

FOUNDATION TALKBACK

THE NEWSLETTER FOR FOUNDATION TRUST MEMBERS

ISSUE 3 WWW.POOLE.NHS.UK



Welcome

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

We recently submitted our annual plan to Monitor, the independent body that regulates our performance as a foundation trust. The plan – which you can read more about on page 2 – contains information on our achievements during the year 07/08, as well as details of the financial surplus that we ended the year with and our plans for the future development of services.

This year, our surplus amounted to almost £900,000 and as a foundation trust, we now have the freedom to reinvest that money ourselves in services that are really needed locally. The 07/08 surplus has formed the first contribution towards our new capital development programme, which includes a much-needed new maternity unit, as well as the development of our emergency department and day case unit.

This issue of Foundation Talkback also contains details of our first members' meeting, which will take place on Thursday 25 September. This meeting is open to all our members, so please join us to hear more about our achievements and ambitions as we celebrate our first year as a foundation trust.

If you would like to come along to the meeting we need to hear from you before 29 August, as the venue we choose will be dependent on numbers. Please use the contact details opposite to confirm your attendance.

Thank you for your continuing support of the Trust, and I look forward to seeing many of you on 25 September.

Peter Harvey,
Chairman



Annual Members' Meeting 25 September

The first annual meeting for members of Poole Hospital NHS Foundation Trust will take place on 25 September at 6.30pm. All our members are invited to attend this meeting, which will provide people with an opportunity to hear from the Trust's Chairman and Chief Executive on how we are performing, and our plans for future developments. The meeting will also include a presentation on our newly developed transitional care service, a pioneering scheme to help young people move from children's into adult care.

The venue for the meeting will be confirmed once we have established how many people will be attending. Those who would like to attend the meeting must therefore let us know before 29 August.

If you would like to come along, please call us on **01202 448178** (if there is no reply, please leave a message, as these will be checked regularly). Alternatively, email **members.contact@poole.nhs.uk**, including your name, address and telephone number in the email, or fill out the reply slip below and send it to the Freepost address given.

Members' Meeting Reply Slip

Yes, I would like to attend the Poole Hospital NHS Foundation Trust members' meeting on 25 September

Name:

Telephone number:

Address:

Email:

Please send to Freepost BH66, Foundation Trust Office, Churchfield House, Poole Hospital NHS Foundation Trust, Longfleet Road, Poole, Dorset BH15 2BR

The annual members meeting will be preceded by a meeting of our Council of Member Representatives at 5pm. The Council meeting is open to members of the public; if you would like to attend, please contact Sara Elkin on 01202 442895.



Annual Plan

We have now submitted our Annual Plan for 2008/09 to Monitor, the independent regulator of foundation trusts. The document outlines our achievements and developments for the past year, and the key objectives and service developments for the coming year:

Looking back on 2007/08

The Annual Plan highlights the following achievements during 2007/8

- Achieving the following national and local targets:
 - 18 week referral-to-treatment targets
 - National waiting time targets of under six weeks for radiology
 - Call to Needle target after a period of significant variability
 - Emergency department target to treat and admit or discharge over 98% of patients within four hours
 - All national cancer targets
- Maintaining very low rates of Clostridium Difficile. The Trust was the 23rd best performing Trust in the country as assessed by the Healthcare Commission
- Approving a development control plan which includes the building of a new maternity hospital and updating our emergency and day case departments
- Establishing an excellent Council of Member Representatives who have started to fulfil their responsibilities by actively engaging on a number of fronts
- Maintaining a 'good' rating in terms of overall quality of clinical care and achieving a 'good' rating for use of resources in the 2006/07 Healthcare Commission's Annual Health Check (last published)
- Achieving all the core standards set down by the Healthcare Commission and the existing national targets, and receiving a rating of 'good' for achieving the new national targets around smoking, patient experience and outcomes for long-term conditions
- Being rated a 'Better Performing Trust' for our maternity services in an independent Healthcare Commission review
- Achieving a 'green' rating for the quality of cleaning, food services and environment in the Patient Environmental Action Team (PEAT) reports
- Being rated in the top 100 places in the country for nurses to work
- Being rated by healthcare information company CHKS as one of the top 40 hospitals for 2008, based on evaluation of key performance indicators such as clinical effectiveness, health outcomes, efficiency, patient experience and quality of healthcare
- Recording a sickness absence rate of 3.86%, ahead of the annual target of 4.6%
- Being rated 'good to excellent' by 93% of patients in the 2007 national inpatient survey. Of those patients, 46% rated the Trust as 'excellent'. Patients also rated Poole above the national average in two thirds of questions in the survey.
- Delivering a year-end surplus of £900k and using this, together with our much improved cash position, as the first contribution to our capital development programme

The Trust has developed the following clinical services during 2007/08:

- Spinal Services, improving quality of care and reducing length of stay
- Cancer Service developments: Thoracoscopy Service and Brachytherapy Service to provide a local service and improve waiting times
- Familial breast cancer screening programme in collaboration with our two main commissioning primary care trusts
- Liquid Based Cytology Services that responded to the Trust's commissioners' request to provide a centralised service for East Dorset
- Non-invasive diagnostic alternatives for patients with chest pain, improving patient experience and reducing length of stay
- Adolescent Unit for 13 to 16 year olds, and new arrangements for the transition of young people to adult services
- Total hip replacement and total hip revision services for patients admitted as emergencies



Our Emergency Department treated and admitted or discharged over 98% of patients within four hours



Poole Hospital was found to be one of the 'better performing trusts' in the region for maternity services in a recent independent review



Looking ahead to 2008/09

The key corporate objectives for 2008/09 in support of the Trust’s strategic goals and the delivery of national and contractual local targets are:

- Deliver and maintain financial viability
- Deliver good quality care in a safe environment
- Deliver agreed waiting times and other key targets
- Ensure affordability of future major capital commitments

The service developments planned for 2008/09 include:

- Expansion of medical workforce for Neurology Services
- Provision of a Tongue Tie Service
- Implementation of Pacing Service and Coronary
- Angiography services
- The strengthening of Trauma Services
- Further development and implementation of:
 - Brachytherapy Services
 - Bowel Screening Programme
 - Neurophysiology Service
 - Outreach Services
 - Liquid Based Cytology Service
 - Sacral Nerve Stimulation Service provision



The Annual Plan also sets out the governance, financial and mandatory services risks the Trust will face and how the Trust will mitigate them, which will be used by Monitor to determine our 2008/09 risk rating. The risk rating will be published by August 2008. The Trust received a red risk rating from Monitor regarding the MRSA infection targets. Poole Hospital is a trust with low MRSA infection rates and we have put in measures to achieve the Monitor target during 2008/09.

Within the Plan there is a section relating to membership which details future engagement and membership plans of the Trust and the Council of Member Representatives. Some of the schemes agreed in the recently revised membership strategy are:

- For Council of Member Representatives to become actively involved in recruiting new members
- To try and attract more members from among the working ‘well’ and younger age groups by attending schools and youth groups, and meeting with industry and commerce organisations locally

The full plan will be available on Monitor’s website at www.monitor-nhsft.gov.uk and the Trust’s website at www.poole.nhs.uk as of August 2008.

Latest targets achieved

We are pleased to report that Poole Hospital met all the targets set by Monitor, our Foundation Trust regulator, for the first quarter of this financial year (April-June 08).

The Hospital continues to keep infection rates low. The Trust reported just one case of MRSA for the quarter and our dedicated Infection Control team are working hard alongside all our staff to help reduce infection rates even further. We will tell you more about how we are combating hospital infections in future editions of Foundation Talkback.

Waiting times also continue to be low at Poole. The Trust met the Government’s 18-week referral-

to-treatment target nine months ahead of schedule in March of this year, and in the first quarter of this financial year, we treated 93.7% of admitted patients within 18 weeks of their original referral and 96.3% of non-admitted patients.

Other areas that are assessed by Monitor include access to cancer treatment and A&E waiting times, and all those targets were met or exceeded in the first quarter.

If you would like the full list of performance figures against Monitor’s targets, please contact us on 01202 442269.



The PEAT assessors awarded the food at Poole 5 out of 5 and described it as 'excellent'

Food at Poole gets the thumbs up!

The standard of food at Poole Hospital has been rated as 'excellent' by an independent team of assessors.

The Patient Environment Action Team – which comprises patients, members of the public and NHS staff, and is managed by the National Patient Safety Agency – assessed the Hospital's food on a range of areas including quality, choice and service, as well as initiatives to help patients with their nutritional intake, including protected mealtimes and nutritional screening.

The standard of food was awarded 5 out of 5 and judged to be consistently high, exceeding expectations in every area that was assessed by the team.

The team also rated the overall environment at Poole Hospital as 'good'. Hygiene standards including general cleanliness, toilets and bathrooms and infection control initiatives were assessed, as well as elements of the hospital's physical environment such as lighting and furnishings, car parking and patient access.

New Representatives

We would like to welcome two new members to our Council of Member Representatives. Melissa Hards and Tom Buckby are both representatives for the Poole constituency, and replace Linda Moores and Kevin Searle on the Council.

MELISSA HARDS

Melissa was an active member of the Poole Youth Forum for the Borough Council from October 1998 - April 1999. As a younger member of the Council, Melissa can offer the Trust a chance to hear her generation's point of view on decisions that will affect the community for years to come. She believes that Poole Hospital is an integral part of the community – and would like to help it stay that way.

TOM BUCKBY

Tom was born in Poole and today, lives near the Hospital. He has been an active member of the League of Friends, and is also involved with the Royal British Legion and his local church, visiting the sick and bereaved with the community. He hopes that becoming a CoMR will give him a deeper insight into the local NHS.

COUNCIL ELECTIONS

We have a vacancy in the public constituency that covers Purbeck, East Dorset and Christchurch. Public members living in that constituency aged 16 and over are eligible to stand for election as a Council of Members Representative. If you are interested in standing, please contact Pauline Malins on **01202 448745** or email **Pauline.malins@poole.nhs.uk** by 29 August 2008.



Fundraising at Poole Hospital



LONDON MARATHON RUNNERS

Congratulations and thank you to the runners who took part in the London Marathon 2008 to raise funds for the Wish List! The seven runners who took the Wish List places have raised over £7000 between them to support the redevelopment of Tyneham Ward.

The six staff members who braved the rain on 13 April were Lizzie Snelgrove, nurse; Elly Morris, midwife; Tamas Hickish, consultant; Brad Blackburn, clinical coding clerk; Emma Powell, student nurse; and Simone Clarke, medical photographer. They were joined by one non-staff member, Anne Oseland.



ED WILTON

Former NICU patient Ed Wilton took part in the Dorset 1/2 Ironman middle-distance Triathlon last month, raising a fantastic £1895 for the unit. Ed was helped into the world by the team at Poole in January 1979, 11.5 weeks premature and weighing only 2lb 2oz. The challenge involved a 2km swim in Weymouth Bay, a 54-mile bike ride and a half-marathon run.

SUNSEEKERS GOLF SOCIETY

Sunseekers Golf Society raised £2350 for the Children's Unit. This generous donation has been used to purchase a new ECG Machine. Don Tibbs and Allan Brewer visited the unit to hand over the cheque.

