

# the foundation times

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from our governors to our members

## Getting ready for winter



**Winter is the busiest time of year for health services.**

**Basildon and Thurrock University Hospitals NHS Foundation Trust has been preparing for the expected increase in the number of patients needing hospital care this winter with the building of a new 28 bed ward (pictured above) and the recruitment of 200 new nursing staff.**

Hannah Coffey, Chief Operating Officer, explains: "It has been important for us to invest in new hospital buildings and additional nursing staff to ensure that we have the capacity to care for people who need a stay in hospital this winter.

"We are also working much more closely with our NHS and social care partners to try and keep people out of hospital where possible. Providing patients with

additional support at home can help to prevent them from coming into hospital, and with joint planning to ensure the right care is in place some patients are able to return home sooner.

"Our new elderly frailty service, where our most frail patients stay for a very short time in hospital while the appropriate community-based service is arranged, is a good example of closer working in practice.

"We are also trialling some changes to the GP service in Accident and Emergency (A&E). When somebody comes to A&E but does not need urgent care they will now be redirected to the GP service. This means that hospital staff can dedicate their time to the people who need it most."

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# Hospital staff arm themselves against flu

Hospital staff are proving they are keen to protect themselves and patients by getting the flu jab.

More than 2,000 vaccinations were given in just the first week of the staff vaccination programme.

Nigel Taylor, Director of Personnel and Organisational Development, said: "We are keen for as many staff as possible to have the flu jab, to protect themselves and protect patients. People working in a healthcare environment are more likely to be exposed to the flu virus, particularly during the winter months. Having the jab helps to prevent staff from getting the flu and from passing it on."



Picture: Clare Panniker, Chief Executive receives her flu jab

## Annual Members' Meeting

by Russ Allen, Public Governor Thurrock



Picture: Dr Simon Thomson, guest speaker

**The Trust Annual Members' Meeting (AMM) was once again well attended, with more than 80 people going along to the event at Woodview Campus, Grays in September.**

Following a review of 2012/13 and formal presentation of the annual report and quality account from the Trust Chairman, Chief Executive and Director of Finance, the council of governors gave a report of their work during the year (see right).

The guest speaker for the evening was Dr Simon Thomson, who is a Pain Management Consultant at Orsett Hospital. Dr Thomson spoke about neuropathic pain (pain caused by damage to the nervous system) and the innovative treatment available locally, including spinal cord stimulation. Attendees were able

to ask questions and see the equipment used by Dr Thomson and his team, supplied by Boston Scientific.

Other information stands included the Cancer Services User Group and the Inflammatory Bowel Disease (IBD) Support Group.

The AMM and Membership Strategy Group would like to thank South Essex College and staff, presenters, participants, Suzanne Cross and Ali Jones for all their hard work in helping to make the AMM 2013 a success.

### Work of the council of governors in 2012/13

- Two experienced governors attended an 'exploring best practice' seminar
- Governors now have regular meetings with Trust Non-Executive Directors
- A review of the effectiveness of governance arrangements
- Holding 'Here 2 Hear' listening events - gathering opinion, listening to patients and public, bringing these to the attention of the Trust.
- Increasing the number of new members, by 800
- Attending various events such as the Strawberry Fair in Brentwood and the Freshers' Fairs at South Essex College sites.

# More consultants for young patients

**Three new paediatric consultants have been appointed at the Trust to enhance the care and treatment of children.**

Their arrival has allowed the hospital to extend the hours covered by senior paediatric doctors in the evenings and at weekends, and brought additional expertise to the children's clinical team.

All three have worked before at Basildon Hospital at previous points during their training and careers. Dr Sandhya Vaidyanathan, who has a special interest in sickle cell anaemia, says: "As soon as I entered medical school I knew I wanted to be a paediatrician. I love working with children and I enjoy every minute of it.

"I began my NHS career at Basildon and I came back because I enjoyed it so much.

Dr Sasanke Karunaratne agrees. He says: "I always wanted to be a paediatrician. I began my training here at Basildon and I am very happy to be back here. There are many exciting challenges and we



Picture: The new consultants L-R Dr Sandhya Vaidyanathan; Dr Sasanke Karunaratne; Dr Aashish Gupta

have a very good team."

Dr Karunaratne has a special interest in neurology and has also had training in safeguarding.

The third newly arrived consultant is Dr Aashish Gupta, who has special expertise in neonatology, the care of premature or ill new born babies.

He says: "An important aspect of

working in the neonatal intensive care unit is supporting people in difficult situations. It is always good to be able to share the joy with parents when they feel happy, and to try and minimise their anxiety when they are worried.

"It is fantastic working here. The other doctors and the nurses in the paediatric team are excellent."

## Trust welcomes new partnership to improve patient care

**Ensuring that patients receive the best possible care is a priority for Basildon and Thurrock University Hospitals, and staff are working hard to make improvements where needed. This work is being supported by the Royal Free London NHS Foundation Trust, as one of a number of new partnership arrangements in the NHS recently announced by the Secretary of State for Health, Jeremy Hunt.**

Clare Panniker, Chief Executive, said: "We welcome our partnership with the Royal Free, and the appointment of a new externally managed Improvement Director from Monitor (the organisation that regulates foundation trusts). We believe we are making significant improvements to patient care,

and are keen to learn from any best practice shared with us."

Improvements already in progress include:

- An additional 200 nursing posts have been created, with new staff already starting to work at the Trust.
- A senior nurse is now responsible for improving the patient experience and patient stories are being heard at Trust board meetings.
- Listening surgeries are being held so that patients and staff can share their views informally with Trust Board members.
- A review of infection control arrangements has led to improved hygiene standards.

# New staff governor receives a warm welcome

**Carol Banks is the new Staff Governor for Orsett Hospital.**

Carol (pictured right), who is a nurse specialist in pain management at Orsett, was elected unopposed in September. Carol said: "I became a staff governor because I care passionately that our healthcare services should be responsive to the

needs of local people, and that staff based at Orsett Hospital have representation within the Trust."

Carol replaces Sally Shean, who has retired. Sally served seven years in total as a staff governor for Orsett between 2005 and July 2013. The Council of Governors thanked Sally for all her hard work.



## Death of Diana Hale

It is with sadness that we write about the recent death of Diana Hale.

Diana was a Non-Executive Director at the Trust for nine years up to March 2007, following which she became an Appointed Governor on the Trust's Council of Governors for Thurrock Council for Voluntary Service. Diana was well respected and her contribution was greatly valued. She will be sadly missed.

## Students show interest in hospital services

by Danny Day, Staff Governor Basildon

**Hundreds of students found out more about local hospital services and the role of foundation trust governors at a recent Freshers' Fair held by South Essex College, at two of their sites in Southend and Basildon.**

The Freshers' Fair is an annual event which is attended by many different organisations, to inform students about services available locally and further afield.

Fraser Cutting, staff governor, said: "These busy and vibrant events are an ideal opportunity to interact with local young people and find out more about what interests them."

The governors who attended enjoyed listening to the thoughts and views of the young people they met, and almost 100 new young members were recruited.

## Strawberry Fair hamper winner



**In June, Governors attended the Strawberry Fair in Brentwood to raise awareness of the Foundation Trust and membership.**

Visitors to the Trust marquee were able to have a healthcheck, and if they signed up as a member, were entered into a free draw to win a food hamper, kindly donated by JVS Maintenance Limited.

Lucky new member David Bishop (above right) was presented with the hamper by Non-Executive Director Peter Sheldrake (pictured left).



Picture: Steven Mata, student, finds out more about the Trust from Fraser Cutting, staff governor

# New £1.3 million operating theatre opens in the CTC

**A new state-of-the-art operating theatre means that patients can have complex surgery in greater safety, using the most advanced techniques and equipment.**

The hybrid theatre, in the Essex Cardiothoracic Centre (CTC), is the first of its kind in the region and one of only a handful in the country. It combines the latest imaging technology with the best equipment required for open surgery, so that operations and minimally invasive (keyhole) procedures can be carried out at the same time. This is safer for patients as it reduces the time they spend in theatre and means they don't have to be moved from room to room.



Picture: Some of the clinical team in the new hybrid theatre. L-R Tom Gudde, Lead Nurse; Fiona Ryan, Deputy Imaging Service Unit Manager; Faith Mabaleka, Lead Radiographer

The more refined imaging equipment also improves safety, as it produces highly accurate images using less radiation and imaging dye which are essential for imaging, but are also toxic and

the lower the dose, the better for the patient.

The new facility can be used by heart, kidney, vascular and radiology specialists, from this Trust and other hospitals in the area.

## Do you know a member of staff who has gone the extra mile?

**A huge amount of hard work has taken place over the past year to improve the quality of care for patients and raise standards. To recognise and reward the effort and dedication of our staff, we are introducing a new staff awards scheme.**

The employee and team of the month awards are an opportunity for colleagues, patients and relatives to show their appreciation for care, support and assistance, provided by an individual or team, beyond the call of duty.

The employee and team of the month will receive a £50 prize and a certificate from the Chief Executive.

Nomination forms can be completed online and are available on the Trust website.

For full details, rules and forms please go to [www.basildonandthurrock.nhs.uk](http://www.basildonandthurrock.nhs.uk) click on Contact us, then Recommend us.

Please complete the form and return it by email to [staffawards.nominations@btuh.nhs.uk](mailto:staffawards.nominations@btuh.nhs.uk)

Or you can ask a member of staff to print a copy. Please then return it to the address given on the form or hand in to Main Reception at Basildon or Orsett hospitals.

## New patient record system

**A new patient record system is being introduced across the Trust in November.**

The new electronic patient record (EPR) system will provide faster access to patient records and has additional functions to help ensure safe patient care and assist with bed management. In time the system will soon also provide access to test results.

Steven Thorndyke, EPR Project Manager, said: "Our previous patient administration system was based on technology that is now 30 years old, and computer systems have developed significantly since then.

"We have been working for many months to prepare for the change-over to the new system, and more than 1,500 staff have been trained. We anticipate that staff may take longer to carry out some tasks for the first two weeks, but experience at other hospitals has shown that users are soon up to speed."

Patients and visitors will also benefit from new 'self check-in' kiosks. Where appointment letters have a bar code on, patients will be able to scan their letter when they arrive for their appointment instead of booking-in at the reception desk.

# Making a difference for patients with dementia

**One in five of the Trust's older patients has some form of dementia.**

The Trust launched a dementia strategy in 2011 with the aim of improving the quality of diagnosis, treatment, support and advice for patients living with dementia, and their carers.

Now, all patients over the age of 75 are given a rapid assessment for dementia when they are admitted to hospital. An information pack has been produced to provide helpful information for carers of patients with dementia, and a 'This is me' form is given to carers and relatives to complete about the patient's likes and interests. This helps staff to improve their connection with individual patients, and provide better care.

The Butterfly Appeal, launched to raise money for additional equipment to aid and enhance the care of patients with dementia, has surpassed its target with total donations of £37,600. The appeal has funded minor adjustments to the wards to make patients with dementia feel more comfortable and safe. Clocks which clearly display the time, day and date



have been installed, along with handles and buttons in darker contrasting colours to help patients move around unaided and prevent confusion.

Further planned improvements include painting bays on wards in different colours to help patients orientate themselves.

Earlier this year the Trust was successful in its application to take part in the Royal College of Nursing (RCN) Dementia Programme, which supports improvements to services and helps staff develop their skills in identifying patients with dementia and caring for them. A team from the RCN dementia programme recently visited Basildon Hospital to review our progress.

## Could you be a hospital volunteer?

**Volunteers make a valuable contribution to the work of our hospitals, and the Trust is keen to encourage more people to help patients, visitors and staff at the Basildon and Orsett sites.**

Volunteers can help out in many different ways, including administration and filing, chatting to patients and taking people in wheelchairs for x-rays. Where possible, volunteers are matched with roles they are interested in.

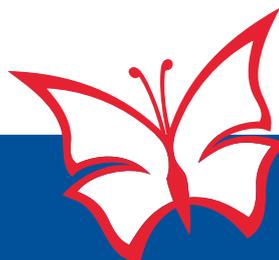
Jo Fear, Volunteer Coordinator, explains: "We really value the help our hospitals get from volunteers. They give staff more time to devote to their duties and they help improve the experience for patients."

Volunteers need to be aged 16 or over, and complete security checks and training before starting work. For more information, call Jo on 01268 524900 ext 1770 or email [joanne.fear@btuh.nhs.uk](mailto:joanne.fear@btuh.nhs.uk)

## Butterfly appeal

Want to know more?

Contact the Fundraising Office on 01268 524900 ext 3201/2 or by email: [charity@btuh.nhs.uk](mailto:charity@btuh.nhs.uk)



# New artwork for Basildon Hospital

by Brian Wellman, Public Governor Basildon

**The Trust's Art Group is proud to display a new addition to the pieces of artwork at Basildon Hospital.**

This sculpture was generously donated by Mr Don Rankin, a patient at the hospital. Mr Rankin had received his care on Bulphan Ward, and thought a sculpture in the quadrangle would be pleasant for other patients to look at during their stay.

This sculpture can be seen from three floors, so patients and visitors in other areas can admire it too.

The governors on the Art Group are always mindful of trying to improve the environment within both Basildon and Orsett Hospitals by selecting suitable pieces for display along the corridors, and consider this sculpture an asset. The group would like to thank Mr Rankin for his kind donation.



## Major incident exercise prepares staff for the real thing

**Emergency services deal with serious situations every day. However, there are some situations that are so serious, and affect so many people, that they are declared a major incident. Examples of a major incident could include an accident with many casualties, a chemical spillage, a terrorist attack or a major fire or flood.**

Every NHS organisation has plans for how it will respond if there is a major incident in their area and arrangements that need to be put in place for their services. These plans are tested regularly by the organisation, and once every three years by an external organisation.

In the summer, Public Health England ran a major incident exercise with staff at Basildon Hospital to test the Trust's major incident plan and business continuity arrangements.

Mandy Brokenshow, the Trust's Emergency Planning Liaison Officer, said: "Holding a major incident exercise is an important way for staff to practice what they need to do during a major incident. Responding to a major incident will often involve working in different ways and with different people, and so it is important that everybody understands their role.

"Holding such exercises also helps us to discover where we can make improvements, so that we can be better prepared in the case of a real major incident."

## Blood pressure checks at Basildon Hospital

**Patients, visitors and staff took up the offer of free blood pressure checks and advice at Basildon University Hospital.**

Mary-Joy Corpuz, a specialist stroke nurse at the hospital, carried out checks. Representatives from the Stroke Association and members of the local Vitality health and wellbeing team were on hand to advise people about healthy lifestyles and the risks associated with high blood pressure.



Picture: Jan Cannon (left) has her blood pressure checked by Mary-Joy Corpuz, stroke nurse at Basildon Hospital



## Is The Foundation Times green enough for you?

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



## Charity golf day

by Russ Allen, Public Governor Thurrock

**More than £850 was raised for the Polly Parrot appeal at the 6th annual charity golf day in September thanks to the efforts of 29 keen and resolute golfers.**

The immaculate fairways and greens of Burstead Golf Club allowed the participants to really show their golfing skills. There were no holes in one, so prizes

were presented to the players who achieved the longest drive, got nearest the pin and for the team who managed to play the full 18 holes without losing the ball.

The prizewinners all deserved their individual and team awards for supporting a worthwhile cause and enjoying a thoroughly great day.

The Polly Parrot appeal aims to raise £250,000. All money raised will support the development of new facilities for children and young people at Basildon Hospital, and purchasing additional equipment to enhance their experience at the hospital.

## Staff governor steps out to raise money for hospital

**A midwife from Basildon University Hospital recently walked a kilometre for every year of her life to raise £870 for children's facilities in the hospital.**

Lisette Harris, who is also a staff governor, decided to mark her significant birthday by taking part in a 50k sponsored walk for the hospital's Polly Parrot appeal.

Lisette dedicated her walk to two babies, Edward and Ella-Mae, who were born in Basildon Hospital at 28 and 29 weeks respectively, and who are now both at home and thriving. Lisette said: "I spent a lot of time with the babies and their families in NICU, and they have left a special imprint on my heart, which is the reason that I dedicated the walk to them."



## Dates for the diary

### December

Trust Board Meeting  
Weds 18 December, 2.30pm  
Education Centre B2/B3  
Basildon Hospital

### January

Trust Board Meeting  
Weds 29 January, 2.30pm  
Education Centre B2/B3  
Basildon Hospital

### February

Trust Board Meeting  
Weds 26 February, 2.30pm  
Education Centre B2/B3  
Basildon Hospital

### March

Council of Governors Meeting  
Thurs 6 March, 5.30pm  
Education Centre B2/B3  
Basildon Hospital

Trust Board Meeting  
Weds 26 March, 2.30pm  
Education Centre B2/B3  
Basildon Hospital

## Membership Office - Contact Details

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