

the foundation times

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from our governors to our members

Dementia project launched



Photo left to right standing: Jane Gilby, project lead nurse; Richard Ernest, RemPods; Diane Sarkar, director of nursing; Karen Fashanu, matron. Seated: Sylvia Blake, Basildon Hospital League of Friends

To improve care for patients with dementia, Basildon Hospital has established a dementia project, which was officially launched with the opening of a new reminiscence room.

The 1950's-themed room includes a kitchen and living room area, old-fashioned furnishings and a TV, giving a familiar background to activities for patients with dementia, for who the hospital environment can seem extremely daunting.

The room's transformation has been made possible thanks to a generous donation of £9,400 from the Basildon Hospital League of

Friends. The donation was part of £30,000 given by the League of Friends to enhance care for patients with dementia, which has also funded the refurbishment of Kingswood Ward to make it easier for patients to orientate themselves during their hospital stay.

One key area the dementia project will be concentrating on this year is creating dementia friends, linking with the Alzheimer's Society.

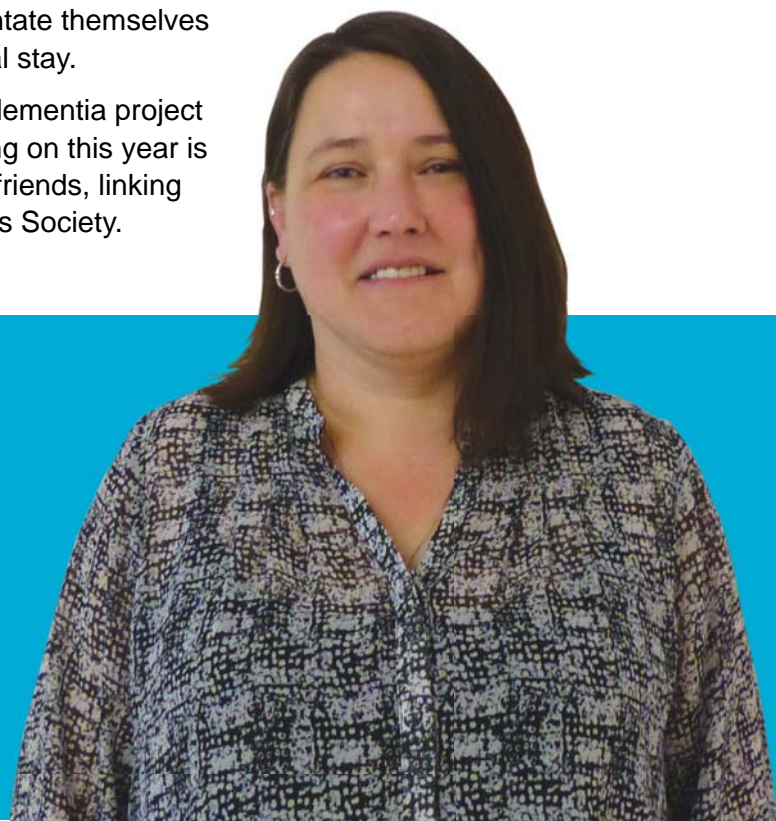
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Governor elections

Our Governors play an important role in the running of our Foundation Trust. Elections are being held for the Trust's Council of Governors. See back page for details.

See page 5 for a first-hand account of being a Governor from Karen Boyles.



A&E service improved

Patients who attend the accident and emergency (A&E) department at Basildon Hospital are receiving improved care and treatment, according to a national survey carried out by the health regulator.

The Care Quality Commission asked people who used an A&E department during the first three months of this year to assess different aspects of their experience, such as waiting times, privacy and dignity, environment and staff attitude.

Basildon Hospital's A&E shows significant

improvements since 2012, when the last survey was conducted. Aspects of care that patients say are better include waiting time to speak to a nurse or doctor, feeling listened to, confidence and trust in clinical staff, involvement in decisions about treatment and privacy.

In one aspect of patient experience – opportunity for family or carer to talk to a doctor – Basildon Hospital is performing better than the average score for other trusts in England. In all other areas the Trust was judged to be meeting the average standard for hospital trusts in the



Staff in our A&E department at Basildon Hospital

country. No areas of care and treatment had declined since the last survey.

Nigel Kee, chief operating officer, said: "Like every other hospital, we are seeing

increasing numbers of people in our A&E department. It is a credit to our hard-working staff that the CQC survey shows we have improved the service for patients."

Working with Monitor to tackle deficit

The Trust will be working with Monitor, the regulator of foundation trusts, over the coming months on a plan to address its financial deficit.

We have been in close dialogue with the regulator for some time about the growing financial pressure being experienced.

This has largely been due to:

- a focus on improving the quality of services, which has come at a cost;
- an increasing demand for services – especially A&E – without financial recognition;
- needing to employ expensive agency staff due to a national shortage of qualified doctors and nurses.

Clare Panniker, chief executive, said: "This has not come as a surprise to us and we are already well underway with the work which we believe will address our current position.

"We are not unique – in fact the vast majority of trusts like ours are experiencing similar financial pressures. The challenge for the NHS as a whole is to look at different ways of working to make it more efficient while at the same time not affecting the quality of care."

The Trust's deficit is due to a number of factors, including:

- The cost of improving the quality of services. This includes employing more doctors and nurses and developing its estate. According to a recent National Audit Office report, around £120 million of support was provided to some of the 14 trusts in special measures but we used our own resources.

- An increase in patient demand (the local population has grown by around 100,000 over the past few years). In October this year we had 10,888 A&E attendances compared with 9,785 in October 2013. Each attendance results in additional costs for staff and beds for which the payment does not cover the costs.
- A shortage of qualified doctors and nurses which means more money has to be spent on expensive agency staff.

The Trust's financial pressure is despite making around £6 million in efficiency savings in 2013/14 and it is on track to make around £13 million in efficiency savings this year.

Planning for winter

Winter is a difficult time for hospitals across the country and we are no different.

The change in weather means we see an increasing number of older patients, more patients with respiratory problems and more orthopaedic patients. They have some of the most complicated healthcare needs and often require longer hospital stays.

The winter also brings an increase in illnesses like flu, diarrhoea and vomiting, which can of course, affect our staff as well as patients.

So how are we managing winter? We are:

- Holding daily meetings at Basildon Hospital, in the restaurant at 8.30am, where staff can discuss capacity, staffing levels and any patient safety concerns.
- In addition to the 28 bed Burstead Ward, which opened one year ago, we have opened Laindon Ward, with an additional 14 beds.
- Our newly refurbished and purpose built Discharge Lounge is located on Katherine Monk.

We are also asking patients and visitors to help us stop the spread of infections such as flu, diarrhoea and vomiting, by not visiting our hospitals if they have had symptoms in the past 48 hours.



Would you prefer to receive your Foundation Times by email?

Due to current financial pressures, we are reducing the number of issues of the Foundation Times we produce each year.

We will now be printing the newsletter twice a year, in January and again in July. All of our members will continue to receive information about governor elections and the annual members meeting each year, alongside updates about the work of governors and the Trust.

You can help us save money and the environment by choosing to receive your Foundation Times by email, as a PDF document. More than 1000 members have already opted to receive their issue of the Foundation Times in this way.

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.'

NHS

A&E is for saving lives...

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

Praise for ambulatory care unit

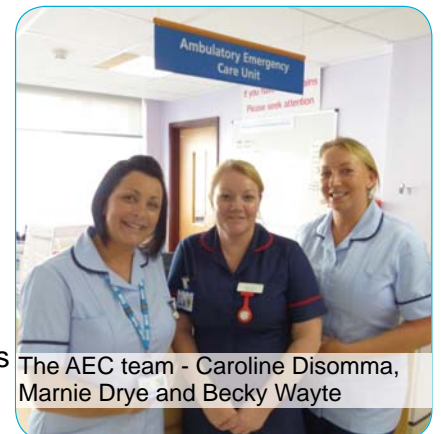
Patients have been singing the praises of the ambulatory emergency care unit (AEC) team who help avoid unnecessary admissions.

Based near the entrance of AMU East, the unit is for patients who need further tests and treatment but do not need to be in a hospital bed.

Patients can be referred via A&E or by their GP directly into the unit, where a team of doctors and nurses carry out a rapid assessment.

Although a relatively new service, staff have received some very positive feedback.

Uju Okafor, 33, was referred to the AEC by her GP and prefers it to A&E. She said: "I had an appointment for two days later, saw a doctor straight away, had all the tests and now I'm waiting for the results. It feels like a much faster service."



The AEC team - Caroline Disomma, Marnie Drye and Becky Wayte

Would you like to take part in our patient panel?

Sue Tabard, vice chairman, patient panel



We are looking for people to join our patient panel.

Sue Tabard, recently appointed vice chairman of the Trust's patient panel, explains why she wanted to get involved with the group:

"I joined the Panel when it was first advertised in the Foundation Times in 2010, as I am a patient that uses Basildon and Orsett Hospitals on a regular basis. I felt that my input on a panel may help to improve

the services that are available to patients.

"The panel allows us to give a viewpoint on a variety of topics ranging from smaller issues, such as booklets, to larger ones, like the refurbishment of A&E, which we viewed during building work.

"The panel is voluntary. We meet every two months on a Thursday, which is not too time consuming out of the busy lifestyles that we

lead. I am a zealous supporter of the patient experience and feel that my involvement with the panel is a noteworthy voice."

If you are a patient, carer or member of the public who would like to get involved, please register your interest with Ali Jones, Membership Officer. See contact details at foot of page 7.

If selected you would be joining a group of 13 members.



Online voting has arrived!

We are very pleased to announce that for the 2015 Council of Governors Election we are introducing online voting.

Historically we have only been able to offer postal voting during a ballot. Now if a ballot is required in 2015 for any public constituency, you can choose to either vote online or return a completed ballot paper by post.

Full voting information will be sent through the post to members as usual however, using two unique security codes you will be able to register your vote through a very simple on-line procedure. We hope you will find this easier to use and importantly, this will help the Trust save money on postal charges.

You will find the Notice of Election and further details for the 2015 Election on the back page. If you have any queries about on-line voting please contact the Membership Office, details at the foot of page 7.

Congratulations to our freshers fair voucher winner

Attending the local freshers fair paid off for one student who bagged himself a £25 Lakeside gift voucher.

Governors met with hundreds of students during September and October when they took information about foundation trust membership to the freshers fairs at South Essex College's Thurrock and Southend campuses.

Jordan Swain, who studies Health and Social Care at the college's Southend Campus, won the prize after becoming a Trust Member. All the applicants went into a draw and Jordan won.



Jordan receives his voucher from Wendy Barnes, assistant principal student support South Essex College, and appointed governor

Jordan said: "I couldn't believe it when I found out. I'm sure a lot of people were in the draw so it was a bit of a surprise. This will really come in handy in the run up to Christmas."



My first year as a Governor

Karen Boyles, public governor Thurrock

Karen Boyles, public governor for Thurrock, has been in post for nearly a year and describes it as “enlightening”.

Here is her experience in her own words:

“The reasons I joined the council of governors were two fold; during cancer treatment I developed a real interest in how the NHS works and secondly, I firmly believe that patients, family and staff should have a voice.

“This first year has been enlightening. You truly do not know the complexities of such a unique service until you start to look at its parts and how they all work together.

“On first joining I thought it would be all meetings. But they are enjoyable, relaxed and as informal as possible. The information is presented in a very accessible manner, no question is too minor, discussion is encouraged and no-one is without a voice.

“As well as the meetings, I have attended walk-rounds of the hospital wards, engaged in ‘Here to Hear’ with patients, attended fundraising events and generally been given the opportunity to speak to a cross section of hospital users.

“The support team ensures that I receive all the information and assistance that I need. The board



Karen helps to recruit new foundation trust members

of directors encourages governors to ask questions, even simple ones, as it often opens up further areas of discussion. I have never felt like a newcomer, as the rest of the council has been friendly, encouraging and more than happy to answer questions and give advice.

“I have really enjoyed the last few months as a governor and would encourage anyone who is considering a similar position to give it a go. You don’t need a high level education or to be a fantastic public speaker, you just need a passion for improving health care for all and the ability to engage with people.”

What sort of people become governors?

Governors are volunteers and 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 would like to be a governor, please see the back page to find out how.

Orsett Hospital into the future

Orsett Hospital has a new senior nurse at its helm to take forward Trust plans and make the most of the much-loved community hospital.

Pam Charlesworth, nurse and site manager, moved across to Orsett at the beginning of November 2014 to plan and prioritise, and make the most of what the site has to offer.

Orsett Hospital is already home to a number of clinics and departments, including pain management, sterile services, electronic medical records, a renal unit, and more. Services offered by Southend Hospital and North East London NHS Foundation Trust (NELFT), including the Minor Injuries Unit, are also based there.

Pam said: "It's a busy hospital and much-loved by the patients who use it. It has always been run well, but we know we can do better than that. We don't want to change the feel of the hospital, we just want to make sure we are providing quality care, efficiently and making the most of the facilities available."

Immediately Pam initiated a twice weekly meeting, which allows all staff to meet to discuss any issues and concerns, which may affect patient safety and experience. This type of meeting has been held daily at Basildon Hospital for more than a year, with great success.

Pam adds: "There is a lot that can be done to make the best use of Orsett Hospital, which can only be of benefit to patients."

Russ Allen,
public governor Thurrock



As a Thurrock public governor I have a keen interest in our hospital at Orsett. I was born there at the start of the 60s (literally) and have witnessed the many changes that the hospital has gone through.

Over the last three years I have become involved in our 'Here to Hear' sessions at Orsett Hospital, where, as governors, we get to hear the views of patients and carers about services, quality, complaints and general feedback.

We feed this back to the relevant people in the Trust on behalf of the service user. This information is then acted upon where necessary, but always answered.

Patient records at the click of a button as Trust goes digital

Almost half a million medical records are now available at the click of a button thanks to the completion of a digital database at the Trust.

In the space of four years, the Trust has transferred all 446,610 of its patients' medical records from a warehouse the size of a small aircraft hangar into a computer that is not much bigger than the size of a fridge freezer.

Designed by the clinicians who use it, the Electronic Medical Records system (EMR) allows doctors, nurses and other healthcare professionals, round-the-clock electronic access to their patients' medical records. It means clinicians can access important information about patients quickly from multiple locations, including

health care facilities outside of our hospitals.

This includes medical histories, test results and appointment times of the patient they are treating.

Pushpakaran Munuswamy, a consultant gastroenterologist, is chief clinical information officer at the Trust. He said: "Clinicians are entirely dependent on medical records, but paper records can only ever be in one place at one time. Patients may attend a number of clinics and each time the records are out of circulation for five or six days.

"EMR makes it easier to access information and means more than one person can access it at the same time. This is a huge change to the way we are used to working, but we can all see the benefits."

For the time being, doctors and nurses will continue to generate new information on paper, which will be sent to a state-of-the-art scanning bureau to be added to the electronic records.

EMR factfile:

- There were 446,610 medical records in the medical records library, containing around 68 million pages
- Each patient record has on average 152 sheets and 304 images
- If you lined up all the A4 sheets of paper scanned to date this would cover from London to Sydney (50 million sheets scanned to date)



Charity Ball raises thousands

Tony Coughlin, public governor Thurrock

The ‘black, white and silver’ annual charity ball, held at Orsett Hall in October 2014, was very well attended with around 100 guests.

The event was well supported by members of the Trust and the public, with fundraising activities on the night including an auction and raffle with some fantastic prizes. The wonderful evening raised a stunning £6,814 for the Polly Parrot

charity appeal for additional items to improve hospital facilities for young patients.

This was the first time I attended such an event, which had a great atmosphere. My guest and I had an amazing time and we will certainly be attending the next. I would highly recommend to anyone who enjoys a good night out and at the same time supporting a very worthwhile cause - what can be better?

Thank you for your generous support

Ray Best, staff governor



The generosity of local people can really be felt during the festive period, when our hospitals receive visits, gifts and donations.

Patients, visitors and staff enjoyed visits from local school children who sang Christmas carols and songs, and from local businesses who brought festive treats.

Patients of all ages, from our

youngest to our oldest, received kindly donated gifts to take home with them, from people who thought of others in hospital over the festive period.

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 supports us so generously, not just at Christmas but throughout the year. It is very much appreciated.



Children from Orsett C of E Primary School singing at Orsett Hospital

Dates

for the diary

Wednesday 28 January, 2.30pm

Board of Directors meeting, Education Centre, Basildon University Hospital

Thursday 5 March, 5pm

Council of Governors meeting, Education Centre, Basildon University Hospital

Wednesday 25 March, 2.30pm

Board of Directors meeting, Education Centre, Basildon University Hospital

Monday 18 May, 1.30pm

Council of Governors meeting, Education Centre, Basildon University Hospital

Wednesday 27 May, 2.30pm

Board of Directors meeting, Education Centre, Basildon University Hospital

Thursday 23 July, 5pm

Council of Governors meeting, Education Centre, Basildon University Hospital

Wednesday 29 July, 2.30pm

Board of Directors meeting, Education Centre, Basildon University Hospital

Thursday 24 September, 4pm

Annual Members Meeting, Basildon University 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 2015

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 SEVEN Public Governors:

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

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

ONE Staff Governor

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 **12noon on Friday 6 February 2015**.

Any notice of withdrawal must be received by the Returning Officer by **Wednesday 11 February 2015**.

Election statements of nominated candidates will be available from **Monday 9 February 2015** and Notice of Poll will be posted on **Wednesday 25 February 2015** and ballot papers will be posted to qualifying members from this date.

Completed ballot papers must be received by the Returning Officer no later than **5pm on Tuesday 17 March 2015**.

The results of the election will be announced at the Trust offices on **Friday 20 March 2015**.

The regulations covering these elections can be obtained from Trust Management, Level J, Basildon University Hospital, Nethermayne, Basildon, Essex SS16 5NL.

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 **Wednesday 21 January 2015, between 5.30pm and 6.30pm** in Committee Rooms, 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