

# the foundation times

issue 45 summer 2014

from our governors to our members

## Ten years as a foundation trust



Pictured: Wendy Barnes, Appointed Governor (left) and Clare Panniker, Chief Executive (second from right) present the celebratory cake to the Imaging Team

### Basildon and Thurrock University Hospitals marked ten years as a foundation trust in April.

Foundation trusts were established to give the best performing hospitals greater autonomy. Our Trust was one of the first 10 to be given foundation status.

One of the key benefits of being a foundation trust is the involvement of local people through our membership. Ten years ago we served a population of 310,000, now this has grown to 405,000, and our membership has increased to more than 12,000 public members.

To mark the ten year anniversary foundation trust governors, past and present, were invited to share a traditional afternoon tea at Basildon Hospital. A celebratory cake created by students at South Essex College held pride of place.

On thanking the governors for their ongoing support, Ian Luder, Trust Chairman, said: "Over the past ten years we have had many achievements. We have opened a number of excellent new facilities, including The Essex Cardiothoracic Centre, and introduced new equipment and services.

"However, we know that we have also needed to face many challenges. We have been working tirelessly to improve services and raise quality across the organisation for our patients. The Trust is now in a much stronger position to further develop the hospital services local people want and need over the next ten years, and beyond."



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## Annual Members' Meeting

This year's Annual Members' Meeting is being held on Tuesday 16 September 2014. For more details and to book your space see inside.

## Facing the financial challenge

**Like most NHS organisations, our Trust is facing a challenging future with tight financial budgets.**

Last year the Trust made the decision to invest in additional nurses and beds to raise standards of safety and quality.

Now we have to keep delivering high quality care, with an added focus on efficiency.

The Trust needs to save around £20 million over the next year. As part of this commitment the Trust has launched a new cost improvement programme. There are some major projects that have already been identified including: closing the medical records library at an external warehouse facility by scanning the records onto computer; improving efficiency around outpatient

appointments to reduce waiting times and missed appointments; sharing corporate back office and clerical functions.

In addition staff have been asked to get involved and look for savings in their own area. People who work on the front line are often in the best position to suggest and implement improvements, and understand where savings can be made.

Clare Panniker, Chief Executive said: "The money we invested last year has improved the quality of our services. Now we need to maintain this quality while being mindful that we need to also provide services efficiently."

## Trust awaits feedback from latest inspection

**The Care Quality Commission (CQC) visited Basildon Hospital in March, to carry out a two-day inspection of services.**

The Trust has been among the first to experience a new style of inspection introduced by the CQC focusing on the quality and safety of services, asking the following five key questions:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

The inspection team visited a number of areas including accident and emergency, medical care (including older people's care), maternity and children's services, where they spoke with staff and patients.

Initial feedback from the visiting team was that they felt welcomed by staff and noted a number of improvements since previous visits. The final report is expected in mid-June, when the Trust will receive a rating based on what was found during the inspection, what local people told the CQC, information from the Trust and from other organisations.

## Better care for stroke patients

**The care and treatment of stroke patients at the Trust has improved significantly over the last three years, according to the latest figures from the National Stroke Strategy.**

During the second half of 2013, the care of stroke patients exceeded the required level for four out of five key standards:

- Patients with suspected stroke who are scanned within an hour of arriving at hospital – 68 per cent, compared to 31 per cent in 2011
- Patients receiving clot-busting medication, if appropriate, within three hours of arrival at hospital -13 per cent, compared to 4 per cent in 2011
- Patients with transient ischaemic attack (mini stroke) not admitted but treated within 24 hours – 61 per cent, compared to 55 per cent in 2011
- Time stroke patients admitted to hospital spend on a specialist stroke ward – 92 per cent, compared to 76 per cent in 2011.

The standard that the Trust did not meet relates to the time taken to settle the patient on the stroke unit once a decision has been made to admit them. The national standard requires that 90 per cent of patients should go to the stroke unit within four hours. The Trust achieved this for 80 per cent of patients. Action has been taken to address the shortfall, including an improved triage and assessment system to help nurses identify patients arriving at A&E who are not showing obvious signs of stroke.

The local Clinical Commissioning Groups recently gave the Trust £1 million additional funding for stroke services. So far, the Trust has used this to extend consultant cover to seven days a week. Recruitment is also underway for additional staff for the stroke service, including a consultant, six occupational therapists, six physiotherapists, a speech therapists and a psychological support worker. In addition, the Trust plans to take on an extra eight nurses to care for stroke patients.

# Welcoming your new governors

Following the recent elections we are pleased to welcome the successful newly-elected governors:



**Public Thurrock**  
Karen Boyles



**Public Thurrock**  
Tony Coughlin



**Public Thurrock**  
Dennis John



**Staff**  
Steve Lewis



**Staff**  
Liz Carpenter



**Staff**  
Ray Best

## Electronic voting in governor elections – we want your views

**Would you find it easier to vote in the Council of Governors' election on-line instead of by post each year?**

Election rules have changed, so in the future we should be able to offer a secure on-line voting service as well as postal voting for members without a computer.

We would like to get your views at this early stage. If you would support this additional service for a future election please e-mail [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk) with the message 'Yes to on-line voting' by 30 August 2014.

Any changes to the current process will need to be agreed by the Trust Board of Directors and the Council of Governors.

## Re-elected governors:

**Basildon:** Due to the resignation of the elected candidate, the second polling candidate, Brian Wellman, has been invited by the Council of Governors to return.

**Rest of England:** Andy Halls

**Staff:** Danny Day, Steve Hartman

## Goodbye and thank you

We would like to say thank you to the following for their contribution to the Council of Governors - Neville A Brown JP, Cllr Sandra Hillier, Cllr Linda Golding, Faye Swanson, Paul Peterson, Alan Whittington, Lisette Harris, Johnathan Sibley, Fraser Cutting, Rachel Webster, Gary Cordery, Carol Banks, Penny Bryant.

## Special thank you to Sandra Hillier

Ian Luder, Trust Chairman, presented Sandra Hillier with a certificate to thank her for her long service as a Governor. Sandra had been a Governor for 10 years, since the formation of the foundation Trust.



## Trust welcomes a new non-executive director

by Ron Capes, Public Governor Basildon

**One of the important roles of the Trust governors is the selection and appointment of non-executive directors.**

Non-executive directors (NEDs) are members of the Trust Board of Directors. They are not involved in the day-to-day running of the Trust but monitor how the Trust is performing and contribute to the strategy development.

When non-executive director Trevor Parks reached the end of his maximum term of office, the governors on the NED and Chairman Appointment Committee interviewed a number of candidates for the role. Dr Elaine Maxwell stood out above the other candidates,



and took up her new appointment on 1 April 2014. We offer her a warm welcome to the Trust.

We would also like to take this opportunity to thank Trevor for the significant contribution he made to the Trust over many years.



# Art helps brighten hospital corridors

by Marlene Moura, Public Governor Basildon

Hospitals are well known for having long corridors, and ours are no exception. It is the aim of the Trust Art Working Group, made up of governors and staff, to make this wall space as interesting as possible.

The Art Group members have enjoyed a pleasant year selecting pictures to hang in various areas around Basildon

Hospital including the corridors by Horndon Ward and by the endoscopy unit.

The corridor by the pharmacy also has some excellent artwork donated by community art groups, the current selection being kindly donated by Brentwood Art Society.

Orsett Hospital has not been forgotten and over the past year many previously blank walls have been improved with a choice of pictures and paintings.

The Art Group was also delighted to attend the opening of the exhibition 'A Palette of Colour' by local artist Matthew Nash, at the Eastgate Art Gallery in Basildon. The exhibition, which was officially opened by Clare Panniker, Trust Chief Executive, was vibrant and interesting and we thank Matthew, and Vin Harrop from the Eastgate Art Group, for inviting us.



## Governors visit Orsett Hospital

by Russ Allen, Public Governor Thurrock



Along with a number of my governor colleagues, I was given a guided tour of Orsett Hospital in April.

There are a number of outpatient services delivered at Orsett including blood testing, x-ray, neurology and orthopaedic outpatient clinics. There is also a 10 station renal dialysis unit which sees around 30 patients each day.

On behalf of the governors on the tour, I would like to thank Karen Lee, outpatient Matron and Kim Berwick, outpatient Manager for their time spent in arranging the tour and showing us around.

### Your hospital, your views

I also joined governors Simon Hooker, Tony Coughlin and Cllr Wendy Curtis to hold a 'Here2Hear' session at Orsett Hospital in April.

Here2Hear sessions are an opportunity for governors to hear first-hand from patients about their experience of hospital services. It is always more powerful to receive feedback about services direct from the people who use them.

Patients approached us to share their thoughts and views, and we would like to say thank you to all the patients who took part. We will be passing their feedback to the relevant departments for comment and review.

# Modernising local pathology services

**Pathology services in south Essex are set to be transformed thanks to a new partnership between local hospital services and a private sector partner.**

Pathology services are the laboratory services that test blood and other samples. The new service will bring together the clinical expertise of Basildon and Thurrock University Hospitals and Southend University Hospital, and the investment and scientific knowledge of iPP (Integrated Pathology Partnership).

The joint venture will see investment of over £10 million in modernising equipment and facilities to deliver an improved service for patients. The trusts

and iPP will refurbish the existing hospital laboratories to process urgent testing. A brand new state of the art laboratory will be built in south Essex to process non-urgent testing, due for completion in 2015.

Phlebotomy (blood testing) services will also be improved, with increased access.

Clare Panniker, Chief Executive said: "We have always been committed to ensuring our pathology services are high quality and remain fit for the future. Bringing in a private sector partner allows the best of both worlds – investment to transform our service, yet retaining NHS clinical leadership and a local service."

## Improved listening service for patients

Patients and relatives who want support, advice or information about their treatment, or to discuss concerns about care, are now being welcomed to an improved area at Basildon Hospital.

The Patient Advice and Liaison Service (PALS) has moved and is now next to the main reception area. The new office includes a side room with comfortable seating, where visitors can ask questions or discuss their concerns in complete privacy with a member of the PALS team.

The PALS office is open from 9am-5pm, Monday to Friday. The team go out and about visiting patients on wards, so there may be unavoidable occasions when the office is not staffed during these times. If it is closed, visitors are asked to wait if they can, or contact PALS by telephone or email, and the team will respond as quickly as possible.

To contact the PALS team, call 01268 394440 or email [pals@btuh.nhs.uk](mailto:pals@btuh.nhs.uk)

## Eric's efforts raise money for the Polly Parrot appeal

**Eric Watts, Public Governor Brentwood, transformed into Polly Parrot for the annual Barleylands walk, in aid of women and children's services at Basildon Hospital.**

On completing his two mile walk, Eric said: "It was good fun although very warm inside the costume. There were lots of children who wanted to say hello to Polly Parrot."



Pictured: Eric (inside the costume) with Brian Levett, Public Governor Basildon and Jacqui James, Chairman BHR1287 Basildon Hospital Radio.



## 2 Would you prefer to receive your Foundation Times by email?

More than 800 members have 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.

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If you cannot access emails directly on your device just connect your device to a computer using a USB cable. Open the email then transfer the pdf by drag and drop, or copy and paste.

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](mailto:foundation@btuh.nhs.uk) with the message 'send me the FT electronically please.'



# Governors on monthly walkabouts

by Danny Day, Staff Governor

**Trust Board members have been keen to introduce new ways to find out more about the experience of patients and staff, first-hand.**

Before the Board of Directors meeting each month, directors and non-executive directors (NEDs) pair-up, accompanied by

a governor, to visit a number of wards and departments.

With a common theme, they speak with staff and patients to ask them specific questions about their experience. It is also an opportunity to observe the general condition of the ward or department and for staff to raise

any concerns they have.

The findings are then presented at the Board meeting, along with feedback and actions from previous walkabouts.

This is an excellent way for directors, NEDs and governors to engage with staff and patients and is proving very successful.

Basildon and Thurrock University Hospitals

# Open day

**Saturday 20 September 2014**  
**10am - 3pm**

**Come and join us!**

**Come and join us for a day filled with fun and informative activities.**

- take a tour, see behind the scenes
- meet with staff and governors
- find out more about your local hospital services and plans for the future

**Put the date in your diary - we look forward to seeing you there.**

## Porter shares his talent for care

**Steve Hartman, who is a porter at the Trust and a Staff Governor, has been on a nationwide speaking tour to promote the development of NHS staff and improve patient care.**

'The Talent for Care' is a national programme, run by Health Education England, focuses on the development of NHS staff working in lower paid roles (bands 1-4).

Steve, who is profoundly deaf, was chosen to take part in 'The Talent for Care' as a result of his efforts to enhance care for deaf patients by interpreting for them and teaching sign language to hospital staff.

Steve gave presentations in the London's ExCeL centre, the NEC in Birmingham and Leeds United football stadium, to NHS senior managers, HR directors, education and training specialists and bands 1-4 staff.

Steve explains: "I started work as a porter at Basildon Hospital six years ago to help pay for a teaching degree. I noticed that the standard of deaf awareness was low, and approached the Trust's education

department. Since then, I have taught around 200 staff to sign and can be called upon to interpret for deaf patients.

"At the national events I spoke about my experience of being deaf and how I realised I could help to improve patient care in ways that were outside my job role. I also shared my thoughts about how all staff should be valued and encouraged to use their skills to improve patient care."



## Annual Members' Meeting

To help us plan seating and catering, please let us know if you want to attend the Annual Members' Meeting.

Yes, I/we will be attending the Annual Members' Meeting on Tuesday 16 September at Basildon Hospital Education Centre.

Name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Email address: \_\_\_\_\_

Daytime No: \_\_\_\_\_

Additional name.

Please provide full name, address and date of birth:

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## Update your details

Have any of your contact details changed? If so, please let us know by filling out the form below.

Please provide us with your previous details (as shown on our records):

Name: \_\_\_\_\_

Postcode: \_\_\_\_\_

Please fill in your current details

Name: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Email address: \_\_\_\_\_

Home phone: \_\_\_\_\_

Work phone: \_\_\_\_\_

Mobile phone: \_\_\_\_\_

Please detach form, fold, affix and send **FREEPOST** to the address overleaf

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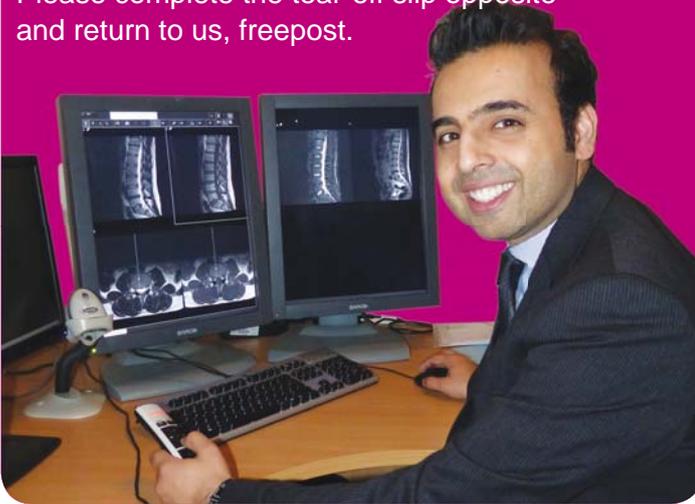
## Annual Members' Meeting

The 10th Annual Members' Meeting (AMM) is being held on Tuesday 16 September, 4pm, Basildon Hospital Education Centre.

This year the AMM will have a special focus on advances in radiology, with a presentation by guest speaker Dr Qaiser Malik, Consultant Radiologist.

Many of us will visit the radiology department as part of our hospital care, for a CT or MRI scan for example. Developments in technology are transforming radiology services and patient diagnosis and treatment across all clinical specialties.

To find out more, reserve your place at the AMM. Please complete the tear-off slip opposite and return to us, freepost.



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**Annual Members' Meeting**  
Tuesday 16 September 2014

## Dates

for the diary

### July

Council of Governors Meeting  
Monday 28 July 2014, 5pm - 7pm  
Committee Rooms 1 & 2, Level G, Tower Block,  
Basildon Hospital

### September

Annual Members' Meeting  
Tuesday 16 September 2014, 4pm - 5.45pm  
Kevin Lafferty Theatre, Education Centre,  
Basildon Hospital

### November

Council of Governors Meeting  
Tuesday 18 November 2014, 1pm - 3pm  
Education Centre B2/B3, Basildon Hospital

## Membership Office - Contact Details

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