

Foundation TALKBACK

THE NEWSLETTER FOR POOLE HOSPITAL MEMBERS

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Poole Hospital **NHS**
NHS Foundation Trust



Welcome

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

Since the last edition of Foundation Talkback the Annual Members' meeting took place on 6 October at the Salvation Army in Poole. This is an extremely important occasion as this is when we, the Foundation Trust, report to our members on our performance and plans for the year (more on page 3). It was good to see so many members at the meeting and I would like to thank you for your continuing support. In addition to the formal business we heard from Dr Naeem Ahmed who gave a very interesting presentation about Poole Hospital's Pain Management Services.

Recently, the Board of Directors heard from doctors and nurses from the Directorate for Medicine for the Elderly about how they are intending to ensure that our services are more responsive to the needs of people with dementia. As we live longer there are more hospital patients who have dementia and it is extremely important that all staff understand how to support these patients and their families. The physical environment also has a significant impact and so we must consider how this can be organised sympathetically. The Elderly Services Team is leading this work throughout the hospital and they have already been commended by the Strategic Health Authority for the progress which is being made (more on page 2).

As you may have seen in the local press we have been working with Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust to explore if there are opportunities for greater collaboration which would provide benefits to our local communities in the future. This work is continuing and the Board will take a decision about the next steps towards the end of November.

If you happen to visit the hospital over the next couple of months there is some disruption to the entrance corridor of the hospital. This is due to the installation of a brand new 3T MRI scanner which will be available for patients in the spring of 2012. Thank you for your patience while this work is going on. There is also some building work at the St Mary's Maternity Hospital which will lead to improvements in the environment.

Since the last edition there have been more new members to the senior management team. I am pleased to welcome Mr Nick Ziebland as non-executive director and Mr Gareth Corser as director of strategy and business development.

We hope that you enjoy this re-designed version of Foundation Talkback and thank you for your continued support of Poole Hospital.

Angela Schofield

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Chairman, Poole Hospital NHS Foundation Trust



Hospital continues to deliver for patients

The Patient Environment Action Team (PEAT) report evaluates the Trust against a series of criteria in three areas – environment, privacy and dignity, and food.

The survey found that the patient environment, including areas such as cleanliness, lighting and furnishing, is excellent (awarded five marks out of a possible five), while it also awarded full marks to how the Trust respects the privacy and dignity of patients, looking at areas including the confidentiality of patient information, visiting hours, the assistance available with personal care and the provision of faith services.

The overall award for food, including choice, availability, nutrition, quantity and presentation, was found to be good (four out of five).

"This is yet another vote of confidence in the activities and services the Trust undertakes as part of offering an all-round great patient experience," said Martin Smits, director of nursing and patient services.

"We know that patients want high quality care, but they also want and rightly expect this to be given in first rate environments in which their needs, from admission to discharge, are met. Whilst pleased with this year's evaluation we're not complacent, and we continually look for ways in which we can improve still further."

Have you been a recent patient?

The Patients Association is helping the Trust to review the information that is produced for patients. If you have been a patient at Poole Hospital recently and have received written information from the hospital it would be really helpful if you could complete the survey before 30 November which is at www.surveymonkey.com/s/poolehealthinfosurvey

The questionnaire is anonymous and your feedback will help us to understand how the information we produce is received by patients and informs suggestions for improvement.

If you have any questions or concerns about this survey, please contact Tina Thompson, regional manager south west at tina@patients-association.com or on **07527 334215**.



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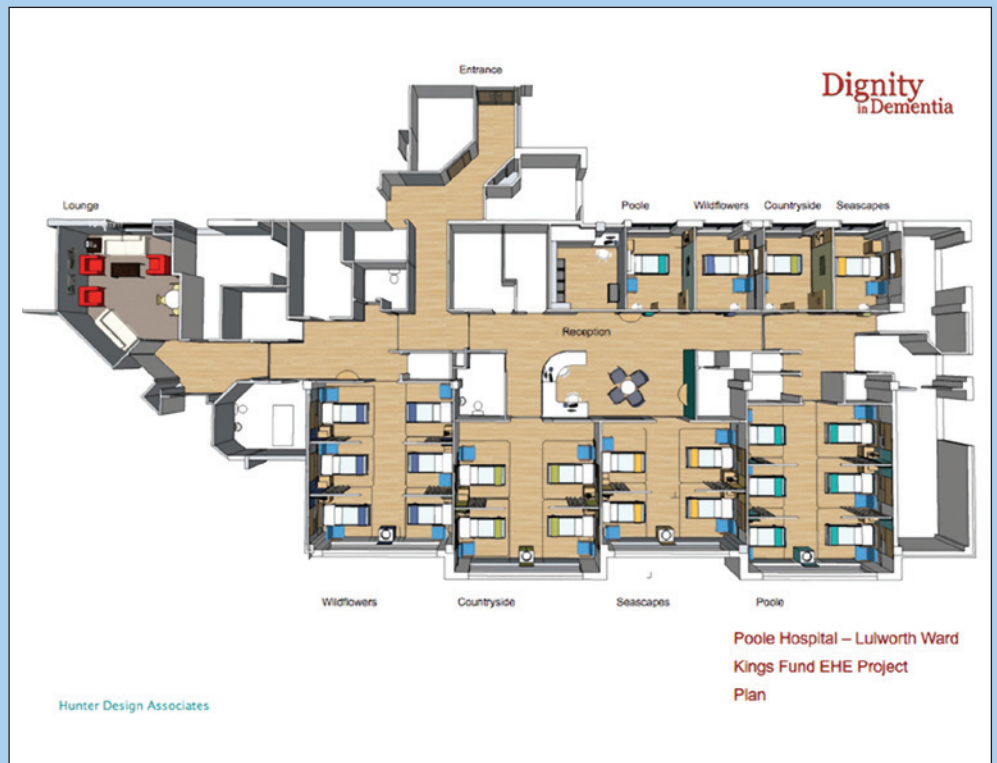
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Dignity in Dementia

Up to 70% of hospital beds are currently occupied by older people, of whom half may have cognitive impairment, including dementia and delirium. Failure to organise services for people with dementia results in excess costs of around £6 million a year for a general hospital.

Following the launch in March 2011 of the NHS South West Standards for Dementia Care in Hospitals we have actively worked in support of the south west expert dementia group to enhance the hospitals ability to meet the standards whilst promoting individualised patient care.

A peer review took place on 6 October and the Trust demonstrated good progress and commitment to attain and deliver quality service for dementia patients. The team that undertook the review appreciated the demands of an acute hospital whilst striving to attain the best practice principles of the standards.



The key achievements noted were:

- The commitment, welcoming and openness of our staff and the standard of care demonstrated
- Cleanliness of the hospital
- Strong clinical leadership
- Kings Fund Enhancing the Healing Environment refurbishment principles applied
- Think Drink Campaign
- The Human Touch Campaign
- Dementia Ward Champions
- Minimal Patient Transfer Policy.

Informal feedback highlighted some areas for improvement to which the Trust will work on through an improvement plan.

Currently one of the wards is participating in a Kings Fund Enhancing the Healing Environment project, (previously reported in July 2010) incorporating best practice principles based on current research. This has been supported by the board of directors who have wholeheartedly adopted the concepts.

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These are the broad principles demonstrated in the project which the board of directors have agreed will be in future capital works:

- The use of contrasting colour to accent patient areas and aid orientation
- Lighting to be reviewed and wherever able to be as near to daylight as possible
- Flooring material to be reviewed which should be nonreflective and nonslip to avoid pooling of light
- Appropriate use of art to stimulate discussion and aid recollection
- Clear uniform signage, images used for patient related areas to be preferable to words.

Future plans include:

- Spreading the environmental message
- Understanding agitation as a symptom of distress in elderly confused patients
- Meal time companions and securing funding for 'red' crockery to enable patients to more easily see their food to eat and drink
- Funding for falls prevention equipment such as specialist beds and movement alarms
- Rolling out a delirium patient pathway.

Harbourside Gynaecology Centre official opening

The Harbourside Gynaecology Centre brings together for the first time all women's health outpatient services in one location. Staff and GPs attended the official opening in July and were joined by Poole MPs Robert Syms and Annette Brooke, who both warmly welcomed the centre's opening.

"On behalf of the many women who will use this service I am very grateful that the centre has come about," Annette told guests shortly before cutting a ceremonial ribbon to mark the official opening.

Mr Tim Hillard, the Trust's clinical lead for gynaecology, said it

was unusual to have such a comprehensive range of services outside of a teaching hospital. "Our aim is to continue to enhance still further our reputation as one of the best facilities in the region".

Mr Hillard added his thanks to all those who had made the centre possible.



Governor Update

The governors thought it was a good idea to update members of the Trust on what we do. So here goes!

We meet quarterly as a Council of Governors and get a full update on the hospital's performance.

The Council of Governors has one formal sub committee and this is the Nominations, Remuneration and Evaluation Committee which is formed of governors and the chairman of the Trust. This committee is responsible for advising and/or making recommendations to the Council on many areas such as the evaluation of the performance of the chairman and non-executives and their remuneration.

There are informal meeting groups for the discussion of future plans of the Trust, input into the quality report and a membership engagement and recruitment group.

Some of us attend part one of the board of directors meeting. Following the part two of the board (which is held in private) we meet with the chief executive and the chairman for an update. This has proved invaluable to our understanding of the problems the hospital has faced and how we are now moving forward.

Perhaps most importantly this year we have been able to attend the presentations of candidates for the new senior management posts and have been involved in and approved the appointment of the new chairman.

There is an opportunity for us to meet with other governors at local and national network events; again this helps us to learn from others and them from us.

I also attend the patient information steering group which checks all literature being sent to patients. Governors are also invited to attend hospital walkabouts with the director of nursing and patient services.

I would like to thank you as members for electing me as a governor to represent you on the Council of Governors I am enjoying it immensely. I am very glad that I put myself forward to be a governor and I have found that it is definitely worth it and never boring!

Vivien Duckenfield

Public Governor for Poole and Lead Governor



Annual Members' Meeting

The Annual Members' meeting took place on the 6 October. A number of members and governors were present as well as representatives from the Board. There were presentations from:

- The chief executive detailing the challenges the NHS faces nationally and locally and how this impacts on Poole Hospital. The achievements of 2010/11 including best patient experience by the Health Excellence and Leadership awards, reducing waiting times and lengths of stay and rated best hospital in the south of England for cancer care. He also outlined the key objectives for 2011/12
- The director of finance provided an outline of the Trust's accounts for the year, detailing the significant improvements in the situation to last year's report
- The lead governor provided a summary on the membership figures for the year and the work of the Council of Governors
- The consultant in pain medicine & anaesthesia informed the meeting of the types of pain and the numbers of referrals the teams receive. He also described the roles and functions for the acute, chronic and Dorset pain management teams and the future of the service provision.

If you have any comments on how we can improve this meeting the membership office would be pleased to hear from you, phone **01202 448723**. You can find the full annual report and accounts under the publications section of our website www.poole.nhs.uk

Your Public Governors

These are your public governors. Governors are elected by you to represent your views on the Council of Governors.

Poole

Emma Chamberlain
Andrew Creamer
Vivien Duckenfield
Richard King
James Pride
Elizabeth Purcell
Gerald Rigler
Sandra Yeoman

Bournemouth

Brian Newman
Terence Purnell

Purbeck, East Dorset and Christchurch

Chris Archibold
Geoffrey Carleton
Rosemary Gould

North Dorset, West Dorset, Weymouth and Portland

Isabel McLellan

Should you wish to discuss with your local governor anything regarding Poole Hospital you can contact the membership office on **01202 448723** or email members.contact@poole.nhs.uk

The governors are looking for new members in all constituencies, if you have a group, coffee morning or large organisation that you would be willing for a governor to come along to and possibly sign up new members please contact the membership office on **01202 448723**.

You will see on the reverse of the introduction letter for this edition of Foundation Talkback some slips of introduction to membership to hand out to family and friends.

If you would be interested in standing for election next year and have not informed us previously please call the membership office on **01202 448723** and we can update your record and ensure that you receive the relevant information about the elections.

Council of Governor meetings

Here is a summary of the business held at each meeting since the last Foundation Talkback:

7 July

A presentation on the lean project was given by the chief operating officer. The Council approved: the process for their evaluation and development, a nominated governor for the Nominations, Remuneration and Evaluation Committee and the remuneration and allowances of the chairman and non-executive directors. The Council received for information: the latest Trust performance reports, the annual plan 2011/12, the annual Audit Committee report and the membership strategy.

11 August

This was an extraordinary meeting to approve the appointment of Nick Ziebland as non-executive director.

6 October

A presentation on service line reporting was given from the deputy director of finance. The Council approved: a two year extension to the external auditor contract and the remuneration for the chairman of the new Workforce Committee of the board. The Council received for information: the latest Trust performance report, the annual report, accounts and auditor's opinion of the accounts.

The meeting on the 5 January will include a presentation on the Patient Advice and Liaison Service (PALS). Full details nearer the time can be found on our website

http://www.poole.nhs.uk/about_us/governors/meetings.asp

Diary Dates

24 November Poole Hospital Charity Christmas stall, Dolphin Shopping Centre*

5 January Council of Governors at Poole Hospital Post Graduate Centre at 5.30pm – all welcome

* For more details please contact the fundraising team on **01202 448449**

Dragon Boat Race is a Roaring Success

The Dragon Boat Race in Poole Park took place on Saturday, 24 September to raise funds for Poole Hospital Charity and Poole Africa Link. Congratulations to all the teams for their fantastic efforts and competitive spirit, and a special thank you to all the volunteers who helped on the day.



Prizes were awarded to:

- 1st place** The Goat Boat
- 2nd place** Pennyfarthing Pirate's
- 3rd place** Project 59ers
- Best Team Spirit** A&E Frequent Flyers
- Best Fancy Dress** HMS SPS

We'll be doing it all again next year - watch this space for confirmation of the date.

Photos of the event are on the new Poole Hospital Charity Facebook page – search for Poole Hospital Charity. You can stay up to date with what is going on by 'liking' us!



Life Cycle raises £45,000 for Radiotherapy

A huge thank you to Karen Adams and all who supported the Around the World in Eight Days static cycle challenge held in June.

The event raised a staggering **£65,147.92**, shared between the Dorset Cancer Centre,

Breast Cancer Care and Cancer Research. A cheque for more than **£45,000** was handed to Chris Bown, chief executive of Poole Hospital which will go towards purchasing additional equipment for the radiotherapy service.

Christmas is coming

Poole Hospital Charity Christmas cards are now on sale, packs of 10 for £4 or single cards available for £1 each. We also have a 2012 calendar at just £4 which features some fabulous photographs of local scenes provided by the Ferndown Camera Club.

You can purchase these items from the fundraising office, gift shop, bookshop or place an order by email to fundraising@poole.nhs.uk.

Penny's Mount Kilimanjaro Challenge

I've always been one for a challenge so when I saw the Comic Relief team take on Mount Kilimanjaro, I thought 'Now there's something I'd like to do'. So on 22 September I joined 19 other people with the same goal – to conquer the mountain and raise money for a worthy cause. My party took the toughest route, which involved quite a bit of scrambling up steep rock faces but it made the climb more interesting.

It's certainly the toughest challenge I've ever undertaken. It was much colder and wetter than I thought it would be but the biggest mental and physical challenge is the final climb to the summit, which you have to do at night. With only around 50% of the oxygen that you would have at sea level,



it would be impossible to climb the loose rock during the day. The altitude, temperature and lack of oxygen make it really tough in the dark. Almost our entire group suffered altitude sickness but the sense of relief and achievement when you finally reach the peak is fantastic, however, you have to trek for several more hours to get down again. That night's sleep is probably the best you will ever have under canvas in sub-zero temperatures. I'm sure I wasn't even horizontal before I was asleep that night.

Thanks to her many wonderful sponsors, Penny Jarvis has raised around **£3,000** for the hospital's Maternity service. If any local organisations would like Penny to come and tell them about the trip and show her photos in return for a donation to our Maternity service, please contact the membership office on **01202 448723**.



Practice makes perfect

Poole Hospital is believed to be the first acute Trust in the country to receive coveted independent accreditation for its entire range of clinical services.

Practice Development Unit (PDU) status is awarded by the Bournemouth University health and social care faculty to health services found to be progressive, patient-centred and high quality following a rigorous assessment process.

Surgery and trauma, outpatients, oncology and palliative care have all recently received their accreditation, joining the children's unit, older people's medicine, acute medicine, critical care and emergency care which already hold PDU status.

PDU accreditation forms part of the Trust's strategic aim to achieve university hospital status.

The vote of confidence has supported, and will continue to deliver, even better patient care, said Yvonne Jeffrey, assistant director of nursing (practice).

"The award of this status throughout the Trust is a ringing endorsement of how we continually evolve and challenge services, and involve our patients, to provide the best healthcare possible."

"I'd like to congratulate all members of staff working across the hospital for their commitment and dedication in securing PDU accreditation. It is not easy to achieve, and the fact the entire hospital is now covered speaks volumes for the excellent practices taking place."

Citizens Advice Bureau for patients at Poole Hospital

Did you know that the Citizens Advice Bureau in Poole hold a weekly session in the Health Information Centre (adjacent to the hospital multi-storey car park)? There are three appointments available each week on a Wednesday afternoon for a confidential consultation.

The service can be used by hospital staff or patients and the advisor can visit the wards if the patient needing assistance is unable to come to the Health Information Centre.

To book an appointment please call 01202 448003

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