

# FOUNDATION TALKBACK

THE NEWSLETTER FOR FOUNDATION TRUST MEMBERS

ISSUE 6

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Poole Hospital **NHS**  
NHS Foundation Trust



## Chairman's welcome

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

I would like to start by saying a big thank you to all those who took the time to vote in our recent elections for new Foundation Trust Governors. We have now appointed six new Governors to our Council, and have also reappointed one Governor following re-election. The new Governors bring with them a variety of experience in healthcare, finance and public involvement, and I am confident that they will work hard to ensure the views of our public members are well represented on the Council. Turn to page three to find out how you can contact our Governors, and to read more about our new Council members.

I am delighted to report that this issue also contains news on Poole Hospital's outstanding performance in the 2009 Annual Health Check. The Hospital scored top marks for both the quality of its services and its financial management in the Care Quality Commission's annual review, and was one of just 37 acute hospitals in the country to receive a double 'excellent' rating.

Our Foundation Trust public membership total now stands at over 6,300, but we are always looking for new members to sign up and join us, as Poole resident Harry Redknapp did when he visited the Hospital last month. Please do encourage your friends and family to join us as members – we have included a membership form on the final page of the newsletter, so if you know anyone who would like to sign up and show their support, please pass it on. The form can be returned to us freepost, so it won't cost them a penny!

Thank you as always for your continuing support of Poole Hospital NHS Foundation Trust. It was lovely to meet so many of you at our recent Annual Members' Meeting, and I would like to wish you all season's greetings as we look ahead to Christmas and the New Year.

Peter Harvey  
Chairman, Poole Hospital NHS Foundation Trust



## New Chief Executive is announced for Poole Hospital

Chris Bown is to join Poole Hospital as our new Chief Executive from 1 April 2010, following Sue Sutherland's planned retirement.

Chris brings a wealth of experience in the management of NHS acute hospitals. He is currently Chief Executive at West Suffolk Hospital NHS Trust in Bury St Edmunds.

Prior to taking up his current appointment in September 2004, Chris worked as Director of Operations at Birmingham Children's Hospital.

He has Board level experience in the management and development of Clinical Services, Facilities and Estates, Business, Strategic and Capital Planning, Commissioning and Human Resource Management.

Chris will be returning to his roots as he was born in the Dorset and has strong family ties here.

His appointment was approved by the Council of Governors last month.

## Harry is Poole's latest signing!

Football legend Harry Redknapp took the time to sign up as a member of Poole Hospital NHS Foundation Trust during a recent visit to the Hospital.

The Tottenham Hotspur Manager and Poole resident dropped in to attend the opening of the newly refurbished Sandbanks Ward. The 22-bed ward – formerly called Tyneham Ward – now includes more single rooms to improve patient privacy, as well as a greater range of equipment to enhance the care that staff can provide to patients with cancer. New furnishings and décor also mean a brighter, more modern environment for people who have to undergo a hospital stay.

Harry said at the opening: "Cancer affects every family at some stage and it's so important to do what we can to support these things," adding that the nurses on the ward are "angels".



Harry Redknapp signs up as a Foundation Trust member

## Poole scores double 'excellent' in Health Check

Poole Hospital has scored top marks for both the quality of its services and managing its finances in new national health care ratings published in October.

This puts Poole Hospital among the top 10% of Trusts in the UK, and makes us one of just 37 acute hospitals to receive a double 'excellent' rating. The Care Quality Commission (CQC)



The quality of care at Poole Hospital has once again been rated 'excellent'

Annual Health Check scores for 2008 to 2009 give Poole Hospital ratings of 'excellent' for the quality of services and 'excellent' for its use of resources. This means that we continued to excel in providing quality care for our patients and have got better at managing our finances by achieving a score of 'excellent' over last year's rating of 'good'.

The quality of services score covers a range of areas including the safety of patients, cleanliness and

waiting times, and the use of resources score looks at how well we manage our finances. In addition, we fully met all the core standards set down for us by the NHS watchdog.

Sue Sutherland, Chief Executive, said: "This is a fantastic achievement and an improvement on last year's rating from 'good' to 'excellent' for the use of resources.

"We are one of only 37 acute trusts in the country to receive this double 'excellent' rating. The credit for this lies with every single member of staff who contributes to the quality of care that we deliver to our patients. It should be of great comfort to the local population that they have access to such an excellent standard of health services.

"At Poole Hospital we strive to put patients at the centre of everything we do. I hope that our patients and the local community will be reassured by this seal of approval and continue to make Poole their hospital of choice."

The double excellent Annual Health Check rating comes in a year when Poole Hospital was named 'Safest Hospital in the UK' by independent assessors, and underpins the importance which the Hospital attaches to the quality of care provided to patients.

Poole Hospital was one of the top-performing trusts to receive a joint letter of congratulations from NHS Chief Executive David Nicholson and CQC Chairman Barbara Young.

## Pandemic flu preparations

With swine flu making the news headlines, many local people want to know how their local hospitals are preparing to cope if there should be a pandemic flu outbreak.

Like other NHS Trusts, Poole Hospital has comprehensive plans in place to deal with a pandemic flu outbreak, should there be one. These plans cover areas such as staffing, capacity and the availability of equipment, and are designed to ensure that the Hospital can continue to provide care to those who need it in the event of a flu outbreak.

You can help us too, by not visiting patients in the Hospital if you have had any flu symptoms in the last 48 hours. In addition, if you are due to come into hospital for an appointment and you have flu symptoms, please contact the department you are booked with to get advice about whether you should attend – it may be more appropriate for you to recover from the flu before you come in.

If you are concerned about swine flu symptoms, call the National Pandemic Flu Service on **0800 1 513 100 (0800 1 513 513)** for information only) or visit [www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu).

## Readership Panel members needed

If you like reading and have an interest in health, we would like to hear from you. As part of the production of patient information within the Trust, we need more readers for our Readership Panel. We are looking for people who are enthusiastic about patients receiving accurate and well-produced information that will help them to take a greater part in their healthcare.

The Readership Panel is an informal group of individual readers who proofread patient information leaflets. The group supports the work of many health professionals throughout the Trust who are working hard to produce good-quality patient information. As part of this process it is important to get 'another pair of eyes' to look over the leaflets and check for errors. Each leaflet is checked individually by at least three members of the panel and their feedback is given to the author to incorporate into the final version of the leaflet before it is distributed to patients.

As a member of the Readership Panel, you are probably someone who enjoys reading, but you also need particular types of reading skills. You should have:

- A good command of English, particularly grammar and spelling
- Good concentration and attention to detail
- The ability to work methodically and to cope with repetitive tasks
- Focus and self-motivation
- Good general knowledge and an enquiring mind
- Tact and diplomacy
- Clear handwriting

You will not need to attend meetings as a panel member. Leaflets can be sent to you for proofreading, either electronically or as a paper copy. There is no minimum time commitment involved – it is entirely up to you.

If you would like to know more, please contact the Health Information Team by telephoning **01202 448003**, emailing [healthinfo@poole.nhs.uk](mailto:healthinfo@poole.nhs.uk) or writing to **Health Information Centre, Longfleet Road, Poole Hospital, BH15 2JB**.



If you enjoy reading, why not join our Readership Panel?

## New members of the Council of Governors

Six new Governors are elected at Poole Hospital

Thank you to all those who took the time to vote in our recent elections for Foundation Trust Governors. Six new Governors have now been elected to our Council of Governors, bringing with them a wealth of healthcare experience, financial expertise, local knowledge and experience of the Hospital as patients.

Elections were held for six public seats on the Council of Governors in September, following the expiry of six terms of office. An election was also held for one seat for a clinical staff representative.

The new Governors are: Emma Chamberlain, Gerald Rigler and Sandra Yeoman (Poole constituency); Brian Newman (Bournemouth constituency); Christopher Archibold (Purbeck, East Dorset and Christchurch constituency); and Sue Power

(clinical staff). Andrew Creamer was also re-elected to his post as a Governor for the Poole constituency.

Peter Harvey, Chairman of Poole Hospital NHS Foundation Trust said: "I am delighted to welcome the new Governors to our Council. Since becoming a Foundation Trust in 2007, Poole Hospital's Governors have played an important role in guiding decisions about the Hospital, and I am confident that the new members of the Council will help us further in ensuring that our services meet the needs of the local community."

Peter Harvey also paid tribute to the work of the retiring Governors: Frances Cleeton (Bournemouth constituency), Tom Buckby, Melissa Hards and Ann Horan (Poole constituency), Phyllis Alexander (Purbeck, East Dorset and Christchurch constituency) and Christine Tickell (clinical staff).

### Your Governors

Poole Hospital's Public and Staff Governors are:

#### Bournemouth constituency:

Brian Newman (new Governor)  
Terence Purnell

#### Poole constituency:

Emma Chamberlain (new Governor)  
Andrew Creamer (re-elected Governor)  
Vivien Duckenfield  
James Pride  
Elizabeth Purcell  
Gerald Rigler (new Governor)  
Erik Warwick-White  
Sandra Yeoman (new Governor)

#### Purbeck, East Dorset & Christchurch constituency:

Christopher Archibold (new Governor)  
Geoffrey Carleton  
Rosemary Gould

#### North Dorset, West Dorset, Weymouth & Portland constituency:

Isabel McLellan

#### Elected Staff Representatives:

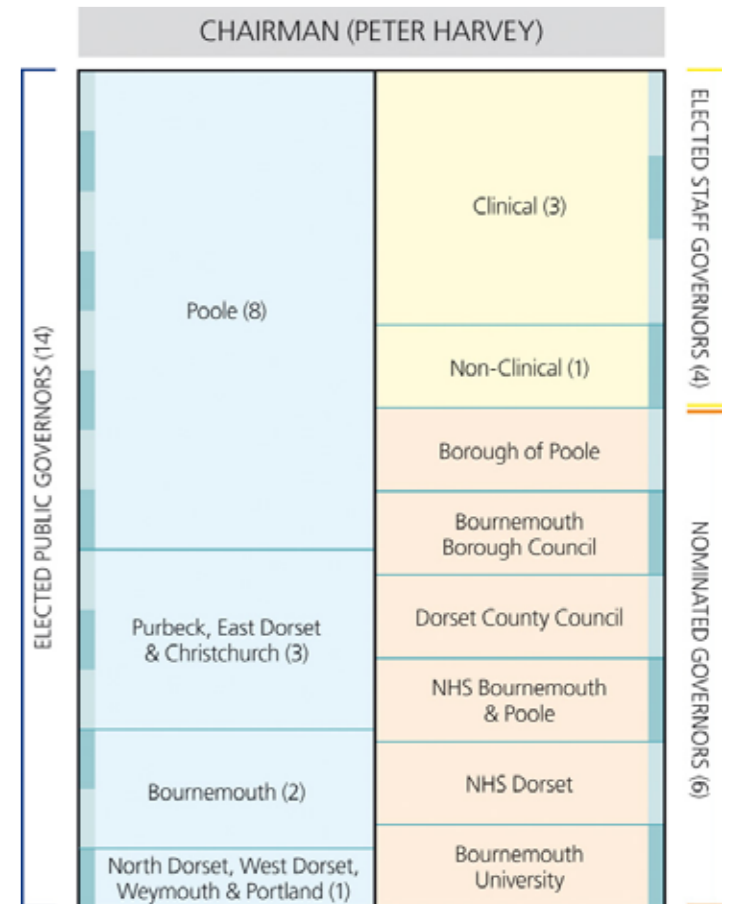
Diana Calcraft (Clinical staff) \*  
Lynn Cherrett (Clinical staff)  
Sue Power (Clinical staff - new Governor)  
Canon Jane LLoyd (Non-clinical staff)

\* Retiring on 31 October. Elections will be held during December 2009

#### How to get in touch

If you would like to contact one of the Poole Hospital NHS Foundation Trust Governors to share your views or ask a question, please email [members.contact@poole.nhs.uk](mailto:members.contact@poole.nhs.uk) or call us on **01202 448745**. We will then pass on your query and one of the Governors for your constituency will get in touch with you.

### How our Council is structured



Poole Hospital's Council of Governors is made up of Public Governors representing four constituencies, plus Staff Governors and representatives from partner organisations

### Invite a Governor to your event!

If you are a member of a social group, organisation or network, why not invite one of our Governors to attend a meeting? Our Governors are happy to attend evening or weekend meetings, and can talk to the group about the Hospital and give members the opportunity to share their views on services. If you are interested in inviting a Governor to join your event, please email [members.contact@poole.nhs.uk](mailto:members.contact@poole.nhs.uk) or call **01202 448745**.

## Fundraising initiative is a success!

Local residents had the opportunity to take part in a unique fundraising event on Saturday 15 August, when professional photographer Steve Cook took on the challenge of photographing '500 Faces of Poole' and raised £1,185 for Poole Hospital's Wish List charity.

Those taking part in this exciting event had a professional portrait shot taken in exchange for just a £2 minimum donation, and the images can now be seen in a giant montage at the Lighthouse, Poole. Local photographer Steve Cook of Seeker Photography ([www.seekerphotography.com](http://www.seekerphotography.com)) came up with the idea for the project. Steve said: "I wanted to do something to say 'thank you' to Poole Hospital after my son Noel was cared for in the Neo-natal Intensive Care Unit."

If you would like to raise money for a ward or department within Poole Hospital, please get in touch with our fundraising team by calling **01202 448449** or emailing [fundraising@poole.nhs.uk](mailto:fundraising@poole.nhs.uk).



500 Faces of Poole was a unique fundraising initiative

## Sign up your friends and family!

We are always looking for new Foundation Trust members, to help us ensure that the views of our local community are represented at Poole Hospital. Please help us by passing this form on to friends and family who might be interested in signing up – or alternatively, they can visit [www.poole.nhs.uk/foundation\\_trust](http://www.poole.nhs.uk/foundation_trust) to sign up online. Anyone who is a resident in Dorset and over the age of 12 can sign up. **Please note, if you are already a member you do not need to send us your details again!**

## New member registration form

Please note, this form is for new members and does not need to be completed by existing members

### Information

Your name: \_\_\_\_\_

Name of spouse/partner: \_\_\_\_\_

Joint applications at same address

Your postal address: \_\_\_\_\_

Your date of birth: \_\_\_\_\_

Spouse/partner date of birth: \_\_\_\_\_

Your telephone number: \_\_\_\_\_

Your email address: \_\_\_\_\_

Would you prefer to receive information by:

Letter  Email  None, thank you

Please say which local authority area you belong to:

Poole <input type="checkbox"/>	East Dorset <input type="checkbox"/>
Bournemouth <input type="checkbox"/>	North Dorset <input type="checkbox"/>
Christchurch <input type="checkbox"/>	West Dorset <input type="checkbox"/>
Purbeck <input type="checkbox"/>	Weymouth and Portland <input type="checkbox"/>

What is your ethnic group?

White	<input type="checkbox"/>	<input type="checkbox"/>
White British	<input type="checkbox"/>	<input type="checkbox"/>
Irish	<input type="checkbox"/>	<input type="checkbox"/>
Other White	<input type="checkbox"/>	<input type="checkbox"/>
Black or Black British	<input type="checkbox"/>	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
African	<input type="checkbox"/>	<input type="checkbox"/>
Other Black	<input type="checkbox"/>	<input type="checkbox"/>
Asian or Asian British	<input type="checkbox"/>	<input type="checkbox"/>
Indian	<input type="checkbox"/>	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	<input type="checkbox"/>
Other Asian	<input type="checkbox"/>	<input type="checkbox"/>

You

Spouse/  
partner

Mixed	<input type="checkbox"/>	<input type="checkbox"/>
White and black Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
White and black African	<input type="checkbox"/>	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>	<input type="checkbox"/>
Other mixed	<input type="checkbox"/>	<input type="checkbox"/>
Chinese or any other ethnic group	<input type="checkbox"/>	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	<input type="checkbox"/>
Any other	<input type="checkbox"/>	<input type="checkbox"/>

Do not wish to say

Do you consider you have a disability?

Please delete as appropriate

YES/NO YES/NO

Receive regular information

Attend meetings or events

Participate in the election of Governors

Consider standing for election to the Council of Governors

Are you employed by Poole Hospital?

YES/NO YES/NO

I/we have a particular interest in the following services:

In compliance with current UK Data Protection legislation, any information you provide will be kept secure, treated confidentially and used only in connection with membership and public involvement.

### Ensuring equal access for all

We want to involve the whole community – this information will help us to do so.

You:  
Male  Female

Spouse/partner:  
Male  Female

### Freepost address

Once you have completed the form, send it to our freepost address at:  
 Freepost BH66  
 Foundation Trust Office  
 Churchfield House  
 Poole Hospital NHS Foundation Trust  
 Longfleet Road  
 Poole  
 Dorset BH15 2BR

## New theatre for keyhole surgery

A new state-of-the art laparoscopic operating theatre was officially opened at Poole Hospital on 29 September by the Mayor of Poole, Cllr Charles Meachin.

The new integrated theatre is equipped with the very latest high-definition imaging equipment. It will provide surgeons with the scope to perform sophisticated keyhole surgery on patients with conditions such as bowel cancer, as well as other benign conditions such as inflammatory bowel disease, pelvic floor problems and hernias.

The new theatre boasts four high-tech manoeuvrable screens, each equipped with touch-screen technology and voice-activated controls. Images are in high definition, giving surgeons a clearer picture, and the theatre is also equipped with multimedia facilities, allowing simultaneous link-up with other sites.

Consultant Laparoscopic Surgeon Mr Tas Qureshi said: "The new theatre will enable us to increase our surgical repertoire, resulting in better patient outcomes, faster recovery and shorter hospital stays."



Cllr Charles Meachin, the Mayor of Poole, opens the new laparoscopic theatre with Sister Kate Phillips

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