

the foundation times

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from our governors to our members

Burstead Ward opens in time for winter



L-R: Stephen Metcalfe MP; John Baron MP; Clare Panniker, Chief Executive;
Kenneth Lindridge, patient

Basildon Hospital's newest ward, Burstead Ward, opened to patients in December.

The new ward was officially opened in a ceremony attended by local MPs John Baron and Stephen Metcalfe, and Lisa Allen, Chief Nurse at Basildon and Brentwood Clinical Commissioning Group.

Burstead Ward has been newly built, has all new equipment meeting the latest high clinical standards and a dedicated treatment room. The ward name was chosen following the tradition of naming wards at the hospital after local places.

The 28 bed ward is part of the Trust's winter strategy to provide additional beds to care for the increased number of patients who attend Accident and Emergency during the winter and need inpatient care.

Hannah Coffey, Chief Operating Officer, said: "The new ward has

been established in a very short timeframe, however, we haven't compromised on providing a high quality clinical environment for staff and patients.

"These new facilities are an essential part of our commitment to improve the care we provide to local people. Along with the investment we have made in more staff, the ward will help us to ensure our patients receive excellent and safe care, particularly during the busy winter period."

Ron Capes, Lead Governor who attended the opening added: "I was delighted to represent the Council of Governors at the opening of this excellent new ward. This additional bed space, with brand new facilities marks another major step forward in ensuring the best possible experience for patients."

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Elections are being held for the Trust's Council of Governors. See back page for details.



Awards for staff who go ‘above and beyond’

by Danny Day, Staff Governor



Staff who work to make our hospitals clean, green and pleasant were recognised in the first of the Trust’s newly launched monthly staff awards.

David Hutchinson, gardener at Orsett Hospital, and the Accident and Emergency (A&E) housekeepers at Basildon Hospital, were named employee and team of the month for November.

David was nominated for being hard working in all weathers and he is known for always giving a wave and a “morning”.

The housekeeping team in A&E were nominated for making the patient experience better. They

realised that some elderly patients were having difficulty using the bed trays in A&E, due to their height and also the position of the bed safety rails. The housekeepers found a company that allowed free trials of alternative bedside trays. The trays proved much better for patients and the department has now bought some.

The staff awards are an opportunity for colleagues, patients and relatives to show their appreciation for the care, support and assistance provided by an individual or team, beyond the call of duty. The employee and team of the month receive a £50 prize and a certificate.



L-R: Sam Brightwell, practice coordinator A&E (nominated A&E housekeepers); Lesley Roake – Housekeeper A&E (representing team of five A&E Housekeepers); Clare Panniker; Kelly Baycroft – Housekeeper A&E; David Hutchinson – Gardener Orsett

As a staff governor I see first-hand how hard staff work in the Trust. I think it’s really important to recognise those members of staff who go that ‘extra mile’. We encourage staff to nominate their colleagues, and positive

feedback from patients for the extra effort is always so appreciated.

Full details, rules and nomination forms can be found on the Trust website at www.basildonandthurrock.nhs.uk click on ‘contact us’ then ‘recommend us’.

Latest inspections recognise improvements in care

The latest visits by the Care Quality Commission (CQC) and Keogh review team, in the autumn, recognised the hard work that has taken place at Basildon Hospital over the past year to improve patient care.

Following the CQC visit to the Trust in September, the regulator decided to lift the warning notice in place against the hospital, with immediate effect.

The CQC inspection team found significant improvements in the care provided to patients and to the systems which manage risk and monitor quality across the organisation. The CQC also found that the Trust had fully addressed the warning notice regarding quality management and pointed out good infection control practices especially around hand washing. Improvements to how sick children are assessed and treated were also found.

Their report noted: “We found that they had done an impressive amount of work over a short time.”

The Keogh review is part of the improvement process for Trusts in ‘special measures’. Inspectors from the Keogh team, who first visited the Trust in May 2013, spent two days at Basildon Hospital in November to review progress.

In their official report on the second visit they said they were fully assured that improvements had been made in 15 out of 28 areas identified, and were partly assured in a further 12 areas but said it would take a while to tell if the changes made had been fully embedded.

Just one area around medicines management was not assured, but some good practice had been noted.

The review team praised the Trust for the huge amount of work and improvements which have taken place, and said they would be happy for their family to be treated at the hospital.

Clare Panniker, Chief Executive, said: “I am very proud of the way all staff have pulled together to make real improvements to the care we deliver to our patients.

“We know we have more to do, but we are confident that thanks to a successful recruitment campaign employing an additional 200 nurses, opening additional beds and focusing all our efforts on patient safety and experience, patients are starting to see a real difference.”

New screens improve pharmacy information

Hospital outpatients will now have much better information about waiting times for collecting their medicines thanks to new information screens installed at Basildon Hospital, Orsett Hospital and The Essex Cardiothoracic Centre.

The new system in the pharmacy waiting areas is very similar to the one in Argos – showing prescriptions in the process of being dispensed and when the medicine is ready for collection. The new system also allows text messages to be sent when a prescription is ready to collect, so that patients don't need to stay in the pharmacy waiting area.

Russell Mills, Principal Pharmacist said: "This new system allows us to give patients much better information about the waiting time to collect their prescription, which means they can go to have a drink or stretch their legs while they are waiting."



The new system will also benefit staff on the hospital wards as progress regarding the delivery of patient medicines can now be monitored via computer.

Ensuring the best care for patients with a learning disability



Basildon and Thurrock Hospitals has warmly welcomed new Nurse Advisor for learning disabilities and adult safeguarding, Jemma Sharples.

Jemma, who qualified as a learning disabilities nurse 10 years ago, has a number of important areas within her role including supporting the best interests of individual patients with a learning disability and providing specialist advice and support to staff on the care of patients with a learning disability.

Jemma can be contacted by email at btu-tr.learningdisabilities@btuh.nhs.uk

Jemma will also be responsible for learning disability policies, procedures and pathways of care.

Amputee patient offers support and advice to others

Amputee patients were offered support and advice from a man who lost his leg 30 years ago, at an event organised by the physiotherapy team.

Rikk Cahill, who had a motorbike accident at the age of 19, shared his experiences with a group of patients in the amputee rehab gym at Basildon Hospital. He told the group that he deals with his situation by working with what he has, and noticing people who are worse off. Rikk emphasised how important it is for amputees to keep exercising when they leave the care of the physio team, and to keep fit and maintain a steady weight.

Anki Postma, Physiotherapist, said: "We can offer rehabilitation, but we have not been through what the patients have. It can really benefit them to talk to somebody who understands how they are feeling."





Governors' tour of CTC

by Russ Allen, Public Governor Thurrock

In November I had the privilege, along with three other Trust governors, to have a tour of The Essex Cardiothoracic Centre (CTC). This excellent facility, based at Basildon Hospital, opened its doors to patients from across the county in July 2007.

As a previous heart surgery patient at another hospital, I was particularly interested to compare and see how things have moved on since my experience.

Our tour was led by Danny McCormack, CTC Service Unit Manager, who gave an interesting and informative insight into the type of procedures and investigations carried out at the centre.

The CTC is set up to carry out a range of diagnostic and surgical procedures such as thoracic surgery, electrophysiology (the 'electrical' activity in the heart), interventional cardiology (e.g. angioplasty) and cardiovascular surgery.

The CTC has 100 beds, split between three wards, Roding, Colne and Chelmer, named after three rivers



in the county. All have state of the art equipment including 'pendant' ceiling mounted units that allow for connection of all the equipment required to support the patient during their treatment and recovery.

We would like to say a big thank you to Danny McCormack for a brilliant tour.

Plant a bulb

by Ali Jones, Membership Officer



L-R: Robert, Gavin, Suzanne Cross Deputy Corporate Secretary, Miles, Ali Jones Membership Officer, Ben, Jemma Sharples Nurse Advisor Learning Disabilities and Safeguarding

To mark International Disability Day, Trust staff joined forces with the Disability Inclusion Society (DIS) to plant bulbs in the grounds at Basildon Hospital.

Members of DIS have been working hard during the past few months to transform an overgrown garden area at the hospital into a landscaped garden for all to enjoy.

Congratulations to Fresher's Fair hamper winners

Congratulations to Mitchell Page who was the Basildon winner of our £20 voucher competition from the Fresher's Fair at South Essex College. Mitchell is pictured here with Ali Jones, Membership Officer for Basildon and Thurrock Hospitals (left) and Wendy Barnes, Vice Principal South Essex College (right).

In Southend, the £20 voucher was won by Mr and Mrs Pindu.

The vouchers were kindly donated by '3663' Catering.





Why I became a Governor

by Alan McFadden, Public Governor Basildon

Meeting existing governors at the Trust's Annual Members' Meeting first planted the idea of standing for election.

I've always believed passionately in the NHS – one of the ties that bind us. I have no medical background - like most, my contact with the NHS has been as a patient or the relative of a patient. Yet I

realised that medical expertise is not what is required as a governor. Instead a willingness to give some time, to listen carefully and to ask the right questions is what is needed. Something we can all do.

Since becoming a governor I've come to know and understand so much more about the work of the Trust and its staff, as well as

helping find out more of what our patients like about the hospitals and how the services can be made even better.

Joining the Trust as a governor will offer you the chance to put the patient's interests first, to help make sure that the best decisions have been made and to represent your community.

Changes to the composition of the Council of Governors

In recent months, and through different channels, the governors have expressed a wish to reduce the size of the Council of Governors (CoG) to make it more focused and effective, and consistent with the Foundation Trust Code of Governance. This states: "The Council of Governors should not be so large as to be unwieldy. The Council should be of sufficient size for the requirements of its duties..."

At the July meeting of the CoG it was agreed that the overall size of the group would be reduced from 50 members, to 30, from April 2014. The overall reduction in numbers has been applied evenly and fairly, to achieve a balanced and proportionate representation from the different constituencies and partnership organisations.

Public Governors: The number of seats on the CoG for public governors has reduced from 27 to 19, as follows:

- Basildon = 8 Governors (previously 11)
- Thurrock = 6 Governors (previously 9)
- Brentwood = 3 Governors (previously 4)
- Rest of England = 2 Governors (previously 3)

Staff Governors: There will now be one staff constituency called 'Staff Employed by Basildon and Thurrock NHS Foundation Trust' which will have 5 Staff Governors (reduced from 9).

Appointed Governors: There will be 6 Appointed Governors (reduced from 12).

What sort of people become governors?

Governors are volunteers and generally local people who have an interest in healthcare and improving links between the Trust and the community it serves.

It is important for prospective governors to understand that the governor role is broader than their own experiences. They will be called upon to represent the interests of the community rather than their individual views or needs.

Governors need to:

- recognise that a health service is complex with many issues to address to ensure its smooth running
- be keen to understand and be able to champion the needs of the local community
- be able to put the needs of the community above personal preference
- actively listen and value the contributions of different people
- welcome and support fellow governors
- be enthusiastic and committed and want to work as part of a cohesive team
- be able to ask questions in a constructive, not a confrontational, manner
- be willing to read relevant documents and papers, and attend meetings

Governors are supported to develop their skills to undertake the role through in-house training given by the Trust.

If you find something unusual – get it checked



Ian Luder, Trust Chairman

In a typical month the Trust dermatology service sees 1,200 patients, and receives 1,100 new referrals with conditions including eczema, psoriasis and skin cancer.

In 2013, Trust Chairman Ian Luder was one of those referred to the dermatology service for treatment for a growth on his nose.

Ian explained: "I first noticed a growth on my nose in early 2013. I saw it every time I shaved, and noticed it was gradually getting larger, but it didn't hurt so, like many people, I didn't do anything about it. I didn't want a fuss.

It was my wife who eventually persuaded me to see my GP, who immediately referred me to see a hospital specialist through the 14 day cancer referral pathway.

"Although it isn't my local hospital, through patient choice I chose to go to the Dermatology Unit at Basildon Hospital. The treatment I received was first rate. A few weeks after my initial consultation, the growth was removed under local anaesthetic. The procedure, which included a small skin graft, was completed in less than two hours."

Esther Kay, Skin Cancer Nurse Specialist said: "We see more than

200 patients each month who have been referred through the cancer pathway. These patients often have a mole or growth that needs further investigation and removal.

"We find that many patients leave it several months before going to see their GP. We would encourage people to see their GP as soon as they notice something unusual, as treatment is often simpler the earlier it is started."

Ian added: "From my experience I would say if you suspect something is wrong, go and see your GP. The quicker it is checked, the sooner any treatment can be started."

Huge response to Philippines appeal

A recent appeal for canned and dried foods, toiletries and hygiene products for the communities affected by Typhoon Haiyan received a huge response from hospital staff and members of the public.

There are about 180 Filipino nurses employed at the Trust. The appeal resulted in enough produce to load eight pallets, which have been sent to the Philippines.



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Call 111 and find the right service fast.



Don't go to A&E if it's not an emergency.

Call 111 to find the right treatment, or visit www.GetWellEssex.com

Basildon and Brentwood CCG Thurrock CCG

Would you prefer to receive your Foundation Times by email?



More than 800 Foundation Trust members have already opted to receive their issue of the Foundation Times by email. Not only do they receive it earlier, as it is emailed out the same day as the paper copies are posted, but they help to save money and the environment.

If you would prefer to receive the Foundation Times electronically, email your name, address (including your postcode) and your date of birth to foundation@btuh.nhs.uk with the message 'send me the FT electronically please.'



Charity Ball was glittering event

by Nerissa Cole, Public Governor Basildon

Staff and friends of Basildon and Thurrock Hospitals came together at Orsett Hall in November to share a wonderful evening to raise money for the Polly Parrot appeal, in aid of the Children's Services at Basildon Hospital.

The evening included a fine meal,

music, an auction and a raffle, with more than £5,000 raised.

A successful and productive evening was had by all, however, like Cinderella I left the ball early to dash to Basildon Hospital Maternity Unit for the safe birth of our first grandchild.



Thank you for kind donations

by Fraser Cutting, Staff Governor

As a member of staff based at Basildon Hospital I see how generous people can be over the festive period.

Hundreds of patients, from our youngest to our eldest, received gifts kindly donated by local people and businesses, who had all spared a thought for those spending time in hospital over Christmas.

From teddy bears to toiletries, toys to trees, the gifts brought a smile to the faces of our patients and our staff.

On behalf of all the staff at the Trust I would just like to take this opportunity to say a big "thank you" to everyone who made a donation at Christmas and throughout the year. It is really appreciated.



Patient Luke Trotter with Staff Nurse Juliana Mamman unwrapping a present kindly donated to children in hospital.

Dates

for the diary

March

Council of Governors Meeting
Thursday 6 March 2014
5.30pm - 7.30pm
Education Centre B2/B3
Basildon Hospital

May

Council of Governors Meeting
Tuesday 20 May 2014
1.00pm - 3.00pm
Education Centre B2/B3
Basildon Hospital

July

Council of Governors Meeting
Monday 28 July 2014
5.00pm - 7.00pm
Committee Rooms 1 & 2,
Level G, Tower Block,
Basildon Hospital

September

Annual Members' Meeting
Tuesday 16 September 2014
4.00pm - 5.45pm
Kevin Lafferty Theatre,
Education Centre,
Basildon Hospital

November

Council of Governors Meeting
Tuesday 18 November 2014
1.00pm - 3.00pm
Education Centre B2/B3
Basildon Hospital

Membership Office - Contact Details

Membership Office, Level G, Basildon University Hospital, Nethermayne, Basildon, Essex, SS16 5NL

Tel: 01268 598975 email: foundation@btuh.nhs.uk

Notice of Election



Election Date: March 2014

For the Council of Governors of Basildon and Thurrock University Hospitals NHS Foundation Trust

Notice is hereby given that the Trust will be holding an election for Members of the Basildon and Thurrock University Hospitals NHS Foundation Trust Council of Governors

Elections are to be held for FOUR Public Governors:

(To qualify for nomination you must be a public member of the Foundation Trust)

- One from Basildon
- Two from Thurrock
- One from Rest of England

No elections to be held in the Brentwood Constituency.

FIVE Staff employed by BTUH Governors:

- Five Staff Governors

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:

Electoral Reform Services, The Election Centre,
33 Clarendon Road, London N8 0NW
Tel: 020 8829 8453 or by e-mail:
John.Box@electoralreform.co.uk

Nominations must be returned by **5pm on Friday 7 February 2014**.

Any notice of withdrawal must be received by the Returning Officer by **Wednesday 12 February 2014**.

Election statements of nominated candidates will be available from **Monday 10 February 2014** and ballot papers will be posted to qualifying members from **Wednesday 26 February 2014**.

Completed ballot papers must be received by the Returning Officer no later than **5pm on Wednesday 19 March 2014**.

The results of the election will be announced at the Trust offices after **5pm on Friday 21 March 2014**.

The regulations covering these elections can be obtained from Trust Management, Level J, Basildon University Hospital, Nethermayne, Basildon, Essex SS16 5NL or on the Trust website at www.basildonandthurrock.nhs.uk

If you are interested in becoming a Governor and would like to find out more, please come along to our prospective governors open briefing on **Thursday 30 January 2014 at 6pm** in Committee Room 1, Level G, Tower Block at Basildon Hospital.

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