Calling all Members - Governor Elections

It’s difficult to believe that a year has flown by so quickly and it’s election time again! It has been a challenging year for the Trust during which we have placed considerable focus on the delivery of consistent care that is effective, safe and positively experienced as well as financially sustainable. Last year we were one of the 14 Trusts visited as part of the Keogh review into the quality of care and treatment at hospitals in England and we have made significant progress against the actions and recommendations, many of which have been substantiated during the recent Care Quality Commission (CQC) visit.

The Council of Governors played, and continues to play, an important role in this process by holding the Non-Executive Directors to account for the performance of the Board of Directors. Shortly, all Members will receive, by post, details of how to apply for a nomination form to stand as Governor. The deadline to submit your nomination is 4 August 2014, but all the details will be available in the pack you receive. This year, we have the following Governor Elections:

- East Staffordshire – one seat
- Lichfield and Tamworth – one seat
- South Derbyshire – one seat
- Staff Governor – Other – one seat

If you follow us on Twitter @burtonhospitals, look out for tweets about our elections. Additional information can be found on the Trust’s website: [http://www.burtonhospitals.nhs.uk/membership/What-is-the-council-of-governors.htm](http://www.burtonhospitals.nhs.uk/membership/What-is-the-council-of-governors.htm)

If you would like to have a chat with an existing Governor about their roles and responsibilities or have any queries or questions, please do not hesitate to contact Caroline Smith, Assistant Company Secretary, on 01283 511511 Ext 5711 or Deborah Price, Company Secretary on 01283 511511 Ext 5583 who will be able to help.

Finally, we encourage you to use your vote during the elections for the Council of Governors - this is your say on who represents you!

SAVE THE DATE!

This year’s Annual Governors Meeting takes place on Thursday 25th September at Queen’s Hospital, Burton. Refreshments will be available from 5pm and everyone is welcome to attend. For further information please visit our website or contact the communications team on 01283 511511 ext 5907 or email communications@burtonft.nhs.uk.
We have welcomed the call from NHS England and the Care Quality Commission to be open and transparent about our staffing levels and we are happy to publish information on a ward by ward basis about our staff rotas both on our wards and website.

Ward 7 was the first ward to have a new information board for patients and visitors which is updated daily and gives shift-by-shift information on how many staff members should be, and are, on duty and the name of the nurse in charge. It also highlights some patient care and safety statistics and the numbers of compliments and complaints received in the last month. The other wards will receive their boards shortly.

Guidance from the National Quality Board and the Chief Nursing Officer for England, Jane Cummings, says that clear information should be publicly displayed showing which staff are on duty and what their role is on every shift. But the board goes further with information such as infection control statistics and images of the various staff uniforms so that patients and visitors know who to speak to about different issues. Why not take a look!

Brendan Brown, Director of Nursing said: “Our aim is to make it easy for you to see at a glance how many staff we PLAN to have on duty on each ward every day – and how many staff are ACTUALLY working on those shifts. This is just one of a range of measures we are taking to improve patient safety at our hospitals.”

This year’s National Transplant Week will take place from the 7th– 13th July and the theme is, ‘Spell it out’, and let your family know you want to be a donor when you die. The Trust will be supporting National Transplant Week by launching a local campaign which aims to raise awareness about Organ Donation and increase the number of people in our catchment population on the Organ Donor Register (ODR).

Jill Kellsall, Specialist Nurse Organ Donation said: “This year, the Trust received four Organ Donors which enabled ten people to receive life-saving transplants. This is a great improvement on last year, when the Trust had one donor. The Trust would like to build on this success and continue to increase the potential number of organs available for transplants this year.”

We’ll be updating our twitter page and website with news and information about the campaign as plans develop so make sure you keep an eye on it. If you’d like to know more information about the campaign please contact the communications team via email communications@burtonft.nhs.uk or call 01283 511511 ext. 5478.

New ward board keeps patients and visitors informed

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The Trust’s maternity team are celebrating the news that they are the winner of a prestigious national award for excellence in maternity care.

CHKS, the UK’s leading independent provider of healthcare intelligence and quality improvement, has judged the quality of care at Burton Hospitals and voted it the best out of 148 NHS maternity providers in England, Wales and Northern Ireland.

Jason Harries, Managing Director CHKS, explained why Burton Hospitals had been chosen as the winner of the award: “In addition to high standards and excellent service quality the judges were looking for something extra that set the winning Trust apart from all others. We found Burton Hospitals NHS Foundation Trust to be an organisation that listens to mothers and their wider family and provides personalised care that does everything possible to give women a natural birth with minimum intervention. Burton Hospitals NHS Foundation Trust should take great pride in having won our excellence in maternity care award because it is a genuine reflection of the quality of the maternity services that it provides.” Ineke Anwar, Clinical Director Women and Childrens Services said: “I am really proud of this award which I feel we achieved through close team-working, patient-centred care and innovation”.

The Trust welcomes a new Head of Midwifery.....

Sharon Wallis has moved from University Hospital of North Staffordshire NHS Trust where she worked as Midwifery Manager and Deputy Head of Midwifery for three years. Prior to that Sharon worked at Derby Hospitals NHS Foundation Trust for more than 13 years in various roles including Community Midwife and Senior Matron.

Sharon said of her new role at the Trust: “I’m really looking forward to working with such a well-respected team. We have fantastic facilities at the Trust and deliver the quality of care that women deserve. I’m passionate about delivering women-centred care that gives women the most positive experience whatever the outcome is and I’d like to continue to develop the service and encourage greater service user involvement.”
Hospital experts hold session on managing hip and knee pain

The Trust is holding an information session for the general public and members on how to manage hip and knee osteoarthritis pain effectively.

Experts from Queen’s Hospital, which was last year hailed as one of the best hospitals in the country for treating elderly patients who have suffered a hip fracture, will be presenting at the session and will be available to answer any questions on the night. Speakers at the event include Mr Keith Hayward, Consultant Orthopaedic Surgeon FRCS (Tr.ORTH), and Queen’s Hospital’s Physiotherapy team.

Sean Walton, Physiotherapist, who will be presenting on the night, he said: “One of the most common problems affecting an ageing population is osteoarthritis; it is estimated that 6 million people in the UK have painful osteoarthritis in one or both knees. Current research strongly indicates that a lot of problems caused by osteoarthritis can be treated effectively without surgery if the patient is aware of what causes the pain and how to manage it. The session will offer people useful tips and advice on how to manage their hip and knee osteoarthritis pain which will help to improve their quality of life.”

Mr Keith Hayward, Consultant Orthopaedic Surgeon said: “We encourage anyone who is living with hip and knee osteoarthritis pain to come along and find out more information about what can be done to help them. As well as presentations they’ll also be a question and answer session where people will be given the opportunity to ask us any queries regarding their hip and knee pain”

The session will be held at Samuel Johnson Community Hospital, Lichfield, Staffordshire, WS13 6EF on Wednesday 25th June beginning at 7.00pm until 9.00pm. Places are limited so we advise people to book early by contacting the communications team on 01283 511511 ext. 5907 or email communications@burtonft.nhs.uk. Please also include details of your car registration so that we can allocate enough spaces on the evening. Light refreshments will be provided.

Trust project shortlisted for top national patient safety award

A Trust initiative to reduce the number of falls suffered in hospitals by elderly patients has been shortlisted for a top national award.Work pioneered by Ward Sister Amanda Rowley has reached the finals of the 2014 Patient Safety and Care Awards.

More than 600 entries were received in total this year, and Amanda’s project is one of just 10 to be shortlisted in the category for Patient Safety in Care of Older People.

Amanda was working as a ward sister at Queen’s Hospital’s Emergency Assessment Unit when she decided to investigate links between medication prescribed to over-65s and the likelihood of suffering a fall in hospital.

Working in partnership with senior pharmacist Sarah Duckworth, Amanda compiled a list of medications that could contribute to falls. She then devised a chart that triggers a warning to nurses if an inpatient has a blood pressure reading below 100 but is still on medication to lower their blood pressure. This has been placed on the lids of drugs trolleys.

Amanda is now a ward sister at the Trust’s Samuel Johnson Community Hospital. She said: “My research confirmed that many falls happen to people with low blood pressure. As people age, there are changes to their metabolism which mean that their bodies handle medication less effectively. A natural decline in renal function can lead to a build-up of drugs in the system. This project helps nurses, especially newly-qualified nurses, to be aware of side effects before administering medication.”

The winners will be announced at the prestigious Grosvenor House, Park Lane, London on 15th July 2014.

Members required for new car park access group

The Trust has recently set up a user group to ensure that people with mobility issues and carers are able to feedback their experiences of the new car park system and help to make improvements. The next meeting will take place in August and will be attended by a disability advisor expert from Nimbus and users with mobility issues across the Trust’s three sites. If you have a mobility issue or know someone with a mobility issue and are interested in joining the group please contact Natalie Roddis, Administration Assistant on 01283 511511 extension 5359.
Pride of Burton Awards

A nurse who has cared for Burton hospital patients for 47 years - and two volunteers who between them have given 44 years’ service - have been named the ‘Pride of Burton’.

Commercial radio station TouchFM launched the first-ever Pride of Burton Awards this year to celebrate and highlight the achievements of businesses, public-spirited members of the community and good causes.

An appeal for nominations in 12 categories resulted in a flood of entries and 36 finalists were invited to a glittering ceremony at Branston Golf and Country Club, which was also attended by leading figures from public life in the town.

Shirley Dowler is currently a theatre nurse at Queen’s Hospital and has spent her entire career working for the NHS in the town. She was nominated in the Carer of the Year category for the care and compassion she shows to patients every day.

Collecting her award on stage, she paid tribute to her colleagues at Queen’s Hospital and said that after 47 years she still loves coming to work every day and being part of a team that makes a difference to people’s lives.

It was apt that the awards ceremony, on Friday June 6, took place during National Volunteers Week - because awards were also presented to two of the Queen’s Hospital’s valued volunteers.

Tom Walker, who started volunteering in 2000, was presented with the Citizen of the Year Award in recognition of the help and comfort he brings to patients and hospital visitors.

Judges also decided to present a Special Award to George Finch who retired from volunteering in February 2014 on his 90th birthday. He had completed 31 years of voluntary work and had also recruited a number of other local people into hospital volunteering - two of whom have now completed 25 years’ service.

Audience members spontaneously rose to their feet to applaud as George made his way to the stage to collect his award. He told the audience that his only regret was that ill health had prevented him for continuing as a volunteer for any longer.

Other finalists on the night included the Burton Hospitals Maternity Department, for Team of the Year, and Edward Wainman, a clerical officer at Queen’s Hospital’s radiology department who was shortlisted for Young Achiever of the Year for his work with underprivileged and disabled children and his charity fundraising.
Hello everyone! I am Elaine Day, Staff Governor at the Trust. My constituency is the wonderful volunteers on all three of the Trust’s sites! Our volunteers are a great group of people doing a wide range of volunteering roles from meeting and greeting to showing stressed patients and relatives the way to the area of the hospital they are looking for. Likewise volunteers help on Wards and at Outpatient Clinics, in the Discharge Lounge and in the Emergency Department, as part of the Patient Experience Committee... anywhere in fact where a willing volunteer is needed.

I have been a committed volunteer at the Trust since 2007. I have worked on a range of Directorate/Divisional Committees, Focus Groups, Working Parties and Task and Finish groups. Through this experience I bring the views of the Patient and Volunteer, to enhance the hospital’s understanding of Patient and Public Experience. My professional skill set, as a former Headteacher, equips me to value change in the NHS whilst championing the development of the Patient and Volunteer Voice, so critical at this time. I am passionate about quality services and speak nationally on this subject. I am equally passionate about my local hospital’s future success and my role on the Council of Governors.

As a Member of the Council of Governors I attend a great number of meetings and training sessions all aimed at enhancing my skills to share the value the volunteers bring to the Trust. I am currently a member of the Membership and Communications Committee and alongside the Governor News! (our trial e-mail communications) we are very busy arranging our first ‘Hip and Knees Evening’ at Samuel Johnson Community Hospital and then comes the Annual Public Meeting on 25th September that will be an event to celebrate our national successes as a Trust!!! There is much going on. Please contact me if you wish via the Trust Communications Team by emailing communications@burtonft.nhs.uk or call 01283 511511 Ext 5907. I would love to hear your views on our organisation as it moves forward at such a pace!

The Trust is a great place to be... whether as a Patient, Visitor or a Volunteer... let’s work hard, together, to make it even better!!!!

The Trust has developed a Hospital Passport for use by adults with learning disabilities so that healthcare professionals can understand the patient better and make reasonable adjustments to the care and support they provide during the patient’s appointment or hospital stay. The Passport is based on original work by Gloucestershire Partnership NHS Trust, West Sussex Access Healthcare Group, Brighton Learning Disability Liaison Team and Sussex Partnership NHS Foundation Trust and is now widely used across the NHS.

Lisa Lamb, Matron Safeguarding Vulnerable Adults at the Trust, advises: “If a patient with a learning disability is admitted to hospital or visiting hospital for an appointment, they should carry a Hospital Passport which contains information about them to enable staff within the hospital to understand their everyday needs, likes and dislikes, including communication, medication, and eating and drinking. Patients in the community and/or their relatives should contact their learning disability nurse to obtain a Hospital Passport.”
Burton Hospitals League of Friends chose Volunteers Week (1st – 7th June) to formally handover to the Chairman of Burton Hospital, Mr Chris Wood, the vast array of items - to the value of over £70,000 - which had been purchased by the league over the last year to help improve patients’ quality of life.

Among the friends invited were Lady Hilda Clarke Patron of the League, the Mayor and Mayoress of East Staffordshire, Mrs Heather Wheeler MP South Derbyshire, Andrew Griffiths, MP East Staffordshire and Pat Murray, Chairman of South Derbyshire District Council.

Some of the items that have been purchased over the last 12 months with the League’s funding include:

- A P-Pod Chair with additional seating which enables a disabled child from birth to teenage years to sit up (£1,500).
- Three Hydroflex Chairs for patients suffering a stroke (£7,159).
- Four Rempod units which create an area to assist patients with dementia, as approved on Dragons Den earlier this year (£6,000).
- Refurbished Rocking Horse, 3 High chairs and crockery, and an I-pad to distract toddlers during treatment for the Children’s wards (£1,450).
- Four Trolleys for use by the Phlebotomy staff (£1,036).
- A Rota Lift to assist the movement of patients (£239).
- 14 Mealtime banners to enable patients to have their meals without disturbance (£1,515).

Pauline Spratt, Chairman of the League of Friends said: “Any member of staff may make requests for items. We do not refuse many requests but there is a scrutiny process to ensure there is a need and if it is agreed, items are ordered as soon as possible.

“We are very grateful to relatives who donate money in lieu of flowers and to other groups who fundraise for us - this past year we have averaged nearly £6,000 in donations every month - but there is always more that we can do. I would urge anyone who wishes to assist their local hospital in any way, for as many hours as they wish, to get involved with the League.”

Chris Wood, Chairman of the Trust, said: “So many of our people have worked tirelessly so that the hospital can be rewarded. We are eternally grateful to the people who have donated their time and money and been so generous. On behalf of the Board and myself, thank you.”

If you would like more information about the League of Friends please call Pauline Spratt, Chairman of the League of Friends on 01283 511511 Ext 5042 or email Pauline.Spratt@burtonft.nhs.uk, you will be made very welcome.
HOPE Exchange Programme

The Trust recently took part in an Exchange Programme with HOPE (European Hospital and Healthcare Federation) which promotes the exchange of knowledge and expertise within the European Union. The programme provides experience for hospital and healthcare professionals within the EU and neighbouring countries by facilitating co-operation and exchange of best practices.

Vanessa Rolinson, Learning and Development Manager at the Trust, said: “We applied to be a host for the HOPE exchange programme this year so that we could gain a greater understanding of healthcare systems in other parts of the EU and share best practice for both participants and host to further improve healthcare systems. We were successful and in April were delighted to welcome participants Thomas Boeer, a Diabetes Centre CEO in Germany, and Lisbeth Dammegaard, a Surgical Gastroenterologist in Denmark, who both joined the Trust for three weeks.”

During their time at the Trust Thomas and Lisbeth were exposed to activities undertaken in relation to quality, looking at how as a Trust we measure quality, how we can improve quality and how we can involve the patient more in their care. This included meeting with a variety of health professionals across the Trust, observing training and a ward assurance test. They also met with local stakeholders including the West Midlands Ambulance service, Air Ambulance, and Hazardous Area Response Team (HART) to get an insight into pre-hospital emergency care areas as well as visiting local GPs. The participants completed their programme by presenting to the exec team about their own country’s healthcare provision.

Thomas said, “I found the Trust to be well organised in relation to quality and there was an absolute team effort. I felt very welcome throughout my time here; it was a warm, friendly and transparent environment.”

TOP TWEETS

@PhilipGrocott @BurtonHospitals you have some very good and compassionate nurses on HDU and ICU at Queen’s Hospital.

@EmmaRoseFrancis @BurtonHospitals many thanks to all the lovely people that helped me last night and today. You are what the NHS is all about. Caring/helpful.

@taylordanny1 Sadly a good friend had a stroke last night! Battling on thanks to Burton Hospital.

RonDTaDHousing At CQC listening event in Burton on Queen’s Hospital. Very positive comments made from everyone about quality and caring nursing team.

@LChristophorou @BurtonHospitals amazing care from Dr Ahmed and his team in haematology today! Kind, professional and caring “THANKYOU”.

@EhOhSaysYes At @BurtonHospitals eye dept. Greeted by Staff Nurse Millie HelloMyNameIs Lovely treatment, looked after well :)

Join the conversation @burtonhospitals