient 'at a glance board' by a butterfly symbol, making all hospital staff that the patient may require additional help.

Dementia will affect an increasing number of people using our services, and so monitoring and developing services will continue to be an important aspect of the Trust's work in 2013-14.

Butterfly appeal



The Trust launched its Butterfly Appeal to raise funds to help enhance the care environment for older inpatients with dementia. The money raised will go towards improving the ward environment to make it easier for patients to orientate themselves, improving day room facilities on our older people wards, funding an activity coordinator to work with our dementia patients to promote 'recollection' and enhanced memory recall, and to buy audio equipment, art materials and other items for activities.

We have raised more than £37,000 which is over our target and so we have decided to extend the appeal further.

Improving cancer care



Picture: Mobile information support service

The enhancement of the acute oncology service, which now runs seven days a week, is just one of several recent initiatives to improve our cancer services.

Cancer patients can experience 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. The acute oncology service offers prompt assessment and advice for patients who have received treatment for cancer within the last six weeks. Patients benefit from faster administration of antibiotics, reduced length of stay 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, Chief Operating Officer, said: "Our oncology nurses designed this improved service, which makes a real difference to our cancer patients. The acute oncology service is too important to be shut down at weekends, so we are particularly glad that it is now offered seven days a week."

Other developments in cancer services include the introduction of InfoSpace - a cancer information service for patients and carers, run jointly with Macmillan and the local St Luke's hospice. Infospace is a dedicated area in the outpatient department at Basildon Hospital, where any person affected by cancer can find information. There is also a new mobile information support service where patient information is taken to ward areas to support people that are currently in hospital and require additional information and/or support about their cancer diagnosis, treatments and additional support.

Cancer summit

John Baron MP, Chairman of the All Party Parliamentary Group on Cancer, and local cancer specialists hosted a summit at Basildon University Hospital, to promote awareness of the importance of earlier diagnosis for cancer patients. The earlier a cancer is detected, the more successfully it can be treated.

The cancer summit was for healthcare professionals from across Essex, including GPs, consultants, nurses and NHS managers, to discuss how they could work together to ensure early cancer diagnosis, which will improve outcomes for patients.

New scanners enhance patient care

Patients visiting the breast unit have benefitted from an improved service thanks to the local breast cancer support group, Bosom Friends, who helped to raise funds to buy a new high quality scanner.

The breast care unit now has two high resolution ultrasound machines for use during one-stop breast

clinics, which are set up to conduct all tests in one visit.

And patients with kidney conditions are benefitting from a new ultrasound scanner which produces highly accurate pictures more clearly.

The scanner was bought with the help of a £15,000 grant from the British Kidney Patient Association.



Picture: Bosom Friends support group and breast care staff with the new scanner

Another busy year for our Governors



Picture: Ron Capes, Lead Governor

Our Foundation Trust Governors are elected by our 15,000 members, and play an important role in bringing the voice of the local community to the Trust Board and holding the Board of Directors to account.

Lead Governor, Ron Capes, said: “As Governors, we have an opportunity to observe at first hand the excellent work that is going on in the Trust to provide patients with the best possible experience.

“Over the past year we have seen that through a concerted effort our Trust has continued to improve the quality of service given to patients, and this has been recognised by our regulators.

“Two of the most significant changes I would particularly like to highlight are the planned increase in beds at Basildon Hospital, with an associated increase in staffing, which will provide the facilities we need for the increased number of patients arriving at Accident and Emergency who require admission; and the single point of admission for children, with specialist medical staff.

“We recognise that clearly there is still some way to go, and we are determined to build confidence in patients and the local community, and convince the media, that we have already taken great steps forward in improving the care and safety of our patients.”

Governors - proud of their involvement during past year

Other activities Governors have been involved in this year include:

- Working with the Trust’s Patient Panel on PLACE assessments - Patient-Led Assessment of the Care Environment.
- Representing the Trust at community events, including the Strawberry Fair in Brentwood.
- Attendance at a Foundation Trust Governors Association seminar for experienced Governors and learning from good practice at other trusts to inform developments for our Governors.
- Developing closer links with patient groups, e.g. the Cancer Services User Group, who will be supporting a stand at the AMM this year.

Bringing art to our hospitals

The Trust art group, which has Governor and staff membership, aims to transform the look and feel of the public areas in our hospitals with artwork.

The group helps to choose displays for corridor walls and waiting areas, and arranges displays of work by local community art and photographic groups.



The group arranged for a display of original photographs and paintings to brighten the corridors of Basildon Hospital. The artwork, by students of South Essex College, was loaned to the Trust by the Faculty of Media and Creative Arts (photo above).

Here 2 Hear



Picture: Public Governor Eric Watts with Orsett Hospital visitor Maggie Whitbread

Here 2 Hear events have been introduced this year at Basildon and Orsett Hospitals.

They provide a way for patients and their relatives to come and speak with Governors about their experience of our services, both positive and negative. In turn, the Governors give feedback to the services and wards.

Thank you to our fundraisers



2012/13 was another fantastic year for people showing their support for the Trust, by giving their time, skills and energy to raise money for additional items to improve the patient experience.

From baking and painting, to running, cycling and skydiving, over £21,000 has been raised for the Polly

Parrot appeal over the past year. The Polly Parrot appeal is running for a further three years and aims to raise £250,000 to support the redevelopment of the paediatric ward areas at Basildon Hospital, including facilities to care for children with cancer and creating a unit for teenagers. A second phase of work will then involve the redevelopment of the neonatal intensive care unit (NICU).

The Basildon Hospital League of Friends made more than £68,000 worth of donations to wards and departments over the past year, including a large contribution to the Butterfly Appeal for new signage, new calendar clocks and equipment to help orientate people with dementia in the ward environment. Other donations have funded a blood bank refrigerator, toiletry packs, a children's entertainer and a TV for a waiting area.

For upcoming charity events see the Trust website, or if you want to get involved, please email charity@btuh.nhs.uk.

JOIN US FOR OUR 9TH

ANNUAL MEMBERS' MEETING

3.30 Refreshments

4.00 Annual Members' meeting

Agenda

- Introduction
- 2012/13 Auditors
- Council of Governors report and Membership activity
- Key speaker, Dr Thomson
- Election results

5.45 Light buffet

6.15 Finish

**Join us at our 9th Annual Members' Meeting
Wednesday 18 September 2013, 4pm
Woodview Campus Thurrock
South Essex College**

This year our Annual Members' Meeting will have a special focus on Neuromodulation in pain management.



Hear from our key speaker Dr Simon Thomson, Pain Management Consultant.

Find out more about future plans.

Meeting the Governors who represent the local community.

Reserve your place now

Please email foundation@btuh.nhs.uk

or call 01268 598975

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