Excellent feedback for Queen’s Hospital physios

A massive 99% of outpatients have said they would recommend the physiotherapy department at Queen’s Hospital, Burton, to their friends and family.

Among patients who had previously been treated elsewhere, 97% agreed that their treatment at Queen’s Hospital has been better.

Since the end of 2012, 300 outpatients have anonymously completed a ten-question survey which asks them to indicate how strongly they agree or disagree with statements about their care and treatment.

Rachel McKeown, Head of Therapies and Physiotherapy, said: “Our team has been constantly improving the intervention and service given to our patients. We aim to ensure we meet and hopefully exceed our patients’ expectations, particularly if physiotherapy has previously been unsuccessful.

“We are delighted that the results of our most recent feedback shows we are on the right track.”

Safety, privacy high for inpatients

A national inpatient survey shows that patients at Burton Hospitals NHS Foundation Trust’s three hospital sites feel very safe whilst staying in hospital, with an average score of 9.5 out of 10. Scores for privacy and dignity, and staying in single-sex accommodation were also very high; and inpatients provided good ratings overall for the cleanliness of hospital wards, toilets and bathrooms.

The 2012 survey, undertaken on behalf of the Care Quality Commission, also showed improvements in many areas of nursing, as well as in the care of patients having an operation or procedure. Burton Hospitals was amongst higher performing Trusts nationally for ensuring that inpatients were not disturbed by noise from staff at night, and for discharging patients efficiently without delay. Access to hand gel to prevent the spread of infections was also very high at 9.7, and most people were satisfied with the length of time they had to wait for an appointment.

Brendan Brown, Director of Nursing, said: “We are very pleased with the survey results with respect to safety, dignity and cleanliness, and we are also pleased that some of the improvements we have been making in nursing and other areas of care have been recognised. However, we are not complacent and we know that we have more to do. We are continuing to focus on improving the care provided to our patients, ensuring that they have better outcomes and experiences at all our hospital sites.”

Elaine Day, patient representative and a NHS Foundation Trust governor, said: “The results of this survey are particularly positive in a number of areas, and in some the Trust’s performance is among the higher performing Trusts in England. As a member of the Council of Governors I am encouraged by progress made by the Trust over the past year but will also be pressing it to address the areas of improvement identified by the survey.”

Some of the improvement areas being addressed by the Trust include improving the quality of food, reducing the time to get a bed on a ward, increasing communication between care staff and patients, reducing noise at night caused by other patients, involving patients more in their discharge arrangements, and encouraging feedback from patients during their stay.

Burton Hospitals NHS Foundation Trust scored at least average in all areas of the survey, when compared with other Trusts across England. The full national results are on the CQC website at www.cqc.org.uk/Inpatientsurvey2012

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The Trust has been thanked by Lynda Hamlyn, the Chief Executive of NHS Blood and Transplant for helping to achieve a 50% increase in organ donation by 2013. Along with Trusts around the UK, staff at Burton Hospitals have helped to shift attitudes towards organ donation over the last five years.

In 2008, a national Organ Donation Taskforce was established and targeted with achieving a 50% increase in the number of deceased donors by 2013.

As a result of the increase, 3,112 transplant operations were performed in 2012/13, an increase of 30% over the numbers carried out in 2007/8.

Dr Ian Poxon, Clinical Lead for Organ Donation at the Trust, is delighted with all that has been achieved, but said: “We cannot rest on our laurels. More still needs to be done to make the subject of organ donation usual, not unusual. Also, we need to raise more awareness of what organ and tissue donation involves – to encourage more potential donors to register and, as importantly, to talk through their wishes with their loved ones so that their wishes are honoured after their death.”

**Infection targets beaten**

Strict hygiene measures in place at Burton Hospitals NHS Foundation Trust means that it has successfully beaten its annual target for cases of the clostridium difficile (C. Diff) infection by 12%.

The Department of Health had set the Trust a target of no more than 25 cases of the highly-infectious illness in the year ending March 31, 2013. In fact only 22 cases of the illness were recorded in the 12-month period. The previous year saw 37 cases of C. Diff.

Over the same period, only one case of the MRSA Bacteraemia - or blood stream infection - was reported at the Trust, successfully meeting the national target.

Steven Harding, Lead Nurse for Infection Prevention and Control, said: “We are delighted with this achievement which is down to good practices at Ward level. Our nurses here have been really effective in identifying patients who have potential problems and managing them early. Practicing good hygiene and cleanliness, and starting treatment quickly have also been key factors, and we were rated highly for access to hand gel by in-patients in the recent national survey.”

**WALKING FOR HEALTH**

One of the easiest ways to manage your weight and improve your health and fitness levels is completely free. You don’t need to buy special clothing or equipment, or pay for classes or lessons and it’s suitable for people of all ages.

Many people often overlook it as a form of exercise, but walking is one of the easiest activities to build into your daily routine – and the health benefits can be huge. Regular walking has been shown to reduce the risk of chronic illnesses, such as heart disease, Type 2 diabetes, asthma, stroke and some cancers.

To get the health benefits of walking you need to build up to a 'moderate intensity' where your heart rate is slightly raised. Begin every walk slowly and gradually increase your pace. After a few minutes, if you’re ready, try walking a little faster. Towards the end of your walk, gradually slow down your pace to cool down. Finish off with a few gentle stretches, which will help improve your flexibility.

For more information, visit

http://www.nhs.uk/Livewell/getting-started-guides/Pages/getting-started-walking.aspx

http://www.walkingforhealth.org.uk/

**Multi-faith event in Transplant Week 2013**

Transplant Week is set for July 8-14, and the Trust is planning a host of events to mark this annual event highlighting this important health issue.

The Trust’s Organ Donation Group is planning a major multi-faith event which will take place at the Medical Education Centre, Queen’s Hospital, Burton, on Wednesday, July 10, from 9.30am to 12.30pm.

Speakers from six main faiths, Buddhism, Christianity, Hinduism, Islam, Judaism and Sikhism are being invited to contribute to the event. The keynote speaker will be Dr Ian Poxon, Clinical Lead for Organ Donation at the Trust.

Places are limited and anyone interested in attending should contact Rev Paul Barrett, the Trust’s Head of Spiritual Care Services on 01283 511511 ext. 5666, or email paul.barrett@burtonft.nhs.uk

**Ground-breaking 50% increase in organ donors**

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A new birthing pool is being installed at the Queen’s Hospital delivery suite – improving facilities for mums-to-be. New en suite bathroom facilities are also being created in the delivery suite to give mums more privacy, convenience and comfort.

It is one of three major projects at Queen’s which will all help to improve the patient experience.

A four-month project to redevelop and modernise the gym in the Physiotherapy department has made it brighter and more energy-efficient.

The final project is the building of a new Switch Room off the ground floor corridor which will deliver Uninterruptible Power Supplies (UPS) to the operating theatres and the Special Care Baby Unit. This means there will not be any break in service - even for a few seconds - if the generator has to take over from the mains power supply.

The birthing pool is expected to be operational during the summer. It means that mums who want a water birth can now have that experience here instead of travelling to other local hospitals that have birthing pools. Four ensuite wet rooms and two ensuite bathrooms are being added to six delivery rooms which previously shared facilities.

James Chadwick, Capital and Engineering Manager in the Estates Department, said: “The old gym had not been touched for at least 10 years. It looked very much like an old-style school gym with high ceilings, wall bars and a floor marked out with sports court lines.”

The new Switch Room is due for completion at the end of May and it will be an ongoing project over the summer to complete the field wiring.

An innovation by staff from Burton’s Queen’s Hospital is helping to protect the health of newborn babies.

A unique early warning scoring chart - called the Newborn Observation Track and Trigger Chart (NOTT) - has been developed by midwife Isabel Phillips (pictured), Dr Azhar Manzoor and Dr Mansoor Ahmed.

It documents regular observations carried out on babies at risk of becoming ill, making it easy to spot any early warning signs that would require immediate attention by the neonatal team or a senior midwife.

Isabel explained: "The tool helps paediatricians and midwives identify more clearly babies who might be at risk, as well as the appropriate action to take. It also detects any deterioration in a baby’s condition and can potentially help us to save lives."

“It’s been well received by staff and is extra reassurance for mums that we are keeping a close eye on their baby.”

Chief Executive Helen Ashley, has spoken of her pride in the work and said: “It means that Burton Hospitals is leading the way on improving care for newborn babies and we have already had a number of queries from other Trusts who are interested in introducing a similar tool in their own hospitals.”

Isabel’s work earned her a place as a finalist at this year’s Royal College of Midwives (RCM) national awards. She was also named Midwife of the Year in Burton Hospitals’ Staff Excellence Awards 2013. The chart is to be introduced at the Samuel Johnson Community Hospital, Lichfield.
Do you know an absolute GEM? Has someone made your day by going the extra mile?

Our new staff recognition scheme - the GEM awards (Going the Extra Mile) - launched on April 23 with nomination forms now available throughout our hospitals and online.

Anyone who works or volunteers for the Trust is eligible to be nominated for a GEM award. The new scheme replaces the former WOW awards.

The GEM awards are a chance to make special people - who have done something above and beyond their duties - to feel valued. GEM winners will be chosen four times a year. All nominations will be displayed on the Burton Hospitals website and no more than four winners will be chosen each quarter.

To nominate someone go to www.burtonhospitals.nhs.uk and click on the GEM logo or complete one of the forms distributed around the hospitals in Burton-on-Trent, Lichfield and Tamworth and hand it in to staff at the main reception desk.

Your nomination must relate to something that happened with the last three months and be based on your, or your family's, personal experience.

GEM Awards open for nominations

Call for new survey volunteers

Collecting patient feedback, so that the Trust can continue to drive improvements in all areas if its services, is a vital task.

Our Patient and Public Engagement (PPE) volunteers are a very important part of this work and additional help is always welcomed.

They are also helping with the new national Friends and Family test that ALL hospitals have been undertaking since April. It asks adult patients leaving acute wards and A & E one question “How likely are you to recommend us to friends and family if they needed similar care and treatment?”

Anyone who is interested in becoming a survey volunteer can contact Michele Clerc, PPE Advisor, on 01283 511511 ext 5279 for more information.

Website is live – and we’re loving it

Months of planning went into the launch of the new Trust website – and reaction has been overwhelmingly positive.

Elaine Day, patient representative and NHS Foundation Trust Governor, said: “Anyone who tried to use the old, overloaded, cumbersome website will find the new site easy to navigate and so very interesting.”

The new www.burtonhospitals.nhs.uk reflects the changes the Trust has been through in recent years and has been built around the needs of patients, staff and the wider community expressed at workshops and through a website steering group.

Elaine was the patient representative on the steering group and commented: “The whole process was so interesting and encompassed real ‘blue sky’ thinking. We looked at what we really needed on our website, and then at how we could best fulfil that brief with clarity and ease of access.

“The team was enthusiastic and challenging, only looking for what was best for everyone who may use the site: prospective inpatients, outpatients, families of patients, staff, local healthcare staff and the wider community. It will increasingly become the view the outside world has of our Trust.”

The Trust’s Communications team is still keen to hear from anyone with feedback on the new website or ideas for additional content.

Please email communications@burtonft.nhs.uk or ring 01283 511511 ext 5907.

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