

# the foundation times

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from our governors to our members

## Busting the myths around being a governor

Mercedes de Dunewic, public governor, representing the rest of England

**“The role of the council of governors is to make sure our members’ views are represented when important decisions are taken about services, or the future direction of the organisation.**

“Contrary to some people’s beliefs, the council of governors is made up entirely of ordinary people.

“People just like you.

“But we desperately need fresh blood. People with fresh ideas and different views, to help the Trust deliver the best possible care to patients.

“But there are a lot of myths surrounding the role of ‘governor’. I will try to dispel them for you:

“**I don’t have time to be a governor**” – all we need is a few hours of your time a month.

“**Being a governor is boring**” – it’s enlightening to participate in the discussions behind the decisions affecting the health services your friends, family and neighbours use.

“**Aren’t governors normally retired men?**” – we need more women, younger people and those from diverse backgrounds, to put themselves up for election to make sure we fully represent the community we serve.

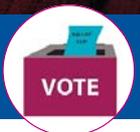
“**I don’t have the right skills**” – all you need is passion for the NHS. Training is given and travel expenses paid. It also looks great on your CV!

“The only special power you need to be a governor is time, time to help make your hospital better, safer and more efficient.

“So what does it really take to be a governor?... It takes you.”



We are holding elections for our Council of Governors. See page 8. For more information call the membership office on **01268 598975** or visit [www.basildonandthurrock.nhs.uk/membership](http://www.basildonandthurrock.nhs.uk/membership)



## Get online for blood tests and waiting times

**Patients who need a blood test at Basildon University Hospital can now book an appointment online or by telephone.**

The new online booking system means patients can specify all of their blood test requirements, such as fasting, glucose intolerance, warfarin (INR), so the most suitable time can be offered.

Online booking is available from the Trust’s website. Visit the blood tests section on the website, and click on the ‘book online’ button under Basildon Hospital. Follow the instructions to register and select a date and time for your blood test.

Or you can book by telephone. Call 01702 422555; lines are open 7.30am – 5pm, Monday to Friday (excluding UK public holidays).

A&E waiting times are also available online. This enables people to check what the waiting times are in the emergency department.

Both blood test appointments and A&E waiting times are available on: [www.basildonandthurrock.nhs.uk](http://www.basildonandthurrock.nhs.uk)

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# Praise from health regulator for improvements

## **Strong leadership and development of staff at Basildon and Thurrock University Hospitals has been commended after a second 'good' rating by the health regulator.**

In its 'State of Care' report, published in October 2015, the Care Quality Commission (CQC) selected the Trust as a positive case study, saying: "Strong leadership, alongside innovative

staff development, continues to help change the culture at Basildon and Thurrock University Hospitals NHS Foundation Trust."

In June 2014, the Trust was moved out of special measures with a 'good' rating and a second inspection, in March 2015, showed continued improvement.

Clare Panniker, chief executive, said: "Delivering high quality

care to our patients has been our number one priority and it is down to the hard work and commitment of staff that we have been able to make significant improvements.

"Of course, we don't get it right all of the time and we need to recognise when we have made mistakes and learn from them. Our willingness to do this has been fundamental to our recent success."

## Ready for winter

### **We never stop reviewing our plans to ensure that our hospitals can respond when the winter months bring a surge of attendances.**

This winter we have introduced a number of measures to ease the pressure on A&E and get patients the treatment they need more quickly. For example, the frailty team is working in A&E identifying patients with symptoms associated with frailty such as falls, dehydration, immobility and delirium. This expert intervention means patients get treated and sent home quickly with the right care plans and support in place, helping to avoid hospital admissions.

You can help us. Here are some top tips:

- Stay well this winter – follow national advice about looking after your health. This includes having your flu jab and keeping your medicine cupboard well-stocked with basics, such as paracetamol.
- Choose well – if you need medical help, remember there is also your pharmacy, GP, Orsett minor injuries unit, and the 111 telephone advice line.
- If you need to come to hospital, as a planned stay or as an emergency, make sure you bring all your current medication with you.
- Don't let friends and family visit you if they have flu symptoms or have had vomiting or diarrhoea in the past 48 hours.
- Don't let visitors sit on your bed and make sure they wash their hands to stop the spread of germs.

## Boots provides outpatient prescriptions

### **Collecting outpatient prescriptions at Basildon University Hospital is easier and quicker thanks to a new partnership with Boots UK.**

A new outpatient pharmacy managed by Boots UK opened in October. Located in the main outpatient department, the new pharmacy is open weekdays, 9am – 6pm. At the weekend, outpatient prescriptions can be collected from the hospital pharmacy (next to x-ray) 9.30am – 1pm.

The pharmacy has already been making a difference with waiting times averaging at just 10 minutes.

It also means the Trust's in-house pharmacy staff can concentrate on dispensing inpatient prescriptions and medicines for patients being discharged.



Photo: Hospital and Boots staff celebrate the opening of the new outpatient pharmacy

# Supporting carers

**Across Essex there are around 180,000 people providing unpaid care for an ill, frail or disabled family member or friend.**

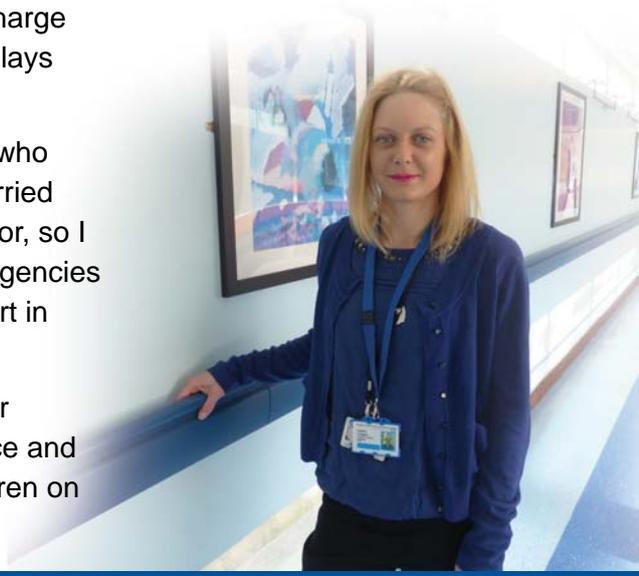
Carers are an important source of information to help nurses provide the best care for their loved-one while they are in hospital.

Karen Forbes (pictured right) is the Trust's carer support and liaison worker. She can give practical advice and support to carers. Karen explains: "Involving carers

in decision making and discharge planning can help reduce delays and readmission rates.

"Sometimes it is the patient who is the carer and they are worried about the person they care for, so I have close links with other agencies to help put necessary support in place."

If you are aware of a carer or relative who may need advice and support, you can contact Karen on **01268 524900 ext 1623**.



## Saving lives through organ donation

Ron Capes, lead governor and chairman of the Trust's organ donation committee

**"One of the greatest things anyone can do is to donate an organ and save a life."**

"The latest figures for our Trust show that, between July and September 2015, of four possible organ donors, one went on to donate their organs. These saved the lives of four other desperately sick patients. Donation brings some comfort to bereaved families and the gift of life to others.

"Pat Carroll knows what it is like to wait for a call to say an organ has become available for transplant, and to give permission for a loved-one's organs to be donated. Pat is now using her experiences to campaign for more people to join the organ donor register.

"Pat's daughter Natalie sadly died in January 2014, aged 38, from complications arising from type 1 diabetes.

"Pat said: "Natalie was on the transplant list for a while. We also spoke about organ donation and she said to me, 'They can have anything that works'.

"It makes me so proud that Natalie was able to help another family – Natalie's heart valves were given to an 8-month-old baby. Out of something so tragic you can give a life – and it is this which gives me hope, like a light at the end of a tunnel. Part of Natalie is still alive, and I miss her every day."



Pat Carroll drumming up support on the organ donation stand

**"Out of something so tragic, you can give a life"**



**Yes I donate**  
**ORGAN DONATION**  
[organdonation.nhs.uk/timetosign](http://organdonation.nhs.uk/timetosign)

## Heels up – preventing pressure ulcers

**Our tissue viability team provide expert support to staff caring for patients with all types of wounds.**

The team has recently expanded to three specialist tissue viability nurses which is resulting in faster diagnosis and treatment of wounds that are failing to heal.

Kerstie Metcalf, tissue viability nurse (pictured right) said: “To give wounds the best chance to heal it is important that the patient has the right pain relief, a good blood supply, good nutrition and hydration and lots of sleep.”

The tissue viability nurse team, porters, healthcare assistants and medical equipment management services recently pulled off a major logistical operation delivering 600 new hybrid mattresses to 24 wards in just two days.

The mattresses contain the most modern foam technology which provides a high level of protection against pressure ulcers, and can be ‘stepped up’ to be a dynamic (air) mattress when clinically

required. Clinical studies have shown that the hybrid mattresses reduce pressure ulcers and improve patient safety and experience.

Two hundred ward staff have also received mirrors to help them assess the skin of immobile patients as part of our ‘Heels Up’ campaign.

Kerstie added: “If all the elements of care are in place and assessments carried out, pressure ulcers should be a rare occurrence.”



## Ava’s visits are just the tonic for patients

**A special visitor has been lifting the spirits of patients for the past six months.**

Ava, a two-year-old border terrier visits as part of the Pets as Therapy (PAT) project, a national charity that provides therapeutic animal visits to patients who want them.

Ava has been specially trained for hospital visits and has had all the necessary vaccinations and infection prevention treatments.



Mr James Lofthouse with Ava and owner Clare Wright

## Dates for your diary 2016

**Board of directors meetings:**

Weds 3 February, 2.30pm, Committee rooms 1 & 2, Basildon University Hospital

Weds 6 April, 2.30pm, B2/3 Education Centre, Basildon University Hospital

Weds 1 June, 2.30pm, B2/3 Education Centre, Basildon University Hospital

**Council of governors meetings:**

Weds 2 March, 5pm – 7pm, B2/3 Education Centre, Basildon University Hospital

Weds 11 May, 1pm – 3pm, Location to be confirmed

Weds 20 July, 5pm – 7pm, Location to be confirmed



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.’



## Memorial bench for Sally Shean

Danny Day, staff governor

**“Former staff governor Sally Shean sadly passed away unexpectedly in 2015.**

“Sally was a well-known figure in the Trust, working for over 30 years within pharmacy, sterile services and the patient access team.

“She was well-liked and respected and will be greatly missed.”

“Donations from friends and colleagues have paid for a memorial bench at Orsett Hospital, which was made by Genesis Orwell Mencap.”

Photo: Tracy Baker and Nina Peck from sterile services on Sally’s bench



## Inspiring weight loss helps regain lives

**A woman with multiple health problems, who was spurred into losing weight by one of our consultants, is now inspiring other patients to follow in her footsteps.**

Respiratory consultant Dr Johnson Samuel diagnosed Ann Woolston, 59, with obstructive sleep apnoea, a condition where the walls of the throat relax and narrow during sleep, interrupting normal breathing.

He also gave her the motivation she needed to address her weight problems. She shed 12 stone. Ann said: “Dr Samuel was very kind, he put a different

spin on it and made me realise the seriousness of my situation.”

Ann has a variety of medical conditions, including heart problems, which makes it difficult for her to exercise. So she cut out her vices (savory snacks) and joined slimming world.

She said: “It’s difficult to say whether my symptoms have improved because of the weight loss or the CPAP machine, which I wear at night to help me breathe. But I feel like I’ve been given a second chance at life.”

When Dr Samuel asked Ann for photographs of herself before and after her weight loss to show other patients, she thought he was joking. She said: “It’s a bit embarrassing when people recognise me in the waiting room but being able to help others is fantastic.”

One patient was inspired to lose seven and a half stone thanks to Ann. Dr Samuel, explained: “I understand how hard it is to lose weight but when I show my patients the photographs, it makes them think differently about what they might be capable of.”



Ann Woolston with Dr Johnson Samuel

### Self-service check in

**Did you know there are self-service check-in machines at Orsett Hospital?**

This saves patients the time of queuing to speak to someone to let them know you have arrived for your appointment. Instead it is all done via our easy to use electronic system.

When you arrive for your appointment, touch the screen of the self-service machine and follow the on-screen instructions.



## Out and about with the governors

Karen Boyles, public governor, Thurrock

**“The summer months provide the opportunity for the governors to get out and about, meeting members and hopefully recruiting new ones.**

“You may have met us at the following events, St Luke’s Fete in Basildon, The Big Lunch in Thurrock, or the Brentwood Family Fun Day. If you did, I hope you had the chance to stop for a chat, as we really do value these conversations.

“As part of International Disability Day, two of our governors, Brian Levett and Brian Wellman, along with



Governors Brian Wellman, Karen Boyles and Brian Levett at The Big Lunch in Thurrock



Staff governor Liz Carpenter takes the blood pressure of Brentwood Mayor Mark Reed

Ali Jones from our membership office, attended an event run by DIS4U.

“At the Brentwood Family Fun Day, a young man called Max Hudson from Hornchurch won a jar of sweets in our ‘guess the number’ competition; he promptly asked that the prize be donated to the Polly Parrot Appeal.

“He is just one example of the caring, enthusiastic and engaging people we have met on our days out; hopefully next time we are out and about we will have the chance to meet even more of you.”



## Artwork brightens hospital walls

Russ Allen, public governor, Thurrock

**“When you first walk into any building, the first impression you receive from your surroundings stays with you.**

“Art is a great way of leaving that lasting impression. We have tried over time to place around our hospital pieces of art that can inspire and lift the spirit of the individual.

“A new display of art from the Basildon Eastgate Art Group has been unveiled on the walls of Basildon Hospital in the corridor by x-ray.

“The colourful display is entitled ‘Outside In’ and features work by local artists including Sue Barnfield, Chris Sugg, Irene Butcher, Leroy Benn and John Johnson.

“If you are in our hospitals, please take a couple of minutes out and enjoy the artwork and photos on



Brian Hurrell (left) building supervisor and Zoe Ascensio-Sanchez director of environment and infrastructure (right) with the artists

the walls. The good news is we have received some charitable funding for further artworks, so we will keep you posted.”

# Funds give facelift to new surroundings for youngsters

Our Polly Parrot appeal, which is raising funds towards improving the surroundings and experience of our young patients, has so far raised £150,000. The appeal has been putting your kind donations to good use by helping transform two children's areas.

Our new paediatric assessment unit was officially opened by X-Factor runner-up Lauren Platt and her brother, Lewis, whose dance troupe were finalists on Britain's Got Talent.



Above: X-factor's Lauren Platt and her brother Lewis with patients and staff officially open the paediatric assessment unit

The new unit, which is based next to children's A&E, is for patients who need additional observation and tests but do not need to be admitted to hospital. The Polly appeal helped kit out the department with multi-sensory lights and play equipment.

The appeal, with the help of the Basildon Hospital League of Friends, also funded a £5,000 refurbishment of the children's outpatient department, with new furniture, toys and jungle themed decor.

The hard work of the fundraising team has been recognised when they won corporate team of pride

2015 award at the Pride of Essex awards in November.



Photo courtesy of David Norman, Moments of Memories photography

Helen Mattock, capital accountant said: "We never expected to win and it was very humbling experience being in a room with so many deserving charities, organisations and individuals."

If you would like to know more about our fundraising events or how to donate money to the hospital or a specific ward, visit [www.basildonandthurrock.nhs.uk/fundraising](http://www.basildonandthurrock.nhs.uk/fundraising)

If you want to volunteer, fundraise or make a donation, please call the charity office on 01268 524900 ext 2894 / 2897

## Improving patient experience through the patient panel

Nicola Woolmer, patient panel member



**"I joined the Basildon Hospital patient panel in 2010 when I saw it advertised in the Foundation Times.** I had experienced a difficult stay in the maternity ward giving birth to my first child, and I felt I could contribute to the constructive positive changes that were needed, and which would have made me feel safe and cared for.

"My son is now six, and I have now seen first-hand how contributions are noted and improvements made, through the care given to me during the birth of my second child over a year ago.

"I have been a patient under many different departments at Basildon Hospital over the years and

always look for constructive improvements that could benefit other users of that service.

"The panel needs new members, with fresh ideas to improve the experience of patients and visitors.

"The panel is voluntary and meets every two months on a Thursday afternoon, however, we may soon commence evening meetings to accommodate those who work or have children. If this would help you please let us know when you register your interest."

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 office. Call 01268 598975, email [foundation@btuh.nhs.uk](mailto:foundation@btuh.nhs.uk)

# Notice of Election

**Election Date March 2016**

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



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

## **Elections are to be held for:**

- **10 public governors**

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

- 6 from Basildon ■ 2 from Thurrock ■ 1 from Brentwood ■ 1 from Rest of England

- **3 staff governors**

**Nomination papers to stand for election can be obtained from:**

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

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

or from: Ciara Norris,  
Electoral Reform Services,  
The Election Centre,  
33 Clarendon Road,  
London N8 0NW

Tel: **020 8889 9203** or email  
**Ciara.Norris@electoralreform.co.uk**

Nominations must be returned by **12 noon on Friday 5 February 2016**. Any notice of withdrawal must be received by the Returning Officer by **Wednesday 10 February 2016**. Statement of Nominated Candidates will be posted on the Trust website on **Monday 8 February 2016**. Any Notice of Poll will be posted on **Wednesday 24 February 2016** 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 15 March 2016**.

The results of the election will be announced at the Trust offices on **Thursday 17 March 2016**.

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,  
come along to our prospective governors briefing on**

**Tuesday 26 January 2016 between 5.30pm and 6.30pm  
in committee rooms on level G via main reception at Basildon Hospital**

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**For further details please contact Ali Jones, Membership Office on  
01268 598975 or visit our website [www.basildonandthurrock.nhs.uk/members/elections](http://www.basildonandthurrock.nhs.uk/members/elections)**