

# FOUNDATION TALKBACK

Poole Hospital **NHS**  
NHS Foundation Trust

THE NEWSLETTER FOR FOUNDATION TRUST MEMBERS

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## Welcome

Welcome to the latest edition of *Foundation Talkback*, our regular information bulletin for members of Poole Hospital NHS Foundation Trust.

We were delighted to be named the safest hospital in the UK in the prestigious CHKS National Patient Safety Awards this year. The safety of our patients is a priority for us, and this award is a credit to the hard work of our staff in keeping the hospital clean, and preventing and controlling infections. Rates of hospital-acquired infections continue to be very low at Poole Hospital, and I am pleased to report that there have been no cases of hospital-acquired MRSA bacteraemia so far in 2009.

This issue of *Foundation Talkback* includes details on our Annual Plan, which is the document we submit to our regulator Monitor outlining key achievements and our plans for the coming year. The summary on page two includes information on achievements in the areas of care and safety, performance and governance, as well as details on how we plan to develop our services further to enhance the quality of care we provide to patients.

This bulletin also contains information on forthcoming elections for our Council of Governors. Six public seats on our Council will be eligible for re-election, and full details on how to vote will be sent to all relevant members shortly by post. The voting process will take place in September, and I would urge you to take advantage of the opportunity to vote, to help us ensure that our Council of Governors is representative of the community we serve.

Thank you, as always, for your continuing support of Poole Hospital NHS Foundation Trust and I look forward to seeing many of you on 24 September at our annual members' meeting.

Peter Harvey  
Chairman, Poole Hospital NHS Foundation Trust



## Poole Is Named Safest Hospital In The UK

Poole Hospital NHS Foundation Trust is the safest hospital in the UK, according to an analysis of nationally available data.

The Trust has been named the winner of the prestigious CHKS Patient Safety Award 2009, which recognises outstanding performance in providing a safe hospital environment for patients. Analysis of all UK hospitals carried out by CHKS, the UK's leading independent

provider of healthcare intelligence and quality improvement services, was based on a number of criteria, including rates of hospital-acquired infections such as MRSA and C.difficile, hygiene and cleanliness and the number of patients dying in hospital.

Sue Sutherland, Chief Executive of Poole Hospital said: "At Poole Hospital patient safety is our utmost concern and we put it at the centre of everything we do. All staff are aware of the part they have to play in ensuring the highest standards of patient safety and I am delighted that their efforts have been recognised by this prestigious award."

James Coles, Director of Research, CHKS, said: "Hospitals are accountable to their patients, their families and their local communities to provide a safe environment and high standards of patient care. Our award winners this year share a commitment to driving improvement and engendering a culture of excellence throughout their organisations."



Poole Hospital NHS Foundation Trust has been named the safest hospital in the UK in the prestigious CHKS Patient Safety Awards. These awards consider areas such as infection control and cleanliness.



# Annual Plan

Each year, as an NHS Foundation Trust, Poole Hospital is required to submit an annual plan to Monitor, our independent regulator. The plan sets out what we have achieved over the past year and how we intend to develop services over the coming year. For the benefit of our members, its main contents are summarised below.

## Looking Back On 2008/09

Last year the Board of Directors set patient safety and quality of care as the top priorities for Poole Hospital. Therefore, we were delighted to be named as the safest hospital in the UK (see page 1 story). We were particularly pleased that the quality of our clinical services was rated as 'excellent' by the Healthcare Commission (now part of the Care Quality Commission) in its annual health check and that the Commission also found Poole Hospital fully compliant with its stringent hygiene code.

In other independent reports, we remained in the top twenty per cent of hospitals for both patient and staff satisfaction in general and our emergency department was put among the top ten in the country for patient satisfaction.

Poole Hospital's 'zero tolerance' policy towards hospital-acquired infection resulted in a reduction of more than 80 per cent in the number of MRSA bacteraemia (blood stream infections). We also reduced the number of Clostridium difficile infections significantly.

We began building to provide an extra theatre and more space in our endoscopy unit so that emergency patients can be treated even more quickly and routine waiting times could be reduced further.

We also met our financial targets and ended the year with a surplus of £3.4 million, which will be invested in improved buildings and patient facilities.

### Other significant achievements included:

#### CARE & SAFETY

- Quality improvements to our services for trauma patients (ie people with injuries such as broken bones)
- A new service for young people making the transition from children's to adult services and a 'chill out' zone for teenagers on the paediatric unit
- Opening a Dorset-wide centre of excellence for women with endometriosis
- A new cardiac pacing suite for patients with heart conditions
- The introduction of a bowel screening programme to identify previously undetected cancers
- Expanding the breast screening programme to prepare for its extension to women aged 47-50 and 70-73 by 2012

#### PERFORMANCE

- A maximum waiting time of 13 weeks
- A reduction in delays to the discharge of patients fit enough to leave hospital
- Cutting staff sickness levels

#### GOVERNANCE

- Reviewing the governance arrangements for the Board of Directors
- Re-appointing the chairman
- Appointing a new executive director and a new non-executive director
- Holding elections for two vacancies on the Council of Governors



Patient safety and the quality of care we provide are priorities for the Trust

## Clinical Services Refresh

During 2008/09 we published an updated Clinical Services Strategy. This document details the developments that will enable us to continue to provide excellent patient-centred emergency and planned care to the people we serve.

The emphasis is on continually improving the quality of care through the development of Centres of Excellence. Five key areas for development were identified as:

- East Dorset trauma service
- Local general emergency services
- East Dorset women's and children's service
- Dorset Cancer Centre
- Local acute elective centre

Major improvements to the physical environment of the Hospital will support this development, including a new maternity hospital and day care unit, and the extension and refurbishment of the Emergency Department, together with redesigning of the entrance to the Hospital.

To complement the Clinical Services Strategy, an Academic Strategy was published with a stated intention of becoming a University Hospital. This will enable us to develop a culture where excellence is expected, and where learning and scholarly activity will be actively encouraged.



## Looking Ahead To 2009/10

In the coming year, we plan to develop services at Poole Hospital by:

- Further improving stroke, trauma and cardiology services
- Expanding breast and bowel screening services
- Introducing digitalised breast screening equipment
- Investing in new cancer drugs

**Our longer term strategic aims are supported by a number of key objectives for the organisation, which are categorised under the headings of:**

### CARE & SAFETY

- Reducing healthcare-acquired infections to a minimum and screening patients for MRSA (firstly 'elective' patients attending for a planned operation and then emergency patients)
- Retaining our 'excellent' rating for the quality of clinical care
- Implementing a new model of maternity care
- Providing all inpatient care in same sex facilities where it is clinically appropriate
- Completing emergency plans to deal with major incidents such as a pandemic flu outbreak
- Expanding the opening hours of clinical services to include weekends and the hours up to midnight
- Taking forward the major building programmes

### FINANCE

- Meeting all financial targets and delivering the surpluses required for investment
- Managing our financial and service plans within lower expected growth

### CORPORATE GOVERNANCE

- Increasing our Foundation Trust membership by 20 per cent
- Responding to issues raised by GPs and primary care

### WORKFORCE

- Working towards becoming a University Hospital
- Maintaining low levels of sickness absence

## Membership

Within the Annual Plan there is a section on membership; the Trust now has over 6,100 public members and a target for increasing public membership by 20% for 2009/10. We aim to continue to engage in face-to-face and direct mail recruitment of members among patients attending for hospital appointments. The Trust will widen the scope of this to target patients attending ante-natal and child health appointments, with the objective of increasing our reach into younger age groups.

We intend to use public interest in the proposed capital developments – maternity, day care and emergency departments – to demonstrate the tangible benefits of Foundation Trust membership through increased involvement in the process.

The Trust will plan a programme of membership events, giving Foundation Trust members the opportunity to engage first hand with staff and governors so that they may learn more about the Foundation Trust.

The public website will be redeveloped, involving members, so that it is fully accessible and relevant to their needs.



The building of a new maternity hospital is one of the Trust's major capital projects

## Autumn Elections To Take Place For Seven Council Seats

The first round of re-elections to Poole Hospital NHS Foundation Trust's Council of Governors will take place this autumn.

A total of seven seats on the Council will be eligible for re-election. Six of these are public seats – four for the Poole constituency, one for the Bournemouth constituency and one for the Purbeck, East Dorset and Christchurch constituency. The additional seat eligible for re-election will be a clinical staff seat.

Notice of the elections will be sent to all relevant Foundation Trust members by post in July, and the voting process will take place in September. If you would like to stand for one of the posts, please contact Pauline Malins, Director of Communications & Marketing, on 01202 448745 or email [Pauline.malins@poole.nhs.uk](mailto:Pauline.malins@poole.nhs.uk) before 31 July.

### New Governors

Following recent elections, two new Governors have now joined our Council. We would like to welcome Geoffrey Carleton as one of three Governors on our Council representing Purbeck, East Dorset and Christchurch, and Isabel McLellan as the Governor for North Dorset, West Dorset, Weymouth & Portland.

## Fundraising At Poole Hospital

A group of staff from the Bank of New York Mellon visited Poole Hospital in April to work in the sensory garden on Portland Ward as



part of the company's Earth Day celebrations. The team jet-washed the patio, cleaned the benches, pruned the plants, hung baskets and adding new plants. The garden can now be enjoyed by the patients on Portland Ward.

Sister Shirley Hunt and Portland Staff would like to say thank you to the Bank of New York Mellon who generously gave their time and the wonderful plants to brighten and develop the area. The ward would also like to thanks Anabelle Todd for contributing towards the garden.

### DATES FOR YOUR DIARY!

#### 15 AUGUST - 500 FACES OF POOLE

Have your portrait taken and take part in an exciting community arts project! Professional photographer Steve Cook of Seeker Photography is offering local people the opportunity to have a portrait shot taken for a minimum donation to the Wish List of £2, and the photos will then appear in a montage which will be displayed in the Lighthouse in Poole. Join us in the Dolphin Shopping Centre on Saturday 15 August from 10.00am to 5.00pm.

#### 30-31 AUGUST – POOLE PARK FEST

The Wish List is holding a cake sale and book stall at Poole Park Fest on Sunday 30 and Monday 31 August. The festival is a great day out for all the family so if you are planning to attend, please pay us a visit!

## Events For FT Members

Our Council of Governors meet four times a year, at meetings that are open to Foundation Trust members.

This year, we will also be hosting our second annual meeting for Foundation Trust members. The meeting will now take place on 24 September at 6.30pm, following the Council of Governors meeting, and this year will be hosted at Poole Stadium. Please note, this has changed from the original date of 1 October. More details and instructions on how to confirm your attendance will be sent out nearer the time.

Council of Governors meetings for the rest of the year will take place as follows:

- 24 September 2009 at 5pm, followed by the Annual Members' Meeting at 6.30pm (Poole Stadium)
- 26 November 2009 at 5.30pm (Poole Hospital Board Room)

## Fred Dinenage Opens New Radiotherapy Unit

TV broadcaster Fred Dinenage officially opened a range of new radiotherapy facilities at Poole Hospital on Tuesday 2 June.

The radiotherapy department at Poole has expanded to include a variety of equipment which will cut treatment times, improve the precision of treatment and enhance the care that patients receive.

Amongst the new facilities is a High Dose Rate (HDR) Brachytherapy Unit. HDR Brachytherapy allows patients to receive treatment via a radiation source placed directly in the source of a tumour, and has the benefit of delivering a high dose very quickly. This can reduce side effects and means a dramatic reduction in treatment times – from over three days to just 15 minutes. The treatment will initially be used for gynaecological cancers.

Also officially opened at the event were a new state-of-the-art linear accelerator, which offers increased precision in treating a range of cancers; a dedicated CT scanner, to help the planning of radiotherapy treatment; and a low-energy X-ray unit, used for treating superficial and shallow lesions.

In addition, the department also now has a new waiting room, which will allow patients to relax in comfortable surroundings whilst visiting the unit.

Funding for the new equipment came from a variety of sources, including generous donations from business and individuals. The Sunseeker Charitable Trust donated £220,000 to fund the HDR Brachytherapy Unit, local resident Robert Bird raised over £20,000 for the new waiting room in a sponsored cycle ride, and the ex-Mayor and Mayoress of Bournemouth, Bob Chapman and Barbara Johnson donated over £12,000 of the charity money they received during their term of office towards the refurbishment of the waiting room.



Fred Dinenage is shown how the new radiotherapy equipment works by (L-R) Ted Procter, Head of Radiotherapy Physics at Poole Hospital NHS Foundation Trust; Peter Harvey, Chairman; and Virginia Laurence, Consultant Oncologist

## Help Us Improve Our Website!

Over the coming year, Poole Hospital will be redeveloping its public website ([www.poole.nhs.uk](http://www.poole.nhs.uk)) to make sure it provides the right information about the Trust and its services, in an accessible and user-friendly format. To help us improve the site, we would value your input. You can help us in several ways – by answering a few questions via email, completing a quick online survey or, if you'd like to get really involved, by joining our website steering group. Please contact Karen Hollocks on 01202 442269 or email [Karen.hollocks@poole.nhs.uk](mailto:Karen.hollocks@poole.nhs.uk) for more details.

