

Foundation Focus

Issue 7 | March 2010

Taking the helm at Queen's

Helen Ashley, formerly Acting Chief Executive and Director of Corporate Development, has been appointed as our new Chief Executive.

Helen joined the Trust in 2006 and is a highly experienced executive director with 18 years' experience working within the NHS, nine of which have been at board level.

Previously she held positions as the Deputy Chief Executive at Erewash Primary Care Trust (PCT) and Director of Finance at Central Derby PCT.

During her time at the Trust, Helen has played a lead role in helping it to achieve NHS Foundation Trust status in November 2008 and has forged close working relationships with local PCTs. She has also been instrumental in developing and implementing the Trust's strategic direction.

With a strong background in change management, she has also worked closely with staff at all levels of the Trust to drive continuous improvement in clinical

standards to meet the needs and expectations of patients. Jim Morrison, Trust Chairman, said: "Helen brings a wealth of knowledge, experience and leadership skills that will be invaluable to the Trust moving forward. She is also passionate about patient care and delivering the very best healthcare services for people living in East Staffordshire, South Derbyshire, Lichfield, Tamworth and North West Leicestershire."



IN POST: Helen Ashley.

Helen commented: "I am looking forward to the challenge of leading Burton Hospitals NHS Foundation Trust and building on the strong foundations which are already in place."

ESR stars

We are delighted that our Electronic Staff Records (ESR) project team was a multiple award winner at a recent event for NHS trusts who had made outstanding progress in the implementation of ESR.

At the NHS West Midlands event, held in Birmingham before Christmas, our ESR team was awarded first place in two categories – for best progress in recruitment and human resources, and for being best in field for the implementation of self service. The team also won the overall prize for best NHS trust in the West Midlands.

Michele Wilcox, Learning and Workforce Manager, said: "It has been a challenging, exciting and rewarding journey and our success is thanks to the contributions of our colleagues in HR, payroll, finance and the support of staff throughout the Trust.

"Our vision has always been to embrace ESR and to maximise the benefits of the system. We have sought to



PRIZED ASSETS: Our ESR project team pictured with their trophies of success following the NHS West Midlands event.

rationalise our processes, making time, resource and cost efficiencies throughout the organisation.

"We are still in the early days of realising the benefits of the system but are determined to achieve our vision and develop other functionality within ESR, such as talent management and the National Learning Management System."

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Foundation Focus

Governor spotlight

In every edition of Foundation Focus we will introduce our Governors to help you understand their roles and ambitions. This month we meet five Governors – Mary Adams, Peter Bayley-Bligh, Steve Harding, Dr Stephen Millar and John Randle.



MARY ADAMS

Q. Where do you live?

Barton-under-Needwood.

Q. Which constituency do you represent?

I am one of the elected Governors for East Staffordshire.

Q. What is your background?

I was employed as an NHS nurse for 38 enjoyable years and when I retired I was the Chief Nurse and Director of Healthcare Standards for South East Staffordshire Health Authority.

Q. Do you have any other interests?

I am currently a Trustee for St Giles Hospice in Whittington where I chair the Clinical Governance Committee and act as the lead trustee on the unannounced inspections required under the Care Standards Act. I am an active member of the Women's Institute and I also support the activities of my local church.

Q. What are your hopes for the Trust?

During my career I worked in Manchester, Bristol, London, County Durham and Birmingham and these different areas and specialities continued to broaden my knowledge and understanding of healthcare services and nursing management. This interest has continued into retirement, hence my willingness to be nominated and subsequently elected as a Governor of the Trust.



PETER BAYLEY-BLIGH

Q. Where do you live?

Netherseal.

Q. Which constituency do you represent?

I am privileged to represent the people of South Derbyshire as an elected Governor.

Q. What is your background?

My interest in health began during my school days. This led to a career in the health service spanning 35 years, from my early days at St Helier Hospital, to Gloucester Royal and then 20 years as a pathology laboratory manager at Burton Hospitals.

Q. Do you have any other interests?

After leaving the NHS, I went to teach first aid and health and safety at Walsall College in the School of Care and Public Service. In addition, I am the ATL representative, serve on the health and safety committee and as an elected staff governor and I also chair one of the committees. Furthermore, I am a member of the British Red Cross and a supporter of the RNLI.

Q. What are your hopes for the Trust?

Throughout my NHS career I have gained an insight into how the NHS works. As an elected Governor, I have the opportunity to use this knowledge and take a more active role in improving patient care.



STEVE HARDING

Q. Which constituency do you represent?

I have been elected as a Staff Governor for the constituency of Nursing and Midwifery.

Q. What is your role in the hospital?

Following a 29 year nursing career, I have specialised in infection control and I have a particular interest in promoting and improving patient safety.

Q. Do you have any other interests?

Outside of work I am a keen golfer, while I also enjoy walking and landscape photography.

Q. What are your hopes for the Trust?

In my role as a Staff Governor, I want to ensure that the vision of our members for the ongoing development of nursing and midwifery within the Trust is faithfully represented.

To this end, I will be arranging 'drop-in' sessions to give an opportunity for members to ask questions and as a forum for providing feedback about Trust-wide issues.



DR STEPHEN MILLAR

Q. Which constituency do you represent?

I am the elected Staff Governor for the Medical and Dental Staff group.

Q. What is your role in the hospital?

I have been a consultant anaesthetist at Queen’s Hospital since 1986. I am a generalist anaesthetist mostly working in lower limb orthopaedics surgery, breast and breast plastics surgery, and in obstetric anaesthesia. I have a particular interest in anaesthetics equipment, total intravenous anaesthesia and in medical workforce matters.

I was elected by the Council of Governors to be lead governor, to Chair its Appointments Committee and to represent it on the Safe Medication Practice Group. I also recently completed three years as Chairman of the Trust’s Medical and Dental Consultants’ Committee.

Q. Do you have any other interests?

I am Honorary Secretary of the Burton and District Division of the British Medical Association (BMA), and received the honour of the award of Fellowship of the BMA, presented by HRH The Princess Royal in 2007. I am President of the Midland Society of Anaesthetists and I am an assessor for the Royal College of Anaesthetists and a member of its Anaesthesia Review Team.

Q. What are your hopes for the Trust?

With a long history of representing colleagues locally, regionally and nationally, it was natural that I should want to become a Staff Governor and to use this substantial experience to try to help the Trust, with its relatively new Foundation status, and its Council of Governors to develop.



JOHN RANDLE

Q. Where do you live?

Stretton, Burton-on-Trent.

Q. Which constituency do you represent?

I am one of the seven elected Governors for East Staffordshire and represent the constituency of Stretton.

Q. What is your background?

I am a born and bred Burtonian having attended Short Street Infants then Hill Street School until the age of 14 when I left to be an office boy for a local firm of solicitors.

At 18 I was called up for National Service in the army where I ended up involved in the Malayan conflict with the Ghurkas. Three years later I returned to the legal profession and became a Fellow of the Institute of Legal Executives.

In 1969 my wife and I purchased Stretton Post Office and although my son and my wife now manage the business, I am still involved in the back office looking after all the paperwork. I am also involved as the Federation trouble sorter.

Q. What are your hopes for the Trust?

In my experience I have found Queen’s Hospital and its staff to be first class in attitude and devotion to its patients. Having used the hospital’s services myself, I would like to give something back. I will seek to do my best to encourage membership and to promote the development and continued excellence of its services.

Diabetes and weight loss – the facts

Type 2 diabetes is increasing, partly due to the more sedentary lifestyle that people now lead.

When someone is diagnosed with Type 2 diabetes or when control worsens, it is important to look at their diet and lifestyle in order to make sensible alterations to aid weight loss and improve control. Any changes made will also affect other risk factors such as cholesterol and blood pressure.

Kymerley Fearn, Diabetes Nurse Specialist, said: “Weight loss is like a set of scales that needs to be tipped in the right direction. In order to lose weight, energy expenditure (activity) needs to exceed energy intake (food and drink), and this is no different for a person with diabetes.

“There is no such thing as a ‘diabetic diet’ - everyone, diabetic or not, should be eating a healthy balanced diet, which is low in salt, fat and sugar. However it should be noted that although low fat diets are promoted, products that claim to be ‘low fat’ are often high in sugar and therefore unsuitable for people with diabetes.

“For people with diabetes, it is very important to cut down on fast acting carbohydrates, such as sugar, which raise blood glucose quickly. Starchy carbohydrates, such as bread and potatoes, raise blood glucose more slowly and should be present at each meal, although the portion size needs to be considered carefully when trying to lose weight and must also be balanced with the individual’s current diabetes treatment.

“When eating less or increasing activity, a person with diabetes can be more at risk of suffering from low blood glucose level. It is essential, therefore, that when people with diabetes are trying to lose weight they must have the support of their diabetes team in the hospital or community in order to change their medications, where necessary, to optimise control.”



Appealing merchandise



APPEAL TEAM: Nolan Salmon, Financial Controller; Jim Morrison, Trust Chairman; Lauren Docksey, CT Fundraising Coordinator; and John Doyle, Finance Graduate Trainee.

(IMAGE COURTESY OF BURTON MAIL)

A selection of merchandise is now available to buy in aid of our £500,000 Scanner Appeal.

Wristbands (£1), T-shirts (£3), lapel badges (£2) and ready to use fundraising packs can be purchased by contacting Lauren Docksey on 01283 593111 or via email: lauren.docksey@burtonh-tr.wmids.nhs.uk

Thanks to the generosity of local people, the Scanner Appeal total has just reached the latest milestone of £113,019. However with £400,000 to raise, there's still a long way to go.

Please support the CT Scanner Appeal - every penny helps.

To find out more, visit www.burtonhospitals.nhs.uk/fundraising



Queen's Hospital Scanner Appeal
Reg Charity No. 1055519

Make your vote count

The time has come for Members in two of our constituencies to decide who they would like to represent them as a Public Governor on our Council of Governors.

If you live in Lichfield, Tamworth or South Derbyshire, you will shortly receive from Electoral Reform Services, the company that manages elections on our behalf, details of the candidates who have been nominated and ballot papers.

Although it is not compulsory to vote, we would encourage Members in these constituencies to complete and return their voting forms by the deadline, **Thursday April 1**. The results of the Public Governor elections will be issued to our Trust on **Tuesday April 6** and will then be published on our website www.burtonhospitals.nhs.uk

Focusing on your views

For Staff Members only

Foundation Focus is normally distributed to Public Members as a hard copy and is made available on the intranet for Staff Members.

Following comments received from some members of staff, it has been decided to issue a printed copy directly to all Staff Members on a trial basis.

We would appreciate your feedback on your preferred way of receiving future editions of Foundation Focus.

What is your preferred way of receiving Foundation Focus? (Please tick one option only)

- Individual paper copy, posted direct via the internal post.
- Delivered with your payslip.
- Copies made available to each department.
- Copies made available in the corporate magazine stands in A&E; at the main Help Desk; and at the entrance to Cooper's Restaurant.
- Download via the intranet.
- Sent to your personal email address.

Please add your comments _____

Name: _____

Department: _____

Tel no: _____

Email address: _____

Closing date for the return of completed forms is March 31, 2010.

Please complete and return your form to:
Toni Carlile, Communications Manager,
Corporate Development Office, The House.

Foundation Focus

The A* Team



TOP RATED ENDOSCOPISTS: *Our team of first class endoscopy staff have had their commitment to excellence recognised.*

The Endoscopy Team has plenty to celebrate as 2010 gets underway – from achieving national recognition for its flagship service, to the appointment of a new Endoscopy Unit Manager and outstanding success in a team fundraising event.

The Unit's commitment to providing first class patient care resulted in an A* rating in a twice-yearly review under its Joint Advisory Group accreditation.

Staff achieved the highest possible scores in two areas – quality of patient experience and development of the workforce.

Manager Shel Smith explained that they were now classed as a unit of excellence in these fields and this will enable them to offer information and advice to other units around the country on how to reach the required A* standards.

She said: "It's really difficult to gain JAG accreditation, as it sets the standards of care for all endoscopy units.

"We worked very hard to make our service patient-friendly and it's brilliant to know we have achieved that."

The focus on all-round patient care covers areas such as confidentiality, admissions and discharges, privacy and dignity and time spent counselling people.

Shel added: "We had to reconfigure the way the service was run to ensure that it met the requirements. We will also have to demonstrate this every six months in future."

Against the workforce standards, the Unit, which has 13 nurses, a healthcare assistant level 3 and three support workers, an office manager and two booking co-ordinators, was assessed across key areas such as training, working environment and staff support.

Welcome on board

We are delighted that Martin Gledhill has joined our Trust as a new Non Executive Director.

He brings extensive knowledge and business acumen to his new role from more than 25 years working at finance director level.

He started his working life at Philips Electrical Plc on the graduate accountant trainee scheme and spent time with RTZ Corporation Plc and Aga Rayburn Ltd in senior financial management roles.

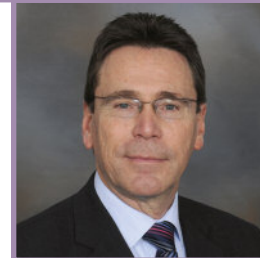
In 1996 he joined Technic Group Plc as Finance Director, before setting up a new company, Technic Tyre Ltd, as Managing Director in 2000.

For the past four years, he has been Finance Director at Foseco Ltd where he has played a creative and proactive role in the management and development of the foundry business in the UK.

Martin is a fellow of the Chartered Institute of Management Accountants and a graduate in engineering and management from Loughborough University.

Martin was officially appointed by the Trust's Council of Governors at its meeting in January. His term of office is for three years.

Martin lives with his wife, Kathryn, in Hammerwich, near Lichfield.



New urology clinic opens

Services for patients experiencing lower urinary tract symptoms (LUTS) are set to improve, thanks to joint working between Queen's Hospital and South Staffordshire PCT.

As a result, Mrs Rosemary Corfield, Consultant Urologist, will hold a new monthly consultant-led clinic at Balance Street Health Centre, Uttoxeter.

The clinic aims to:

- provide improved choice, access and service for men and women suffering from LUTS
- provide specialist opinion and care, closer to where patients live
- ensure that patients are seen within four weeks
- ensure that as much patient care and investigation, including bladder scans and flow rate tests, is carried out in the community, with only surgical cases going to hospital.

Appropriate patients for the new clinic will include:

- general male LUTS patients and those who have failed to respond to treatment
- patients with bladder pain; incontinence; incontinence and recurrent urinary tract infection; urinary retention; neurological signs; recurrent incontinence; failed previous surgery; complicated diagnosis.

Share your views on spotlight on services

Your health matters and one of the best ways to find out more about common conditions is by talking directly to our experts.

Since July 2009, we've been running monthly *Spotlight on Services* health information sessions covering a range of topics from diabetes to sexual health. The aim is to offer something for everyone and future sessions scheduled between April and June will cover safe eye care and preventing injuries, rheumatology and urology.

However, to develop these sessions we'd like to know what you think about them.

- **What's the best time of day for you to come along?**
- **Are there any topics you'd like to know more about?**
- **Are there any groups that would benefit from a talk?**

To share your views or to find out further details about the sessions in April, May and June, please contact Pam Beecham, Corporate Development Officer, on 01283 566 333 ext 5478 or email communications@burtonh-tr.wmids.nhs.uk

Alternatively, write using our freepost address: Freepost RRJK-LJEL-UYUL, Burton Hospitals NHS Foundation Trust, Queen's Hospital, Belvedere Road, Burton-on-Trent, DE13 0RB.

Can you help us get better?

Here at Burton Hospitals NHS Foundation Trust we want to provide the best services that we can for our patients and the community. We will do that by listening to the experiences of our patients and members.

If you have been a patient or a carer recently, or you are interested in helping your local hospital to provide the best services it can, then we would like to hear from you.

There are many opportunities to help make a difference and you don't necessarily need to be able to commit a lot of time.

You could complete a questionnaire, participate in a focus group, tell us the story of your experience, keep a patient diary or become a Patient and Public Engagement Volunteer.

If you would like to find out more about how you can help us get better, then please contact Michele Clerc, Public and Patient Engagement Advisor via email: michele.clerc@burtonh-tr.wmids.nhs.uk or telephone 01283 566 333 ext 5279.

Dial 111 for non-emergency healthcare

A new free three-digit number – 111 – making it easier for patients to access non-emergency healthcare wherever they are, 24 hours a day, is being piloted in the East Midlands, including South Derbyshire.

The new 111 service will assess callers' needs to ensure they receive the right service, first time. It will route patients to a locally available service or provide appropriate advice and information.

When someone calls 111, they will be assessed straight away. If it is an emergency, their call will be passed immediately to the ambulance service, which will despatch an ambulance without the need for any further assessment. For minor illnesses and injuries, the 111 service will be able to provide immediate clinical advice. Should the caller need to see a GP, they will be referred to the nearest local centre.

From 2010, the 111 service will be piloted by the local NHS in England in the North East, the East of England and the East Midlands to evaluate the benefits to the public and the NHS, before potentially rolling it out nationally.

111 will not replace existing local telephone services or NHS Direct, but will provide patients with an additional choice in how they find non-emergency care. In the long-term, 111 could become the single number to access non-emergency care services in England, including NHS Direct.

999 will remain the number to call in an emergency situation.



Welcome on board

All members of the public are welcome to attend the quarterly General Council of Governor meetings.

The dates for 2010 are as follows:

- Thursday April 22 at the Pirelli Stadium (home of Burton Albion FC)
- Tuesday July 20 at the George Hotel, Lichfield
- Wednesday October 20 at the Pirelli Stadium.

Meetings commence at 5.30pm.