

Outline

November 09

The staff newsletter of Gloucestershire Hospitals NHS Foundation Trust



Dame Janet Trotter, Dr Frank Harsent and members of the Women's Centre construction team

Trust staff held a 'topping out' ceremony on the site of the new £29million Women's Centre at Gloucestershire Royal Hospital to mark the completion of the highest point of the build.

The development, which is due to open in early 2011, will bring together maternity, obstetric and gynaecology departments, providing better care for women and their babies in an innovative specialist centre.

Work is progressing well on the new-build, with the construction remaining on schedule. The main concrete structure has now been completed and contractors, Costain, are starting work on the external fabric of the building.

Dame Janet Trotter, Trust Chair, said: *"The topping*

out ceremony marks a key stage in the construction of this development. Once complete, this new building will be an excellent addition to the services we provide for women in Gloucestershire."

The Women's Centre will include two dedicated theatres, a neonatal unit for premature and seriously ill babies and a range of outpatients departments, including ultrasound, gynaecology and ante and post-natal care.

The centre will also incorporate an obstetric delivery unit, the new midwife-led birth centre and an obstetric inpatient ward.

The centre will complement a dedicated birth centre, specially designed to meet the needs of women with 'low risk' deliveries, at Cheltenham General.



Thank you

Happy eater

Just a few words to congratulate all you girls and guys in the kitchen from one very impressed patient. The food I'm receiving is not only warm but very very tasty and extremely fresh. Many thanks to you all and keep up the great work.

They are great meals and portions all very adequate, enough to fill you up and keep you happy. You've got one up on The Hairy Bikers!

Chaplain praise

Although I have now been discharged, I was in Rehab Ward 2, Bay D, on Wednesday 21st Oct, when the Lady Chaplain came to chat to each patient. I'm annoyed that I didn't make a note of her name, but would like to thank her for taking the time to talk to me. It wasn't until afterwards, that I realised how comforting her words were. I think I may have prattled on too much about my Wesleyan ancestors, but I did enjoy her company and reassurance, and would like to have talked more.



Sarah and baby Rhys at the hospital

Special delivery

I gave birth to a bouncing baby boy in the early hours of 23rd March this year and wanted to say a huge (if slightly belated) thank you to all the maternity staff involved in my birth experience at the delivery suite GRH. The skill, professionalism and warm nature of everyone I came across, from the midwives to the wonderful ladies who helped me sort myself and the baby after the birth was overwhelming. I am proud to work with such genuinely caring people.

Sarah Brown

Keep up the good work

I was very impressed with the staff and service I received during a stay in your hospital when I had to attend various departments. I get fed up when people criticise our wonderful NHS. Well done to you all and keep up your good work.

(Letter received 5/10/09)

Best wishes from Maggie

To all my lovely friends in all departments at CGH - a big thank you for my super semi-retirement gifts. I have had a lot of good times at the hospital and a lot of sad times over 30 years, the last 16 of those have been on Prescott Ward (a special place to me) and I will miss everyone very much. With much love and thanks to you all from a worn out Medical Secretary!

Maggie Matthews

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Colette Ashton

The deadline for submitting an article for the December edition is Monday 23rd November.

Staff Matters

Still time to send in your Staff Survey

A big 'Thank you' to the 2800 staff who, at the time of writing, had returned their staff surveys. This represents 37.57% of staff who received the survey.

For those who haven't yet had time to complete the survey, the deadline of December 4th is fast approaching, so please do take 15 minutes to complete it if you possibly can.

Dave Smith, Director of HR and Organisational Development, said: "A number of staff are saying that they don't have time to do the survey or that it isn't a priority for them, with everything else happening on our wards and in departments.

"However we really want a truthful picture of your working lives, right now, in order to try and make positive changes to them. The more people who take part, the clearer the picture will be. And we

will be able to make sure that our action plans are relevant to as many people as possible."

The survey is anonymous and asks questions on a range of topics including team working, pressures of work, appraisal, training and support.

Below is a breakdown of the number of surveys which had been completed by November 12th.

Capita, the independent company which manages the survey splits the response rate into divisions, but not into individual members of staff or teams.

The Trust expects to receive its Staff Survey reports in February and these will be shared with divisions as soon as possible.

| Department | Total Sent | Total Received | % Returned |
|---------------------------------------|------------|----------------|------------|
| Corp Governance & Facilities Division | 796 | 214 | 26.88% |
| Corporate Division | 725 | 416 | 57.38% |
| Diagnostics & Specialty Division | 1349 | 615 | 45.59% |
| Medicine Division | 1669 | 534 | 32.00% |
| Non-Division | 57 | 18 | 31.58% |
| Surgery Division | 2166 | 762 | 35.18% |
| Womens & Children Division | 727 | 255 | 35.08% |

Chief.Executive@glos.nhs.uk

This new email address was launched last month and is being used by staff across the Trust, from all roles and departments, to send their observations, efficiency ideas and suggestions direct to our Chief Executive, Dr Frank Harsent.

The new direct email was set up to improve communication, which was one of the areas for improvement highlighted in last year's staff survey. Everyone who emails receives a personal reply.

Dr Harsent said: *"I am enjoying receiving this personal communication sometimes from staff who I may not otherwise have met. I am doing my best to reply as quickly as possible to everyone. Thank you to those who have emailed me so far."*



Living within our means - optimising the use of our resources and ensuring value for money

Financial Position at the end of September 2009

At the end of September the Trust is £1.5m overspent against its plan for the first six months of the year. I am very pleased to say that, although our financial position is still very serious, this does represent an improvement of £240,000 from the position at the end of August. For the first time this year therefore, taking the month of September alone, we delivered the result we needed.

However we must not be complacent. We still have a significant deficit to address and the hard work must continue. The detailed plans and actions we have put in place must be delivered. We need to see improvements of this level and higher in every remaining month of the year.

Despite the relative improvement in September, the levels of activity being delivered in elective inpatients and outpatients remain a major concern. The performance in these areas, which was already significantly below plan, actually worsened during the month. It is vital that productivity is increased – we will not deliver our year end financial and operational targets without this improvement.

Overall, expenditure budgets delegated to divisions remain considerably overspent. Plans should now exist within each division to ensure that the year-

end forecasts which divisions have recently confirmed are achieved. In every case these forecasts require significant reductions in spend, totalling over £1m, during the remaining months of the year. Again, we will not hit our targets without this reduction.

Therefore although we are still in a serious financial position, it does appear that your efforts together with the improvements we put in place are starting to deliver benefits. The hard work and drive must continue unabated however if we are to get ourselves back into financial balance, as we must, by 31 March 2010.

Thank you for your efforts to date. I am sure I can count on your support to continue and step up where necessary the improvements needed.

Dr Frank Harsent, Chief Executive



A public campaign is launched this month to encourage people to go to the right place for their treatment this winter. One of the aims is to make sure that the new Open Access Centre in St Michael's Branch Surgery, St Michael's Square, off Brunswick Road, Gloucester is fully used. Another key aim is to encourage people not to come to our Emergency Departments if there is a better option for them.

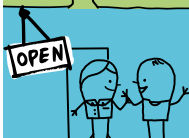
Suffering, but it's...

NOT an emergency?



Visit your pharmacy

Pharmacists are experts on medicines and how they work. They are qualified to give advice on things like coughs, colds, sore throats, aches and pains, sprains and stomach upsets.



Gloucester Health Access Centre

Walk-in service – open 8am til 8pm 7 days a week

The centre offers a walk-in service for minor ailments and injuries such as minor cuts, bites and stings and allergies. Find us at: St Michael's Branch Surgery, St Michael's Square, off Brunswick Road, Gloucester, GL1 1HX. Tel: 01452 336290 (Please note the Access Centre will be moving to Eastgate House, Eastgate Street, Gloucester in January 2010).



Call your GP surgery

If you have a 'flare up' of a long-standing illness such as kidney or lung disease, bronchitis, asthma or diabetes that is not responding to self care or advice from your pharmacist.



For information about healthcare options
Text: WELL to 60777

To find out more call NHS Direct on 0845 4647 or visit www.choosewellglos.nhs.uk

*Each text costs one standard network rate message. See our website for full details.

NATIONAL PANDEMIC FLU SERVICE

www.direct.gov.uk/pandemicflu

INFORMATION 0800 1 513 513

TREATMENT 0800 1 513 100

Swine Flu Update

Small but significant numbers of patients are being admitted to hospital and in order to help staff to maintain normal hospital activity, the following advice has been issued:

All patients with suspected swine flu who are ill enough to require inpatient care are subject to the following bundle of measures:-

- Isolate the patient immediately once the diagnosis has been suspected
- Staff to wear correct PPE
- Take viral swabs (nose and throat)
- Strongly consider antiviral treatment
- Notify bed manager and Infection Control Team
- Investigate and manage patient for other infectious condition differential diagnoses

The current position is that patients with suspected swine flu should wherever possible continue to be isolated in side rooms. When this has been confirmed (by tests), each case should be reassessed, and if appropriate the patient may be moved to a dedicated cohort area. It is not however appropriate to cohort nurse patients with suspected but unconfirmed swine flu infection together.

Swine flu vaccination is being rolled out for frontline healthcare workers with different groups of staff and departments being invited for vaccination according to a prioritised list taking into account the department or specialty in which they work. If you are a frontline healthcare worker with direct patient contact you will be invited by letter to come for vaccination. Staff vaccination is a large and complicated exercise affected by the phased delivery of vaccine to staff in Occupational Health so that's why not all members of staff can be vaccinated immediately.

The full staff Q&A relating to swine flu, and the Pandemic Flu Plan and associated policies and procedures are available on the staff intranet.



Gloucestershire NHS Innovation conference 2009

Hundreds of health and social care staff and representatives from patient organisations converged upon Cheltenham Racecourse for the 2009 NHS Innovation conference earlier this month.

Organised by NHS Gloucestershire, the conference was aimed at promoting what Jan Stubbings, Chief Executive of NHS Gloucestershire described in four words - Listening, Learning, Sharing and Innovating.

As part of the conference, the UTOPIA project team delivered a master class on redesigning emergency care services.

Dr Sean Elyan, Medical Director, presented the background to the development of the UTOPIA programme, and laid out the case supporting the need to change the way emergency care is delivered.

Dr Robbie Dedi, Lead for Unscheduled Care, outlined the model developed with the clinical teams, from GP referral to admission.

To maximise attendee participation, the team employed a "Who Wants to be a Millionaire" style quiz in which key learning from the programme was presented.

Answering questions from participants Dr Sean Elyan said: *"It is only when you kick off the change that it becomes real for everyone".*

The questions posed are presented overleaf.

Please send your answers electronically to UTOPIA@glos.nhs.uk. The winner will be randomly picked from the correct entries and will be given a bottle of champagne!

The answers and the winner will be announced in the December issue of Outline.



Win a bottle of champagne - UTOPIA quiz

UTOPIA

Demonstrate your knowledge and win a bottle of champagne

Q1 Executive sponsorship was vital to success. Which two members of the Executive team made this possible?

- A Director of Finance & Director of Nursing
- B Director of Service Delivery & Programme Mgr
- C CEO & Medical Director
- D Non-Exec Director & Patient representative

Q2 Which two milestones made the programme 'real' for staff?

- A Trust Board sign off of the business case
- B Appointing clinical & nursing leads for unscheduled care
- C Publishing the capital plan to show changes to ward and emergency care areas
- D Going live

Q3 Early in the programme we ran public and patient events within all 6 constituencies. What impact did this have on the programme?

- A Re-enforced the need for change
- B The Board appreciated the impact UTOPIA could have on patient care
- C Informed the need to redesign Royal Mail
- D Informed the design of the clinical model

Q4 What proved to be one of the biggest challenges of running a trust-wide change programme?

- A Programme exposed and picked up long standing operational issues
- B Changes from other projects impacted programme timescales and priorities
- C Teams passing implementation problems back to programme team to resolve
- D UTOPIA was focussed on Unscheduled Care but impacted all areas of hospital

Q5 What proved to be one of the biggest challenges as the programme moved through it's lifecycle?

- A Having six changes to executive team personnel
- B Swine Flu planning
- C Financial saving targets
- D Getting the right mix of operational and project managers into work streams

Q6 To date, what aspect of the Unscheduled Care Referral Centre has worked best?

- A Having direct access to outpatient clinics
- B Communication with GPs
- C Working in partnership with the PCT & taking a phased approach to implementation
- D Managing capacity across the two sites

Q7 What proved to be the most effective way of getting clinical input into the design of the UTOPIA model?

- A Attending as many specialty team meetings as possible
- B Running several multi-disciplinary workshops
- C Using e-mail 'news flashes' to update on progress & ask for feedback
- D Regular lunch-time briefing sessions

Q8 The need to recruit 23 consultants was the biggest risk to the programme. Which two strategies resulted in recruitment going better than planned?

- A Quick internal promotions
- B Running an early 'jobs fair' event
- C Offering premium salaries
- D Placing high impact UTOPIA branded adverts in key international journals

Q9 How will we know if UTOPIA is a success?

- A Emergency department 4hr target is achieved consistently
- B Positive annual patient experience report
- C Retrospective analysis in 12 months
- D Continual monitoring using a balanced scorecard

Q10 What proved to be the single most difficult area for the programme?

- A Delivering 4hour emergency department target
- B Engagement of & communication within clinical teams
- C Delivering financial savings as defined in the business case
- D Understanding informal networks & the role they can play



New York Marathon Run

The daughter of the founder of the Nigel Hunter Nursery, Sarah Nicholls ran the New York Marathon earlier this month to raise money to help fund the planned extension to the Nursery.

The nursery was founded ten years ago. Situated in the grounds of Gloucestershire Royal Hospital, it was named after the late Dr Nigel Hunter, the first specialist paediatrician to work in Gloucestershire, who was always dedicated to the care of very young children with disability.

In his work at Gloucestershire Royal Hospital, he had great empathy with parents of very premature infants, having himself been the father of Sarah, born weighing only just over two pounds.

Sarah is now the mother of two children and on Sunday 1st November, despite a recent ankle injury, set out on the New York Marathon to raise funds for the Friends of the Nigel Hunter Nursery.

The Nigel Hunter Nursery is a therapy centre for babies from birth to three years of age who have physical or learning difficulties. This may include babies who have been extremely premature, those with birth defects, chromosomal disorders such as Down's syndrome, cerebral palsy, early autism, congenital deafness or blindness or just severe developmental delay. Its aim is to make accurate assessment of the child's needs and to promote development through play.

Stoma care donation praise

The Gloucestershire Ileostomy Association kindly donated two new equipment trolleys to the stoma care departments at Cheltenham and Gloucestershire Hospitals in September.

A presentation was made on the 23rd of September by Carolyn Stammers, Chair of the Gloucestershire IA, Derek Lawton, Secretary of Gloucestershire IA and Peter Boyle, Gloucestershire IA committee member at the stoma care department at Cheltenham General Hospital.

All of the Stoma Care Nurses would like to send their thanks to the Gloucestershire Ileostomy Association for these generous donations which have made the clinic rooms at Gloucestershire Royal and Cheltenham General much easier to use.



Help us promote our new maternity web pages

Where to give birth, options for pain relief and even what to eat during pregnancy – everything you have ever wanted to know about pregnancy and childbirth can now be found on our new maternity web pages.

The Trust's website now contains a comprehensive informative section dedicated to maternity services in Gloucestershire. It outlines the services available in the county, both now and from 2011, but also contains a wealth of general information about health and wellbeing during pregnancy and beyond.

The pages were designed with help from the Trust's midwifery and clinical staff as well as from a User Group of parents and support groups who have an interest in the development of the county's maternity services.

The pages give partners advice on how they can help during labour, what to bring to hospital, where to park, and tell mums-to-be how to access support and care before, during and after the birth of their babies.

Vivien Mortimore, Head of Midwifery Services, said: *"There is so much information out there for pregnant women that it can sometimes be hard to know where to look or who to listen to. Our site provides a one-stop-shop for women and gives sensible advice from a reliable source, helping women and their partners plan their care."*

The web pages can be found at www.gloshospitals.nhs.uk/maternity



Security Advisers' Christmas Message

Trust Security Advisers are calling on hospital staff to play it safe this Christmas.

They are advising staff, if thinking about heading to the shops after your shift, to think before carrying large amounts of cash to work.

David Reid, Security Adviser at CGH said: *"A moment to think about things may actually save time in the long run."*

"We all live busy lives but the amount of time that is lost should your belongings be stolen while at work far outweighs the time taken to go home when work is finished and then go out and shop."

"The banks tell us it takes between 5 and 7 working days before a replacement card reaches you. In addition, loss of cards can then result in being unable to get cash to say nothing of a trip into town to visit your bank for assistance as well as a trip to the locksmiths for replacement house keys too!"

"Some see the festive season as a time to make merry at the expense of others. Don't fall a victim to crime, with a little thought you can avoid the pitfalls."

"Have a Merry Christmas and a Happy New Year and hopefully you won't be calling us for assistance"

David Reid/Martyn Speke. Security Advisers CGH
Clive Harrison/Stephen Saunders. Security Advisers GRH

£7million Oncology extension completed

The multi-million pound Oncology and Endoscopy building has now been completed at Cheltenham General Hospital.

The £7million scheme is a two-storey extension of the existing Oncology Centre at the east side of the hospital, off Keynsham Road.

On the ground floor there is a new waiting area and two new radiotherapy bunkers, with treatment machines. The first of these two new machines costing £1.2 million has been installed and patients began to be treated using the new machine on Monday September 21st.

An official ceremony was held last month to formally open the extension, attended by Mr Clive Thompson, former Trust Chairman and former patient of the service.

Suzanne Wright, General Manager for Cancer Services said: *"The new building provides a far*

better clinical environment for our patients and for staff. Parts of the former centre have been rebuilt, for example the Cancer Information Centre and Chemotherapy treatment areas. The most impressive new area is the Radiotherapy and Chemotherapy waiting area, which gets a lot of use.

"Waiting is involved in receiving chemotherapy and patients often bring a friend or family member with them as company. The new facilities will improve their experience at a critical time."

The Oncology Department will be working with a local charity to make the waiting area more suitable for younger people receiving treatment by providing entertainment equipment.

Suzanne said: *"We're pleased that this greatly improved facility is now open and that patients will reap the benefits of the improved surroundings."*

New Director of Finance



Sarah Truelove has taken up her new position at the Trust as the Director of Finance this month.

Sarah joined the NHS as a National Finance Trainee in 1990. She is a fully qualified accountant and has held two previous Director of Finance posts.

She has worked previously in both the acute and commissioning sector within Wiltshire, Dorset, Bath and Gloucestershire.

Diabetes donation

Diabetes patients across Gloucestershire will benefit from two essential pieces of equipment donated by The South Gloucestershire Diabetes UK group based at Stonehouse.

The navigator systems equipment will improve care for people with Type 1 Diabetes and who are experiencing problems with their glucose control.

The Navigator is a continuous glucose monitoring system which is worn by the patient for 3-5 days. It aids the management of Diabetes in providing information of Blood glucose patterns and in particular episodes of low blood glucose levels or Hypoglycaemia of which the patient may not be aware of.

In providing this important information it will aid to identify and resolve where possible those difficulties of low blood glucose levels.

Thanks to this very kind donation of £2100 by the South Glos Diabetes UK group the Trust has been able to purchase these systems and sensors which will benefit the local diabetes population enormously.

Christmas Accommodation

Having a department Christmas party or meal out over the festive period and don't want to drive, why not book a room and stay in Gloucester or Cheltenham overnight. Single accommodation is available at a reasonable rate for NHS staff for further information check out the accommodation web site on the Trust intranet or call **08454 226631**.

Volunteers honoured at GRH



Volunteers Brian Mince and Jean Young enjoy their meal

Each week more than 200 volunteers at Gloucestershire Royal Hospital donate in excess of 1,250 hours of their time to help staff provide services in a wide range of hospital departments.

Last month the Trust paid tribute to the enormous contribution made to patient care and support by unpaid hospital volunteers.

Brian Marshall, a former police detective who worked at New Scotland Yard and who was instrumental in the capture of notorious train robber, Ronnie Biggs attended the event as guest speaker.

Dame Janet Trotter, Chair of the Trust, presented the awards during the Volunteers Annual Reception Lunch held at King's School, Gloucester.

She said: *"I cannot emphasise enough how important the work of the volunteers is at Gloucestershire Royal Hospital and how much we value their contribution to patient care."*

"The annual reception gives us an opportunity to say thank you to all the volunteers and to show our appreciation for all they do for our patients and staff."

Lifetime Awards

Three volunteers collective length of service totals a staggering 118 years. 93 year old David Holland, Jacqueline Ingram and Christian Campbell, were presented with new 'Lifetime Awards' in recognition of their tireless support for the Trust and its patients.

- Following his retirement over 31 years ago David Holland volunteered to drive for the Podiatry Service, then moved in to the Podiatry Laboratory in 1994. Voluntary Service Manager Gay Limbrick: *"Mr Holland is an integral part of the podiatry service where he is greatly appreciated by the patients and is a highly valued and much-loved member of the podiatry team."*

- Mrs Jacqui Ingram has twice been Chair of the Council of the Friends of GRH and has been a sociable, capable and effective driving force within the organisation for 36 years. Modern Matron Gill Keates: *"Jacqui has been a delight to work with over the past years, she is very dedicated and works tirelessly for all the fund raising projects she is involved in. It has been a pleasure liaising with her and she is so supportive of all the donation requests we receive"*.
- Mrs Christian Campbell was one of the leading lights of the Friends of Gloucestershire Royal Hospital which was formed some 49 years ago. The Voluntary Service as it is known today was founded during Christian's term of office as Chair of the Friends. A volunteer for many years, Christian has been the driving force behind hospital fetes, charitable collections for major items of equipment together with refurbishments and personally overseeing the latest refurb to the 8 overnight stay rooms recently completed in the wards of GRH. Gay Limbrick explains *"We feel that the 'Lifetime Award' will hopefully show Christian our appreciation to her and greatest thanks for the dedication she has shown over these past 49 years"*.

As well as thanking all those who willingly give up their time, the Trust paid particular tribute to those who have spent 5, 10, 15, 20 years and even volunteers such as Pat Henderson who have spent 25 years volunteering.

Mrs Pat Henderson has worked in the Orthopaedic Outpatients Clinic, assisting with the smooth running of the clinic for some 18 of her 25 years service, together with many years working as a volunteer in Coronary Care on the Cardiac Wards giving patient care. To celebrate her 25 years as a volunteer here at GRH, she was nominated to go to a Buckingham Palace Garden Party earlier in the year.



David Holland Lifetime Award



Christian Campbell Lifetime Award

All About Us



“ I am a Physiotherapist and I have been working for the past three months in General Old Age Medicine on Ryeworth and Oakley Wards. I am the third generation of female physiotherapists in my family. My mother Diane Lyle has worked as a children’s physio for 16 years in the outpatients clinic and my Grandmother Beryl Thomson qualified in 1947 in Newcastle and worked in early 60’s at Cheltenham in orthopedics and outpatients. Whilst I can’t say I was overly influenced by my family’s career choices, it has given me more awareness of the caring nature of the profession. In truth, the main influence came whilst I had treatment from a physio when playing hockey for the West of England. ”

Katherine Lyle, Physiotherapist

Q. What do you like most about your job?

A. Patient contact and rapport, the team atmosphere and the variety of areas the job covers.

Q. What is your proudest professional achievement to date?

A. Getting permanent band 5 rotational post in the current economic climate.

Q. As a child, what did you want to be when you grew up?

A. I wanted to be a P.E teacher or physiotherapist.

Q. Now you’re ‘grown up’, what would be your dream job?

A. I have not found my niche area of physio I most enjoy yet, and would like to have a year abroad working somewhere like Canada or New Zealand.

Q. If you could change one thing about your job, what would it be?

A. The job could be better if it took place in a permanent sunny location.

Q. How do you relax?

A. Mountain biking, mountain walking, climbing, swimming, listening to music such as the Fleet Foxes, church group.

Q. What’s your favourite place in the world?

A. Currently my favourite place is in New Zealand. It is on the North Island mountain called Mount Tongiario. If I had to choose somewhere closer to home it would be Mother Ivey’s Bay in Cornwall.

Q. What’s your favourite meal and who would you like to have it with?

A. Macaroni and cheese with Alan Carr.

Q. Which person, living or dead, do you find inspirational?

A. My late grandfather who was a GP in Prestbury, received an MBE for volunteer work with the police and was a scout leader for 70 years, inspired me with his hard work ethic, kindness and enthusiasm for life.

If you would like to nominate someone for the All About Us feature please email colette.ashton@glos.nhs.uk

November Works update



Gloucester

Women's Services Redevelopment - Works are progressing well on site and to programme including the external fabric of the building, roofing and external masonry and breakthrough into main theatre. The aim is to ensure the building is watertight by Christmas.

Construction work is due to complete late December 2010. The building will then need to be commissioned for an anticipated operational date of mid/end February 2011.

Cheltenham

Thirlestaine Court - Breast Screening and Symptomatic services have now been relocated into the building and the unit is now fully operational. The official opening is due to take place early next year.

MRI - Approval was recently given for the replacement of the MRI machine in College Road at CGH. Co-ordinated planning works on the decommissioning of the existing machine and

also the supply, installation and commissioning of the new machine have begun to ensure that the replacement is installed and operational by the end of March.

Hazleton Ward - Patients and staff have now moved to Fairview Ward leaving the ward empty. Work to refurbish Hazelton Ward will start in November and due to complete early next year.

GRH/CGH Office/Service Moves - A series of planned office/service moves at both CGH & GRH are ongoing with users to enable delivery of capital development programmes such as UTOPIA as well as proposals to maximise the space at Victoria Warehouse and both DGH sites.

Working in Partnership

Renal Dialysis Satellite Units - The Trust is working with NHS Gloucestershire to provide two Renal Satellite Units, one located in Cinderford, Forest of Dean and one located around the Stroud area. Both units are anticipated to be operational next year.



Spotlight on the Unsched

Top row - Kerry Barnes (Community Capacity Management Team), Elizabeth Woolley (Community Capacity Management Team), Jon Pye (IT Software Developer), Sherri Cheal (Clinical Manager), Michelle Hunt (Bed management)

Bottom row – Christine Reeves (Referral Centre Call Handler), Sue Lorentz (Referral Centre Call Handler and A&E Sister)

The Unscheduled Care Referral Centre (UCRC) is based on level 2 at GRH.

Sherri Cheal's team provide a dedicated phone service to GPs and other healthcare professionals wanting to refer patients with urgent healthcare needs to the Trust.

The Centre went live on Monday 3rd August and plays an important role in the on-going implementation of UTOPIA. The Team have access to up to date bed state data from both the hospital sites and the community teams to ensure that incoming patients are transferred to the appropriate care setting.

There are seven members of staff, including Sherri. The six call handlers are all Band 6 nurses with experience in Emergency and Unscheduled care. The team works closely

with the recently co-located community capacity management team led by Veronica Hourston, and the patient flow coordinators led by Paulette Knight.

Once a call is received from a GP or a Community Healthcare worker, the call handler will take all the relevant information and direct the call through to the appropriate care setting – primarily via the single point of access but consultants within specific specialties can also be contacted and can advise the caller on specific issues and conditions. This advice can prevent a patient having to be admitted to hospital, or directed to a community setting. If a specialist is not available, the team can take down all caller details and arrange a call back from a consultant.



uled Care Referral Centre

The centre is open 7 days a week, from 8am-8pm Monday to Friday and from 9am-5pm at the weekends. During the month of September, the centre answered and fielded on average 64 calls a day (a total of 1942 for the month of September).

The team is instrumental in helping patient flow across both sites ensuring (with the help of up to date bed states) that patients who require unscheduled care are directed to the centre that has capacity to treat them.

The centre uses an electronic system known as EAS. This has been written and developed specifically for the call centres needs by Jon Pye (an IT Software Developer for the Trust). The software has made it easy for the call handlers to take information quickly and efficiently. This information is readily available to be seen within all areas of unscheduled care on both sites.

Sherri Cheal, Service Manager for the Unscheduled Care Referral Centre, said:

“Despite some early teething problems, this service has now become fully established in its own right.

“We have a great team, and everyone has taken to their new roles with great enthusiasm and a real dedication to improve services for patients in Gloucestershire.

“The overall aim of the team is to improve patient care and access to the appropriate services.”

The team are currently going through an audit process to identify peak times and patterns in calls with the aim of tailoring the service offered by the centre to match these demands.

If you would like more information on the centre, or UTOPIA and the Unscheduled Care Team, please email UTOPIA@glos.nhs.uk



Trust scoops two Innovation Awards

Gloucestershire Hospitals has been highlighted in the Gloucestershire Innovations Awards with six nominations. Nominations were sought under eight categories from Chief Executives and Directors of Gloucestershire's organisations. Consideration was also given to best practice highlighted in each organisation's own staff awards.

Innovation in Hospital Services

The Trust took the award for Innovation in Hospital Services for the Neurology Service and Neurological Nurse Consultant. This category recognised excellence in front line patient care and also support services who work to ensure that our hospitals run smoothly and safely.

The Neurology Department at Gloucestershire Royal Hospital has developed a locally responsive service with accelerated access to care for people with Multiple Sclerosis, through the development of an innovative specialist practitioner role, a Neurological Nurse Consultant.

Through the creation of this new specialist role, waiting times for patients have been reduced with no detriment to patient safety and outcomes.



Innovation in Management and Leadership

Outstanding leaders and managers in our Chemotherapy Outpatient Team for the Chemotherapy Care Pathway took the award for their work to improve both patient and staff experiences for outpatient chemotherapy in Cheltenham.

A multidisciplinary team from the Chemotherapy Outpatient Department at Cheltenham General Hospital has led this work and used the inventive concept of a Rapid Improvement Event to bring about changes.

Put simply, by innovatively changing the way chemotherapy



ations for three categories.
s NHS and Social Care
awards.



outpatient services are delivered,
patients have experienced
reduced waiting times for
treatment.

The Trust was also shortlisted for
the Innovation in a Supporting
Role category for the Route
99 Shuttlebus, twice for the
Innovation in Hospital Services
category for the Environmental
Team's initiative 'Healthcare
Waste – Sort it Out' and for Rob
Johnston and the Gloucestershire
Eye Department for the Electronic
Medical Record system for
Ophthalmology and finally,
the Trust's Leadership and
Accountability Project Team for
the Innovation and Leadership
category.

Sir Ranulph Fiennes introduces Cardiac DVD



Left to Right: Dr David Lindsay, Nurse Manager Julia Harrison, Sir Ranulph Fiennes, Head Physio Eve Scarle, Dr Michael Rouse and Rotary District Governor Nominee Mr Martin Greaves

Cardiac rehabilitation staff joined forces with 14 rotary clubs and Sir Ranulph Fiennes for the launch of a unique cardiac DVD for patients. The DVD was launched at The Queens Hotel, Cheltenham last month.

The rotary clubs joined together to finance this project under the supervision of Martin Greaves, Assistant District Governor.

Dr Michael Rouse, a retired GP, cardiac patient and member of Cheltenham North Rotary Club worked alongside Eve Scarle and Julia Harrison from the cardiac rehabilitation team at GRH to produce the DVD.

The DVD will be free to patients, although they will be asked to make a small donation to the cardiac fund that will in turn finance the production of a further supply of DVDs.

Ranulph Fiennes, himself a cardiac patient, introduces the DVD which also features four patients from Gloucester.

RCN conference



Debbie Killman and Claire Hunt

Battledown Ward staff recently presented a paper at the recent Royal College of Nursing Conference to share their experience of the practicalities of ward configuration with colleagues across the country.

'Back to the Future: a Celebration of 25 years of Children's and Young People's Nursing' was presented by Deputy Lead Nurse (Paediatrics) Debbie Killman and Senior Sister of the Battledown Ward, Claire Hunt. The paper was received well and generated several questions.

Christmas fun for Trust staff children

The Trust's Christmas party of children up to the age of nine is taking place on Saturday 12th December. Featuring crafts, activities, prizes and fancy dress the event is taking place at Dowty Sports and Social Club in Staverton from 2-4pm. The event is free to all Trust staff member's children. For tickets please call HR reception at GRH on extension 6393.

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Charity Calendars for sale

The Linc fund is selling art calendars for 2010 to raise money for the charity. At only £5 each, the calendars are available online at: www.lincfund.org/calendar2010_49.php

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Charity Christmas Cards

The Pied Piper Appeal's Christmas cards are now available. To order any of the many designs and to raise money for the charity, contact the Pied Piper Appeal Office at Gloucestershire Royal.



Gloucestershire shines at Medical Education Conference

The sun shone on a successful third annual Medical Education Conference last month at Hatherley Manor.

The conference is held to demonstrate and celebrate the work provided by healthcare workers across the county to ensure Gloucestershire stands out as a centre of excellence for medical education and training.

Trust Chief Executive Dr Frank Harsent, Medical Director Dr Sean Elyan, Chair Dame Janet Trotter and Chair of the PCT Ruth Fitzjohn joined the other 45 delegates including tutors, educational supervisors, trainees and a few non medical trainers.

Director of Medical Education, Liz Spencer gave a presentation summarising national issues.

Dr Frank Harsent gave an overview of how education and training is essential to the trust's core values and is highly promoted by all members of the trust board and is part of the organisational development strategy.

Paul Dunckley was congratulated for gaining national recognition for Gloucestershire hospitals on endoscopy training following a pilot project using an e portfolio as a means of recording all endoscopies by registrars.

Trainer of the Year Award 2009 was awarded to Dr Paul Dunckley, Consultant Gastroenterologist at GRH, by Dr Frank Harsent. Several trainees nominated Paul and his registrar also received some nominations.

The Trainee Education Project Prize

The prize of membership of the Association for the Study of Medical Education and attendance at their annual meeting in July was awarded to Dr Emily Forsyth for her audit of the confidence of foundation trainees in practical skills.

Next years conference will take place on Tuesday 5th October 2010.

Adverts

Isis Domestic Cleaning: Efficient reliable friendly service offering domestic help for busy people, busy and new mums and dads, after illness or injury or just to give yourself a break! Regular or occasional bookings taken. Local and not an agency...Insured...References...Police Check Applied For...Longlevens Based. Please phone Sue for details **01452 414380** or **07789 597975**

Octopi Computer Services: Virus check & removal hardware installation E-mail assistance wireless connections training/advice. Local & friendly service. £20 Perhour flat rate. Contact: Dave Boon - **01242 650043** Mobile: **07982 238375** Email: **daveboon@octopidesign.com**

Do you need occasional after school care?: Registered Childminder/Registered Nurse Available Fridays for Nature Studies/Arts & Crafts. Healthy Snacks and/or cooked meal. Homework Help: Chilltime: Funtime: Can collect from the following schools: St.Thomas Moore, St. Marks Junior, Benhall, Gloucester Road, Rowanfield, Monkscroft, Hesters Way Contact Alice Shield **01242 243311** or email: **alice.shield@virgin.net**

Spicy aroma – indian restaurant & takeaway: Open 6 days per week 5:00pm – 11:00pm. Closed tuesdays. Fully licensed – air conditioned. Church road, churchdown village (Next to bat & ball inn) Gloucester. **01452 712621**. 10% Discount for NHS staff with ID card

Comfortable one-bedroomed apartment near park and ride (racecourse area): Wonderful views, American, kitchen, shower, washing machine, secure parking £95.00 per week. Tel: **01242 510113**

UNIQUE PAMPERING: Hairdressing, beauty & complementary therapy salon, Unique Pampering offers a full range of professional hair and beauty treatments together with complementary therapies all at competitive prices. Launch offer 25% off selected treatments Tel: **01242 528019**

English lessons: Offered to Medical, Nursing or Hospital Staff from overseas. Need help with pronunciation, more functional English or help with vocabulary? Ex-nurse can help contact: **janty.jonesgreycote@btinternet.com**

PROTYRE: Gloucester are offering staff up to 10% discount on services including tyres exhausts, brakes and four wheel alignment. Call **01452 505588** quoting discount code:**14NSH001**

Physio Staff Self Referral

Did you know that, as a member of staff you can refer yourself to Physiotherapy? All main hospitals offer this service. All you need to do is visit the Physiotherapy Intranet site and complete the on line self referral form. Alternatively, you can contact your local Physiotherapy Department where you will be asked to complete the same form by hand. An appointment will be made for you, as soon as is appropriate.

Staff benefit subsidised reflexology & massage

REFLEXOLOGY

Tuesday 1.00 pm – 4.00pm
Delancey Hospital

Tuesday 5.30 pm – 8.30 pm
(West Block OPD, CGH)

Wednesday 5.30pm – 8.30pm
(West Block OPD CGH)

To book Phone Elaine
Greenwood – **01285 -650579**

Price - £16 per hour

MASSAGE

Mondays & Thursday
6:30pm – 8:30 pm
(West Block OPD CGH)

To book Phone Samantha
Franklin, **07870 656 181**
Price - £16 per hour

*To place an advert, please contact **Colette Ashton** on ext 3563 (CGH) or email **colette.ashton@glos.nhs.uk**. Alternatively, place your advert on the 'Staff Classifieds' section on the intranet (under useful pages)*

The Pied Piper Appeal's Celebration of Christmas Concert

Music and Carols at Tewkesbury Abbey



Wednesday 9th December 2009
7:30pm – 9:15pm

The Abbey Shop will be open when doors opens at 7.00pm

Tewkesbury Town Band

The Kings School's 'The King's Harmonists' and 'The King's School String Ensemble'

The Glebe Gospel Choir

John Rockley – Presenter on BBC Radio Gloucestershire

Tickets £6.50 in advance or
£7.50 on the door, CHILDREN FREE

In aid of The Pied Piper Appeal

Tickets available from:

The Pied Piper Appeal Office
08454 226119

Tewkesbury Abbey Shop
01684 276655

Peter Hickman Hair Salon
01684 297860

For more information please call
The Pied Piper Appeal Office on
08454 226119

fundraising@piedpiperappeal.co.uk
or visit our website:

www.piedpiperappeal.co.uk

**EVENT KINDLY
SPONSORED BY
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