

# the foundation times

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from our governors to our members

## Preparing for winter



Nigel Kee with nurse Catherine Nyuma, who has been giving staff their flu jabs

**Winter is a difficult time of year for hospitals across the country and we're no exception.**

Why? Well the winter weather brings a change in the type of patients being admitted. There is a rise in elderly patients, those with respiratory problems and orthopaedic patients due to fractures caused by slips on ice and snow.

The winter also brings an increase in illnesses such as flu and norovirus.

Nigel Kee, chief operating officer, said: "Winter will always be a very pressurised time of year because of the additional demand on our services, but we can plan so we are better prepared for it."

We put in additional measures last year that really helped, so we are doing the same this year. This includes doubling the number of beds on Laindon Ward to 28,

opening the discharge lounge seven days a week, and working with social services and councils to make it possible to safely send patients home sooner.

Staff have also been mindful to prepare, and have been protecting themselves and patients by having their flu jab. In just the first two weeks of the staff vaccination campaign more than 2,000 members of staff had received their flu jab.

You can also help by only using A&E when absolutely necessary. Other places to get health advice and treatment, include your GP, pharmacy, telephoning 111, using the NHS Choices website, visiting a walk-in centre or attending the Minor Injuries Unit at Orsett Hospital.

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**Help keep winter infection out of hospital**



**Remember** - don't visit the hospital if you have a heavy cold or flu, or have had diarrhoea or sickness in the last 48 hours.

# Clean bill of health for hospital

**For the first time since November 2009, Basildon and Thurrock University Hospitals NHS Foundation Trust is free from any conditions imposed by external regulators.**

In June the Trust was taken out of special measures after it received a 'good' rating from the Care Quality Commission (CQC). Then in August, Monitor, the regulator which ensures NHS organisations are well run, announced it had removed all licence conditions.

Clare Panniker, chief executive, said: "This marks the start of a new exciting chapter for our Trust when we can once more be confident - as the regulators now are - in the

quality of our care. I am delighted that local people now have a hospital they can be proud of. Our staff have worked tirelessly over the past year to raise standards and put care and compassion at the heart of everything we do."

Basildon was one of 11 hospitals to be put into special measures by Monitor in July 2013 because of concerns about the standard of care; and it was the first of the group to have the sanction removed.

Services were described by the CQC as effective, caring, responsive and well-led with seven out of eight areas rated as 'good' or 'outstanding'. The hospital was

the first in the country to be rated as 'outstanding' for its maternity care.

Monitor then decided to remove the conditions it put in place in November 2009, due to historic issues with A&E performance, mortality, waiting time targets and governance arrangements.

Monitor had already lifted a licence condition covering paediatric services in March 2014, reflecting the significant improvements which had taken place including the appointment of three additional paediatric consultants and the introduction of a dedicated children's assessment area in A&E.

## Trust lives up to its promise

**Basildon and Thurrock University Hospitals has 'delivered on its promise' from last year to come out of special measures and improve services for patients.**

That was the clear message from the Trust's chairman Ian Luder during the Annual Members Meeting (AMM).

Around 60 Trust members attended the meeting on Tuesday 16 September. The meeting is a chance for our members and the general public to learn more about their hospitals, and the significant changes to services and practice which have occurred in the preceding year.

Mr Luder thanked everybody who was present adding: "Your presence, and this is by some way the best

attended AMM in recent times, indicates just how important you feel the hospitals are to our community."

Mr Luder recalled his message at the AMM a year ago where he stated 'your Trust has turned the corner, and over this coming year we will see increasing public recognition of the improvements working through'.

He said: "The story of this last year is delivery on that promise. This year has been one of solid achievement and excellent public recognition. We are part way through a journey, and your Board's key

goal is to ensure that our improvements are sustained."

Attendees also enjoyed a presentation by Dr Qaiser Malik, consultant radiologist, on developments in imaging services such as CT and MRI scans.



## Fun at hospital open day

A behind-the-scenes view of Basildon University Hospital was a popular outing on Saturday 20 September, with hundreds of visitors attending an open day at the hospital.

Staff ran dozens of stalls around the hospital, offering health checks, competitions, games and information about specialised services. Non-clinical departments were on hand to explain their role to visitors and governors provided information about being a Trust member.



Brenda and Peter Potter came along to the open day from Horndon on the Hill. Brenda said: "We have been to the hospital for various treatments, and as visitors. We have always had very good experiences here and we thought it would be interesting to see what goes on."

### Open Day prize winner

When Lisa Andrews, from Rochford, visited the membership stand at the Basildon Hospital Open Day, she was unaware she was about to become the lucky winner a £25 voucher kindly donated by the Lon Wah Chinese Restaurant in Wickford. Ms Andrews received her prize from Trust chairman, Ian Luder.

## We're listening ...

We have done a lot over the past year to improve how we listen and respond to patient and visitor feedback.

### ● You said...

there are no chairs in the Essex Cardiothoracic Centre where you could wait to be collected.

### We...

increased the number of seats.

### ● You said...

information passed to the burns unit at Broomfield Hospital was not exact.

### We...

now take photographs of the burns and send them to Broomfield Hospital for specialist advice.

### ● You said...

it would be nice to have a seat for larger patients in outpatients.

### We...

have placed a chair for larger patients in the outpatient waiting area.

You can give us your feedback by writing to the ward or department where you received your care and treatment, or you can send in your feedback by email to [btu-tr.Feedback@nhs.net](mailto:btu-tr.Feedback@nhs.net)

## Pathology partnership launched

**Pathology services, which test and analyse specimens such as blood tests, in south Essex are now provided by a new partnership organisation, which launched in October.**

Basildon and Thurrock University Hospitals NHS Foundation Trust and Southend University Hospital NHS Foundation Trust have formed a joint venture with private laboratory Integrated Pathology Partnerships (iPP).

The new service, called Pathology First, will separate routine and urgent pathology work. A central hub laboratory is being built to process and report routine work, including tests requested by GPs and from outpatient clinics. Two 24/7 rapid response laboratories, one on each hospital site, will provide urgent tests for patients in A&E and inpatient wards.

iPP will invest in equipment used by both Trusts to ensure patients and their clinicians see fast and accurate test results.

The service will continue to be led by consultant pathologists who will remain responsible for all diagnostic reporting.

In a joint statement Clare Panniker, BTUH chief executive, and Jacqueline Totterdell, SUHFT, chief executive said: "Combining our experience with iPP's expertise in large scale clinical laboratory operations means that we will be delivering one of the most innovative and efficient pathology services in Britain."

Pathology services will continue as they are now while the new 'hub' laboratory is built. This should be completed in autumn 2015.

# Governors update

## Welcome to our new governors

The Trust recently welcomed two new appointed governors. Cllr Richard Speight represents Thurrock Council replacing Wendy Curtis, and Cllr Malcolm Maddox represents Essex County Council replacing Kay Twitchen.

Appointed governors represent local partner organisations on the Council of Governors, giving an insight into the needs of the local community.

Cllr Richard Speight



Cllr Malcolm Maddox



## Goodbye and thank you

We would like to say thank you to John Robb who was a public governor for Basildon, from April 2008 until March 2014; and to David Anderson who was a public governor for Brentwood, from April 2006 until August 2014. Both John and David played an active role on the Council of Governors for many years, and we wish them both well for the future.

It is with sadness that we write about the death of two of our past governors, Paul Peterson and Robert Mitchell. Both made a valuable contribution to the work of our Council of Governors over many years.

# Patients give high scores for care and environment

**The food, cleanliness and patient environment at Basildon University Hospital is above the national average, according to an audit carried out by patients.**

The hospital scored 99% for cleanliness (national average 97%), 91% for food and hydration (national average 89%), 97% for the hospital facilities and environment (national average 92%) and 89% for privacy and dignity (national average 88%). This represents an improvement in three of the four areas compared to last year's results.

The Patient Led Assessments of the Care Environment (PLACE) audit is led by patient assessors and supported by members of staff and governors. The aim is to provide a snapshot of how the hospital's non-clinical activities, which impact on patient care, are performing.

This includes assessing the condition, appearance and maintenance of the premises; the extent to which the environment allows for privacy and dignity during care; and the quality and availability of food and drink.

Nigel Kee, chief operating officer, said: "The overall experience of being a patient in our hospitals is made up of much more than the medical care and nursing received. The PLACE audit allows us to see where our strengths and weaknesses lie, so we can make the necessary improvements for our patients.

"We were disappointed that our score for privacy and dignity fell, although we are still above the national average. We will be setting up an action group to establish why this happened and make necessary improvements."

## MEMS Department tour

Ken Wright, CVS representative governor



### Governors were recently invited to tour the Trust's medical equipment and management service - MEMS.

The MEMS team are responsible for maintaining and repairing medical equipment within the Trust.

Ken Wright, CVS representative governor, explains:

"I was one of three governors who were treated to a tour and explanation of the work of the department. There was a bed on the test and repair frame, seeing the bed 'naked' showed the complexity and structure, which in the old days was just a bed with a mattress for the patient to lie on.

"What struck us was the complexity of the equipment

and the range of skills needed to repair, maintain and do the regular tests required.

"Many items were awaiting spares and the purchase of equipment had been reviewed to ensure the maximum financial advantage when replacement was required. Some of the training of the staff was included with the purchases so giving cost savings. The main thrust of the department was minimise the cost and maximise the use of hospital equipment.

"We were very impressed not only with the staff but the cleanliness. People get the impression that where engineers work is a little mucky with items, but this was not so."

## Governors engage with the public

Karen Boyles, public governor Thurrock and Simon Hooker, deputy lead governor



### The summer months saw our governors out in force talking to the public, listening to their views and explaining the virtues of our hospitals.

Events included the Big Lunch in Grays, the Strawberry Fayre in Brentwood, the St Luke's Hospice fête and the South Essex College freshers' fairs in Thurrock and Southend.

Karen Boyles, public governor, Thurrock, attended the St Luke's Hospice fête in June. She said: "The skies opened and drenched the St Luke Hospice fête, where the Trust governors had, luckily, set up a display tent. During the morning we had two nurses give up their own time to take blood pressure, which ensured a long line of people for us to chat with and sign up to membership. Despite being soaked through, I really enjoyed meeting a wide variety of interesting people and listening to their experiences."

Simon Hooker, deputy lead governor, was at the freshers' fair where 126 young people joined as members. He said: "These students joined up at two freshers' fairs held recently in South Essex College campuses at Thurrock and at Southend. Equally important to membership recruitment was meeting and talking with the students at both events. They were enthusiastic and keen to join in conversation and discussion.

"Some were studying health-related courses, and one student was proud to say she was a 'first responder' - someone who can offer assistance before paramedics arrive. These fairs are busy and sometimes hectic events that everyone seems to enjoy."



# Royal Voluntary Service donation helps stroke patient recovery

**Stroke patients having rehabilitation therapy are benefiting from high-tech equipment to help them recover movement in their hands and arms.**

The upper body is affected in the vast majority of people who have had a stroke, affecting their ability to carry out many day-to-day tasks.

The equipment donated to Basildon Hospital has three elements – Saeboflex, a spring-loaded ‘glove’ with multiple settings to support weakened hand, wrist and fingers; Saeboreach to help recover elbow extension and Saebomas, to support the arm while the patient exercises it to avoid shoulder strain.

The kit, worth £17,000, was a gift from the Royal Voluntary Service

(RVS) to the stroke wards and is made by Saebo, a global company that specialises in pioneering treatment for people with disabilities.

Rachel Dove, team lead occupational therapist on the stroke unit, explains:

“The equipment is used to help patients build up strength and recover movement through exercise. It can also be used to support arm and hand movements in everyday tasks like washing and dressing, which enables people to regain some of their independence.”



L-R: Doreen Lagdon, RVS volunteer sees stroke patient Franco Farando exercising with the new equipment, supported by therapists Bianca Broadbent (left), physiotherapist and Jasvir Deol, occupational therapist

## Tackling one of the biggest killers

**Basildon University Hospital is leading the way in tackling one of the UK’s biggest killers. The hospital has set a target of halving the number of patients who die from sepsis.**

Sepsis arises when the body’s response to an infection injures its own tissues and organs. Sepsis can lead to shock, multiple organ failure and death especially if not recognised early and treated promptly.

To mark International Sepsis Awareness Day in September, patient safety champions from the hospital hosted a stand to raise awareness about the condition.

The vast majority of patients who have sepsis attend hospital via A&E. It is important that A&E staff know how to identify the infection and follow six simple steps to treat it.

Rotimi Jaiyesimi, associate medical director for patient safety, said: “It is crucial that we raise awareness of sepsis, educating medical staff about what they should look for and why it’s important that we start investigations and treatment within the first hour following diagnosis.

“This is about people who are susceptible to infection for example those who have had surgery or chemotherapy. If they are feeling unwell, breathing fast, have a high temperature, low blood pressure and are dizzy or dehydrated then they might have sepsis and should be treated quickly.”



L-R: Winston Alvares, A&E charge nurse; Rotimi Jaiyesimi; Margaret Mary Devaney, improvement advisor

## League of Friends valuable contribution

Patients at Basildon Hospital are benefiting from valuable new equipment, thanks to donations from the League of Friends.

The hospital's critical care unit, which cares for seriously ill patients, now has 17 new bedside docking stations worth a total of £39,000. The machines are used to hold and charge infusion pumps that supply medication and fluids to patients. A critically ill patient may have to be attached to several infusion pumps at once and the docking stations ensure that sufficient pumps are immediately available for patients needing drugs and intravenous fluid.

Claire Winterflood, critical care matron, said: "The new docking stations save time and space, which is at a premium in an intensive care environment. One of them is portable and can be attached to a bed, which is very useful when patients need to be taken for imaging tests.

"We are very lucky with the amount of money the League of Friends has given us so that we could get one docking station to go by every bed."

Other purchases made with League of Friends donations over the past year include £25,000 worth of medical equipment for wards and clinics across the Trust, and new audiometers (to test hearing) and other items worth £5,000 for children's audiology.

Since the Basildon League of Friends was established in 1968, it has donated more than £1.2million to the hospital.



Claire Winterflood, critical care matron, with Derrick Fisher (left) and Terry Moore from Basildon Hospital League of Friends

## Falling is a symptom

# FALLSAFE



**Our falls and bones health service has been busy educating staff about how to help prevent patients falling while in hospital.**

The Fallsafe campaign was launched to reduce the number of falls which take place in hospital. Often falling is a symptom and the patient needs detailed assessments to diagnose the cause.

Anne Hendry, lead nurse for osteoporosis and falls, said: "If a patient falls in hospital it is normally symptomatic of something else, such as an infection. "We want to raise awareness of this among all the staff in the hospital and give them the tools to provide the best care."

Each of Basildon Hospital's 25 adult wards has at least one falls champion, some of who star in a special video for staff highlighting the Fallsafe campaign.

Anne continues: "Our campaign so far has been a great success and with the help of our falls champions, we feel like we're really starting to make a difference."

Patient Betty Price, 84, from Billericay, appears in the video and promotional material. 13 years ago she was diagnosed with osteoporosis, a condition that causes bones to become weak and fragile and more likely to fracture.

Betty said: "I have six monthly appointments to scan my bone density and I have an injection to manage the condition. The team are absolutely brilliant. I can't fault the care I have had."

## Chief named as 'inspirational leader' in national awards



**The chief executive of Basildon and Thurrock University Hospitals has been named as one of the 50 most inspirational women in healthcare.**

Clare Panniker was included on the Inspirational Women in Healthcare list by Health Service Journal (HSJ), Britain's leading health publication. It celebrates senior women who are leading changes in the NHS and making a significant difference to services for patients. HSJ judges said she had 'taken the organisation's worst critics and turned them into advocates'.

Clare joined the Trust in September 2012. A registered nurse with a business degree, she has worked in the NHS for over 20 years. Clare mentors other aspiring NHS leaders, in both clinical and management roles.

Clare said: "Leaders can only succeed if they have a great team. I am fortunate to work with many dedicated staff at Basildon and Orsett Hospitals who are committed to putting patients at the heart of everything we do."

## Dates for the diary

### Tuesday 18 November

Council of Governors meeting, 1pm - 3pm, Education Centre B2/B3, Basildon University Hospital

### Wednesday 26 November

Board of Directors meeting, 2.30pm - 5pm, Committee Rooms 1 and 2, Level G, Basildon University Hospital

### Wednesday 17 December

Board of Directors meeting, 2.30pm - 5pm, Committee Rooms 1 and 2, Level G, Basildon University Hospital

## Charity events

### Saturday 15 November

Partyman World of Play  
Burnt Mills, Basildon SS13 1LJ  
Come along and have two hours of play raising money for The Polly Parrot Appeal. £5 per child (adults and under 1's free).

### Thursday 27 November

Quiz night at Ford Sports and Social Club  
£5 per person and there will be teams of 8.

And don't forget to order your exclusive 2015 Polly Parrot calendar.

For further details on any of our charity events, call the fundraising office on 01268 524900 ext 2894 or email [charity@btuh.nhs.uk](mailto:charity@btuh.nhs.uk)

### Membership Office - Contact Details

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