

health matters

members' newsletter

*october 2010
issue 6*



Secretary of State visits the Trust

5th Annual Members Meeting 10th November 2010

full details inside

The Paediatric and Neonatal Units at Wexham Park Hospital are the first in the country to install and use Smartboards, an innovative visual management system, which gives staff more time to spend with patients.

The new technology uses specially designed software with interactive whiteboards and touch enabled displays to enable staff to create and maintain patient status information. The boards support enhanced ways of working, cutting down on interruptions and the time nurses need to spend updating patient status information.

The boards were installed in the Paediatric and Neonatal Units of the hospital, funded by donations from parents of past patients. They immediately proved to be a great hit with all staff. The new boards are easy to use and have greatly



improved communications between multi-disciplinary teams. The boards are linked to the hospital's internal network and with just a couple of clicks clinicians and other healthcare workers can access all the information they need.

The new system not only provides staff with more time to care for the patients, but also the data it provides helps produce reports which enable staff to better understand the demands on the service.

1st NHS Laboratory to use fully automated inoculation system

The Microbiology Department at Wexham Park Hospital is the first NHS laboratory in the country to use the 'Inoqula', a fully automated inoculation system designed to process microbiological investigations.

The system, which is one of the most advanced products in its field, carries out the initial processing of samples taken from patients, preparing them for further analysis by a medical scientist for bacterial infections such as MRSA.

The Trust works hard to maintain its excellent infection control record, and the prompt testing of samples plays a vital role in helping to provide safe, effective healthcare for patients.

The Inoqula machine is the latest edition to the automated equipment recently installed in the Pathology Department to support the diagnosis of viral and bacterial infections. Last year the Blood Sciences Laboratory added a peri-analytical sample processor, to the automated process already used to analyse blood samples. The processor has greatly improved the speed and reliability of specimen handling. Fully automating the process has greatly reduced the time it takes to process in-house samples, which means doctors can discuss results with patients much sooner.



Welcome from the Chairman and Chief Executive

Welcome to the October 2010 issue of Health Matters. In this issue you will be able to read about just some of the exciting developments at Heatherwood and Wexham Park Hospitals NHS Foundation Trust.

We are making some real progress, and beginning to see how changing the way we do things is having a positive outcome for our patients and for our finances. We know there is still much to do and everyone is continuing to work extremely hard to make sure we continue to deliver excellent patient care.

In September, Andrew Lansley, Secretary of State for Health visited the Trust to meet me, Julie Burgess the Chief Executive, Consultants, Governors and

local Members of Parliament to talk about the Trust's financial position and our turnaround plans. During his visit Mr Lansley confirmed that the Department of Health will be offering the Trust a loan totalling £18M in 2010/11 to support us in the implementation of our turnaround plan. This is good news for the Trust as the loan provides the finance we need to continue the necessary work to further improve our services, continue to deliver safe, effective front line care, and become a more efficient organisation. The loan is based on commercial principles and the Trust will be required to repay the funds over a 10 year term. The loan agreement is subject to certain conditions, and the Trust will need to demonstrate

that it continues to meet its commitments in terms of quality of care and financial stability.

If you are interested in finding out more about the Trust and our plans for the future, our Annual Members Meeting will be addressing these issues, and will also provide the opportunity to ask questions of myself, Julie Burgess, Chief Executive, and of the Board of Director and the Council of Governors. So don't miss this important event. Details can be found on page 5.

Christopher Langley
Chairman

We are now halfway through the 2010/2011 financial year and I am pleased to say that we are successfully turning round the finances of the Trust. We are on track to implement the changes needed to continue to deliver improved patient care and safety in a financially viable environment.

We have seen some very positive

changes already at the Trust. We have made major changes in the way patients are seen in A&E, we have developed a new angioplasty service, and stroke care has been redesigned to enable early intervention and the use of the latest clinical techniques.

I am positive that the Trust can continue to implement

the further changes needed to become even more efficient and effective, deliver the three year Turnaround Plan, and once again put the Trust back on a secure financial footing.

Julie Burgess
Chief Executive



The Secretary of State visited the Cardiology Unit at Wexham Park Hospital.
L-R Khalid Barakat, Consultant Cardiologist, Christopher Langley, Julie Burgess, Andrew Lansley, Fiona Mactaggart, MP for Slough, Leanne Grace, Ward Matron Angiography, Clare Culpin, Director of Nursing and John Wiggins, Medical Director

protect your birthday suit



In September Heatherwood & Wexham Park Hospitals NHS Foundation Trust ran a campaign aimed at patients, visitors and staff, with a week of events to raise awareness of conditions affecting the skin with an emphasis on the prevention and management of pressure ulcers.

Alongside NHS Berkshire East the Trust is uniting its approach to preventing and managing the issues around pressure ulcer damage, devising strategies to combat the pressure ulcer incidence across the east Berkshire health economy.



Patient Safety Champion

Patient safety and quality is a top priority at the Trust, and a newly created role dedicated to finding out what patients think about the safety and quality of care they receive is helping the Trust to continue to direct its focus on patient safety.

Edwina Morris, recently appointed Patient Safety Champion spends her days listening and talking to patients on their views of the safety and quality of care they receive. "The Trust already has a number of robust measures and

reporting structures in place to monitor the safety and quality of care we deliver," says Edwina. "But understanding patients' concerns is essential if we are to improve on their experience. Reporting directly into the Trust's senior management and Board has helped increase overall awareness of safety issues, speeds up decision making and is helping the organisation to become even more responsive in addressing problems." Chris Langley, Chairman said, "The work Edwina is doing

is invaluable. It encourages patients to discuss their concerns as they are experiencing them, and means many of the issues which cause anxiety, such as knowing when you are being discharged, understanding what the doctors are saying, or knowing who your nominated nurse is, can be dealt with immediately. Listening to the patients is important to improve their experience, and we are working hard to encourage all staff to take even greater ownership for patient safety."

5th

Annual Members Meeting

**Important
date for
your diary**

10th November 2010

3.00pm – 5.30pm

**Post Graduate Medical Centre
Wexham Park Hospital**

***Come along and find out more about the Trust
and our plans for the future at the Annual
Members Meeting***

The meeting will start at 3.00 for registration, and the chance to meet your Governor representatives and the Trust Board, and to talk to some of the staff at the Trust involved in providing patient care.

The formal meeting will start at 3.30, where the Chairman, Chris Langley, and Chief Executive, Julie Burgess, will review the work and the finances of the Trust over the last year, and will look at the plans for the Trust going forward. The Board of Directors and the Council of Governors will then answer questions from the audience.

***For further information,
please contact the Corporate Affairs Office
on 01753 634416 or email [foundation.trust@
hwph-tr.nhs.uk](mailto:foundation.trust@hwph-tr.nhs.uk)***

***Access to the Post Graduate Medical Centre
is via Entrance 4 Wexham Park Lane***

New service for heart attack patients

In July the Trust launched a new service for heart attack victims in east Berkshire and south Buckinghamshire, and patients can now receive immediate primary angioplasty, 24 hours a day, seven days a week.

Primary angioplasty is a technique for unblocking the arteries carrying blood to the heart muscle. A small balloon at the tip of a catheter tube is inserted via an artery in the groin or arm and guided to the blocked heart artery. It is then inflated and removed, leaving in place a 'stent', a rigid support which squashes the fatty deposit blocking the artery, allowing blood to flow more easily. Before the introduction of this new service, heart attack

patients received thrombolysis (clot busting drugs), followed by assessment at Wexham Park Hospital's Coronary Care Unit, followed by an angiogram, then angioplasty if needed, before discharge. Immediate angioplasty means that the blood flow returns to the arteries quicker, leading to less damage to the heart muscle.

Angioplasty requires a dedicated team of experts to deliver it promptly and professionally, so the service has been developed in partnership with the Royal Brompton and Harefield NHS Foundation Trust. The joint service means that local patients can be seen and treated at Wexham Park Hospital Monday to Friday, 8am to 6pm, and at

Harefield Hospital outside these hours.

Consultant Cardiologist Khalid Barakat is very pleased with the Trust's improved treatment for heart attack victims. He says "The new primary angioplasty service works really well, not just because of the close proximity of Harefield Hospital, but also because of the excellent working relationship we have with the team of cardiology professionals working there. Two hundred patients per million in the UK population need primary angioplasty every year and I am delighted that Heatherwood and Wexham Park Hospitals NHS Foundation Trust can now offer local patients high quality treatment, fast".



Consultant Cardiologists - Khalid Barakat and Steve Rex

Jamie McCaul

my time as a Governor



At the end of my term as an elected Governor I take the opportunity to reflect briefly on what I have learnt from the experience. It has been a bit of a roller-coaster ride, but I leave with the conviction that after a turbulent period the new Board is convincingly turning things round. It is worth asking, however: 'Where do Governors fit into this?'

Initially there was little clarity or definition about the role of Governors. We received regular reports from the Board, but

were not equipped to fully understand those reports or query them in any meaningful way. The wake-up call came in the early part of 2009 with news of the Trust's serious financial shortfall.

Change began with the appointment of a new Board and especially a new Chairman and Chief Executive. The Turnaround programme they announced challenged everyone. Clearer guidelines were provided for Governors, calling for a proper induction programme which is now being developed. The need to improve communications with Trust management and staff was accepted, and Governors have an open invitation to attend monthly Board meetings as observers, and to take part in organised tours of the Wards. In addition to the quarterly Council meetings the Trust Chairman meets regularly and informally with the chairs of Governor committees to hear their views and keep them informed of

progress. And most importantly a joint Board/Governor Clinical Assurance Group has been established to keep Governors informed of patient care issues. Governors continue with their responsibility to appoint competent Non-Executive Directors and to ensure that a robust appraisal programme is carried out.

What this gives to Governors is a greater understanding of Trust affairs, with the consequent ability to ask questions and contribute ideas. This input will be needed, not only for the duration of the Turnaround (Getting Better Together) programme, but also to meet the serious demands associated with the recently announced National Health Service restructuring. I believe the Trust and its Governors can meet both challenges successfully.

New service in A&E

Earlier this year the Trust set up a Minor Injuries and Minor Illnesses department, (MIAMI) to improve the service for patients coming to A&E with minor injuries and minor illnesses. 25% of patients coming to A&E are now seen in MIAMI, and the Trust treats all patients in this department within four hours, 90% of them within three hours. The service is provided by Advanced Nurse Practitioners and Accident and Emergency Doctors.



Becoming a member

Heatherwood and Wexham Park Hospitals NHS Foundation Trust encourages public and staff participation to represent their views through the Council of Governors. Becoming a member costs nothing, and enables you to have a say on the future of your hospitals.

The interests of our members are represented at regular meetings with Trust management by publicly elected Governors. As a Trust Member, you elect these Governors and can put your name forward as a Public Governor at elections.

To become a member, contact the Corporate Affairs Office on 01753 634416 or email foundation.trust@hwph-tr.nhs.uk

Public

David Maxwell
William Rawsthorne
Sam Hagan
Vacant
Vacant
Tania Pell
Joan Jones
John Flavelle
Vacant
John Glasson
John Elliott
Michael Hogg
Brian Huggett
Jamie McCaul

Staff

Michael Jacobs
Mr Philip Reginald
Colin Pole
Sandra Walden

Appointed

Cllr Chrissy Small
Cllr Mrs Luxton
Cllr Lin Hazell
Vacant
Nasreen Bhatti
David Lunn
Tracey Morgan
Robin Weathersbee
Vacant

Representing

Bracknell Forest
Bracknell Forest
Bracknell Forest
Outer Catchment Area
Outer Catchment Area
Slough
Slough
Slough
South Buckinghamshire
South Buckinghamshire
South Buckinghamshire
Windsor & Maidenhead
Windsor & Maidenhead
Windsor & Maidenhead

Representing

Clinical
Medical
Non-clinical
Nursing & Midwifery

Representing

Slough Borough Council
Royal Borough of Windsor & Maidenhead
Bucks County Council
Bracknell Forest District Council
Berks East PCT
Buckinghamshire PCT
Age Concern
WRVS and League of Friends
Local Medical Committee

Meeting dates

Board Meetings

Trust Board meetings are held each month, and are open for the public to attend. Meetings are held in the Post Graduate Medical Centre at Wexham Park Hospital, or in Forest Lodge at Heatherwood Hospital. Meetings dates for the next three months are:

Thursday 28 October 2010

Thursday 25 November 2010

Thursday 23 December 2010

Council of Governors meetings

The Council of Governors meetings are held quarterly in the Post Graduate Medical Centre at Wexham Park Hospital, and are open to the public. The next Council of Governors meeting will be in February.

Full details of dates, times and venues for these meetings can be found on the Trust website at:
<http://www.heatherwoodandwexham.nhs.uk/>
or on request from the Corporate Affairs Officer on 01753 634416.