

FOUNDATION TALKBACK

THE NEWSLETTER FOR FOUNDATION TRUST MEMBERS

Poole Hospital 
NHS Foundation Trust

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Chairman's welcome

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

As you will read in this edition, Peter Harvey decided to step down as Chairman of the Hospital in November 2010. He will be sorely missed by all who came into contact with him and we wish him well for the future.



At their extraordinary meeting in November, the Council of Governors approved my appointment as Vice Chairman. I took up the role of interim chair on 1 December and I will continue to act in that capacity until a substantive appointment is made probably in April.

My clinical background combined with a strong commitment to improving quality will ensure that Poole Hospital remains focused on providing first class patient services in a safe environment at all times whilst we work towards returning to financial balance.

Since the last edition of *Foundation Talkback*, there have been some changes in the membership of the Board of Directors. Paul Turner has been appointed as Director of Finance and Mary Sherry as Chief Operating Officer.

We have also appointed two new non-executive directors. Michael Mitchell who was the Chief Executive at Beale PLC joined the Board in November. Ian Marshall, who is a hugely experienced accountant and is currently the honorary treasurer of Barnardo's, started in February.

We have also seen changes to the Council of Governors following the recent elections. You can find out more about the new governors in the following pages. This edition also includes an article on research undertaken at the Hospital with a supporting patient story, our ambitions to become a University Trust and information on the Hospital's re-launched charity.

I hope that you will find this material informative and wish to thank you for your support of the Trust.

Dame Yvonne Moores
Interim Chair, Poole Hospital NHS Foundation Trust

Farewell to Peter Harvey, Chairman of Poole Hospital

Peter Harvey, Chairman of the Hospital since December 2000 stood down from his current term of office in November 2010.

Mr Harvey said: 'After a difficult year Poole Hospital is beginning to turn the corner and move towards sustainable financial recovery and I believe that the time is right for me to stand aside to make way for a new Chair who can build on this work and take the Trust forward'.



'I will be very sad to leave Poole Hospital. I have been its chairman for 10 years and it is a fantastic organisation, with an extremely hard working, professional and caring workforce. There have been many milestone achievements of which I am truly proud. This includes being named safest hospital in the UK 2009 and more recently being voted best for patient experience in a national awards scheme'.

Chris Bown, Chief Executive, paid tribute to Mr Harvey's commitment and dedication to Poole Hospital. 'Peter has presided over many achievements which have resulted in Poole Hospital having a reputation for the quality of its clinical services which is second to none. He has been a popular Chairman who is well respected in the local community and his contribution will be missed by staff and stakeholders alike'.

Wish List Relaunches as Poole Hospital Charity

Poole Hospital's charity The Wish List was relaunched in November at an event at The Lighthouse, Poole. The charity will now be known simply as Poole Hospital Charity, giving it a fresh new identity and a clear name that tells people exactly what the charity is all about.

The event was attended by new patrons Olympic marathon runner Liz Yelling and Mrs Anthony Pitt-Rivers, HM Lord-Lieutenant of Dorset, as well as the Mayor of Poole, Cllr Chris Bulteel.

The Wish List was set up in 2004 to raise money for hospital equipment over and above that provided by the NHS. The charity has raised over £1 million for wards and departments across the Hospital and has made a huge difference to the experience of thousands of patients.

The charity is currently focusing on raising funds to support the purchase of equipment for the maternity unit and neo-natal intensive care unit; although supporters can continue to fundraise for any hospital ward or department they wish.



Trust works towards university status

Poole Hospital's plans to become a university trust have continued to move forward recently, and the Council of Governors were given the opportunity to find out more about the proposals at their November meeting.

Chris Bown, Chief Executive was joined by Dr Andy Mercer, Head of Mental Health at Bournemouth University for the presentation, which highlighted how closer working with Bournemouth University will lead to enhanced patient care and services.

As part of our plans to gain university status, we aim to:

- Ensure we are at the cutting edge of providing the very best care to our patients
- Attract and retain high quality staff by affording them the opportunity to work in a stimulating, innovative environment where practice development, teaching and research are highly valued
- Build upon the practice development accreditation
- Enhance professional development to ensure the ongoing professional needs of our clinicians are supported and matured
- Enhance our clinical research opportunities, which focus on improving care and treatment for our patients

During the presentation, Dr Mercer highlighted how a collaborative relationship would benefit both organisations through research, education and practice development opportunities. The Council of Governors agreed that there are significant benefits to this work, and gave their full support for the Trust to continue working towards university status.



In gaining university status we hope to attract and retain high quality staff

Council of Governor Elections 2010

It is a requirement of our terms of authorisation as a foundation trust that we have elections for Governors whose term of office is expiring.

Last year saw one of the largest elections since the Hospital became a foundation trust, with a possible eight seats available on the Council of Governors.

We would like to thank all of those who either expressed an interest and/or took part in the election. The next elections are not planned until 2012 for anyone wishing to take part in the future!

The elections closed on 17 September 2010, resulting in the following Governors being elected:

Poole:

- Vivien Duckenfield (re-elected)
- James Pride (re-elected)
- Elizabeth Purcell (re-elected)
- Richard King (new appointment)

Bournemouth:

- Terence Purnell (re-elected)

Purbeck, East Dorset and Christchurch:

- Rosemary Gould (re-elected)

Staff – Clinical

- Lynn Cherrett (re-elected)

Staff – Non Clinical

- Jane LLoyd (re-elected)

All of the above took up their new three year term of office on 1 November 2010.



Members of the Poole stroke team accept their Health & Social Care Award certificate which was awarded in recognition of their work to improve care

Poole Stroke Team Reach Awards Finals

Poole Hospital's stroke team were named regional finalists in the Health & Social Care Awards' Acute Care category in recognition of their work to improve patients' access to life-saving acute care after a stroke.

Every six seconds, someone in the world dies from a stroke, but developments in care like those recognised at Poole can have a significant impact on recovery. The speed with which patients receive treatment is vitally important, so following the introduction of 24/7 thrombolysis in late 2009, the Poole team have worked closely with ambulance crews and the Hospital's emergency staff to increase the speed in which patients are thrombolysed.

Thrombolysis assessment criteria have been developed for ambulance crews so they can pre-alert the hospital if a patient is eligible for the treatment, and a specialist stroke assessment area has been established in the hospital to allow all patients with a suspected stroke to be quickly assessed and referred for the right treatment. The number of nurses trained in thrombolysis has also trebled in the last year, meaning more staff can administer the treatment.

To further improve recovery chances, stroke patients now receive swallow screening as a priority to reduce the risk of aspiration, and anti-platelet therapy is administered within 24 hours in order to reduce the risk of further stroke.

Research at Poole Hospital

Poole Hospital has an active research centre which has been involved in a wide range of work to improve patient care and services.

Key areas of research at the Trust are Cancer, Rheumatology, Anaesthetics, Neurology, Stroke and Elderly Medicine, Cardiology and Nuclear Medicine. In 2009/10 the Trust recruited 827 participants to 84 studies. Presently the Trust is recruiting to 79 studies, which include clinical trials, observational studies, questionnaires and surveys. The sources of funding for research include:

- **Commercially funded research:** This is research funded by commercial companies. This research is fully funded, including all staff, investigation and treatment, and brings around £250,000 to the Trust annually.
- **National Institute of Health Research (NIHR) supported funding:** This is funding from the Government administered via the NIHR's research networks. It supports the additional care and support that studies require for them to be

undertaken in the NHS. This is the major source of funding the Trust receives; about £600,000 per year. The treatment costs are often funded by pharmaceutical companies, but the Department of Health also gives Primary Care Trusts additional funding for treatment costs.

- **Grants:** These are awarded by research councils such as the Medical Research Council through an application process. Professor Mike Wee, a consultant anaesthetist at the Trust was successful in obtaining a grant to undertake a study of pethidine versus diamorphine given to women in labour.

Bournemouth University provides key support to the Hospital in many areas of research. The University assists hospital clinicians in developing their own research protocols, and we work in partnership with university staff in applying for research grants and providing workshops for potential NIHR project investigators.



A Patient's Perspective

In January, I was diagnosed with Multiple Sclerosis. When I had digested this heartbreaking news, I was offered a choice of disease modifying drugs to help prevent any future relapses. Though the word choice was a bit of an overstatement – all the treatments involve injections. I am terrified of needles so the prospect was daunting, the practice even more so. So when my neurologist told me of a last-phase trial for an oral drug – no placebo – I jumped at the chance.

The vetting process was fairly simple; I saw the trial co-ordinator and neurologist and was given some literature to take home and read. I had already decided I wanted to take the trial even before I read the information but the statistics for relapse prevention had me convinced. I knew there were possible side effects but as far as I was concerned, it was a risk worth taking.

My neurologist and MS nurse went over everything involved – the many appointments I would need, the blood tests and the testing I would be required to undertake to ensure that I could be placed on the trial. I then signed the form to say I was aware of everything involved.

I had a dermatology appointment to check my moles as melanoma is one of the possible side effects. I then had to have some blood taken to check there was nothing that would affect the drug's performance. Then it was over

to Bournemouth to see Dr Kersey for the ophthalmology appointment.

I also had to have my heart rate monitored for 24 hours. This was the bit that worried me most as it meant I had to wear it overnight. I had it fitted in the Hospital and got to see how it works. The monitor is a nifty little gadget that connects to a laptop so it's very streamlined and it wasn't a problem wearing it at night either.

Once all the results were back I went in for my first dose. This was done in the Hospital, where I was once again fitted to the heart monitor and stayed in for six hours. The drug itself is a tiny capsule which was a relief – I had been envisaging one of those enormous tablets.

I am three months into the trial now and have had no problems at all. Each check up has been fine and even the blood tests haven't been too bad. The relief of not having to use a needle is brilliant, I have had no side effects and the numerous check ups aren't intrusive. All in all, it's been a great experience and I'm very glad I was in the right place at the right time.



Poole Hospital Medical Director Robert Talbot receives the HEAL Best Patient Experience Award from Barbara Windsor

Best Hospital for Patient Experience

Members of the public and healthcare professionals have put Poole Hospital at the top of the polls for best patient experience. Poole won the Best Patient Experience category in the 2010 national HEAL (Healthcare Excellence and Leadership) Awards, voted for by patients, the public and NHS staff.

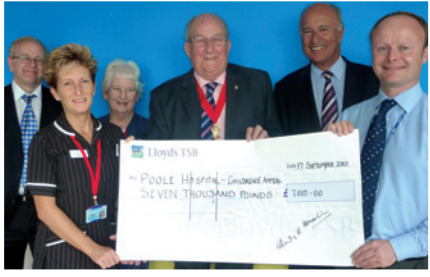
Chris Bown, Chief Executive of Poole Hospital, said: 'I am delighted that Poole Hospital has received this unique award, especially as it has been voted for by members of the public and healthcare professionals. Patient experience and the quality of care are very important to us at Poole Hospital. It is a great honour to be recognised in this way and a fitting tribute to our dedicated staff who work so hard to put patients at the centre of everything we do.'

The HEAL Awards are the only awards completely independent of government departments or healthcare regulatory bodies. The awards pay tribute to the dedicated professionals who led the way in advancing the quality of healthcare in the United Kingdom during the last year.

Poole Hospital Charity Update

A very special thank you

The former Mayor of Poole commended the “dedication, professionalism and sheer hard work” of staff at Poole Hospital when he visited the Children’s Unit last month to hand over a cheque for £7,000.



Cllr the Rev Charles Meachin met staff on the Unit with his wife, Rev Barbara Meachin. Cllr Meachin supported three charities during his term in office – The Wish List, Project Fortitude and Chestnut Nursery – raising money through a huge range of activities; including the Mayor’s fete in Poole Park, concerts, a harbour cruise, tombolas and raffles, a sponsored abseil, and the Mayor’s Charity Ball.

Presenting the cheque, Cllr Meachin commented: “I am very proud of our hospital... In spite of difficult times, you keep a very high standard of quality services.”

Pirates share treasure!

The Pirates of Poole and the Fisherman’s Association once again raised a fantastic amount for the Hospital at their annual Harry Paye Charity Fun Day. This year the Pirates donated £5,000 to The Wish List and the Fisherman’s Association generously added another £500.

Harry Paye Charity Fun Day is a maritime-themed event held annually in honour of the legendary Harry Paye, who lived in the 1400s and was Poole’s most famous pirate. The total amount raised by



the Pirates throughout the year so far has been over £31,000, which has been split between various local charities.

Parkstone Yacht Club donation

The Club’s Annual Arripay Charity Pursuit Race in aid of the Poole Hospital Charity was held on 12 June with a good entry of 50 boats.

Donations and entry fees raised by the club amounted to £1,660 and thanks must go to all concerned. A special mention is due to Eric Scoble who, by dint of much hard work, raised £873.50 of this total.

A cheque for £1,660 was presented to the Poole Hospital Charity at the Charity’s Launch event at the Lighthouse in November.

Call for volunteers

Can you spare a few hours to help the hospital’s charity? We are desperate for more volunteers to help us at events, or by supporting us in the Fundraising Office or the shop in the Hospital. We can promise you lots of fun and the opportunity to meet new people in exchange for just a few hours of your time! If you would like to know more, please get in touch with us by calling **01202 448449** or emailing fundraising@poole.nhs.uk

RACE: Rapid Assessment Clinics produce quality outcomes for elderly patients



The recently opened RACE unit is delivering quality outcomes for older patients by avoiding unnecessary admissions and providing rapid multidisciplinary assessment and interventions – resulting in a reduced length of stay.

The consultant-led unit opened in June this year, facilitated by the closure of ward A3, which was formerly used as the Trust’s escalation ward. The RACE unit has 22 beds and aims to provide a timely comprehensive assessment for older patients, who may be referred for same day clinic or admitted for a short stay of less than 48 hours.

This means that if a GP is unsure whether an older patient requires admission, he or she can call a consultant on the unit who can allocate a time for the patient to come in for assessment.

The unit sees approximately 376 patients per month, of whom 30-40 per cent are assessed, treated and discharged within 48 hours. The remainder who require admission for specific interventions and treatment are transferred to the elderly wards in the Philip Arnold unit.

RACE has freed up 30 per cent of the work from Ansty Ward, allowing for development of new services that manage emergency admissions for trauma and gynaecology.

The RACE unit is a vision of care that the older persons’ team have embraced enthusiastically. It is successfully delivering the right services for older patients at the right time in the right place. The unit’s aims are to avoid a lengthy hospital stay, complications of acquired hospital infections, and loss of independence for older patients by prompt expert medical, nursing and therapy interventions to ensure quality outcomes for older people.

‘Meet A Governor’ Event

We have been holding ‘Meet A Governor’ events at Poole libraries recently. This gives you a chance to meet one of the Governors on the Council of Governors and talk about your experiences of Poole Hospital and ask them about their role as a Governor. The next event is to be held at Rossmore Library between 10am – 1pm on Thursday 24 March 2011.

More dates are to be set for 2011 and we hope to extend this event to other venues within Dorset as well, if you would be interested in attending and would like to be kept up to date on the possible dates and venues please call the membership office on **01202 448723**.

Diary dates

- 12 March** Festival of Running Launch*
- 18 March** Fundraising team will be at the Dolphin Centre, Poole
- 24 March** ‘Meet a Governor’, Rossmore Library 10am – 1pm
- 3 April** Rubyz – Dragga Mia* in support of Poole Hospital Charity
- 7 April** Council of Governors Meeting, Board Room, Poole Hospital at 5.30pm (agenda and papers available at www.poole.nhs.uk)
- 17 April** London Marathon*

* For more details on any of the fundraising activities detailed above please contact the team on **01202 448449**

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