

# Providing Excellence in healthcare

The latest news from Arrowe Park and Clatterbridge hospitals



## Have you been 'treated well' at our hospitals?

Each year, our Trust presents Foundation Awards to staff who have helped us to achieve our vision of 'Excellence in Healthcare'.

### NOMINEE'S DETAILS (please print)

Individual's full name (including title and department)

or Team name (including department)

Please use the space below, and continue on a separate sheet if necessary, to explain why you have nominated this team or individual.

At our prestigious Foundation Awards evening reception in October, we will be recognising staff who have made an outstanding contribution to the work of our Trust during the past 12 months.

### Have you received exceptional care from a member of staff or team?

Last year, we received a huge response to the introduction of a new public nominated 'Treating You Well' Award for staff who put our 'Treating You Well' philosophy into practice – by treating

patients with outstanding care, courtesy and consideration.

Now the search is on once again... and this year the category is being expanded to accommodate two 'Treating You Well' Award winners – a team and an individual.

### Nominate someone now

If you, or a friend or family member, have received outstanding care from a member of staff or team, then why not nominate them on the form below for our 2010 'Treating You Well' awards or via the Foundation Awards link on the homepage of our website:

[www.whnt.nhs.uk](http://www.whnt.nhs.uk)

### YOUR DETAILS (please print)

Your name:

Contact number:

Signed:

Date:

The closing date for the receipt of nominations is **July 16**.

Please return to the Communications and Marketing Team, 2nd Floor, D Block, Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE.

## A year in review

Thanks to the outstanding contribution of our staff, in the past 12 months we:

- successfully met national and local standards to reduce infection rates for both MRSA and Clostridium difficile
- achieved NHSLA Level 2 status with a 98% pass mark, demonstrating our continuing improvement to deliver quality and safety in patient care
- were awarded unconditional registration from the Care Quality Commission to provide health services
- were, by March 31, the best performing trust in the north west for admitting or treating

and discharging patients within four hours of attendance at A&E

- transformed women and children's services at Arrowe Park Hospital, bringing them all under one roof in our new Wirral Women and Children's Hospital (see below)
- installed a second magnetic resonance imaging (MRI) scanner to help diagnose complex illness and injury.

In addition, we also opened at Arrowe Park Hospital a new:

- Children's Outpatient Department and Ronald McDonald House
- elective orthopaedic

ward, comprising 20 beds including 10 single rooms with en-suite facilities

- medical day case unit to cater for all medical patients requiring treatment on a day case basis
- purpose-built equipment decontamination unit to help ensure that we provide the highest standard of sterilisation for surgical instruments.

We look forward to further developments and achievements in 2010/11.



NEW LOOK: The newly completed entrance to our Wirral Women and Children's Hospital.

## SEAL of approval for new unit

We are delighted that our new £1.3m Surgical Elective Admissions Lounge (SEAL) has opened at Arrowe Park Hospital.

The state-of-the-art unit, that will enhance the care of patients undergoing planned surgical procedures, welcomed its first patients at the end of May.

With two separate functions - a surgical admissions lounge and a pre-operative assessment service - the SEAL will provide many benefits including:

- providing a relaxing and comfortable purpose-built area to admit the majority of patients on the same day as their surgery
- a dedicated unit where nursing staff can focus on the safe and comfortable transfer of patients to theatre
- reducing the 'traffic' through other hospital wards, thereby improving infection control
- a one-stop facility for patients, who after being told that they need an operation or procedure, will be assessed, receive all the information and advice for

their admission and in most cases agree their date to come in - all on the same day.

Elaine Fessey, Manager, said: "We are proud that the SEAL offers such excellent facilities for our patients.

"It will allow us to admit more than 90% of patients on the day of surgery, which is much better for our patients, as we know people do not like staying in hospital longer than necessary."

The SEAL is open from 7am to 8pm, Monday to Friday.



NOW OPEN: Our new SEAL will enhance the care of patients prior to planned operations.

## New skin cancer treatment

The launch of our new specialist skin cancer service and the appointment of a surgeon skilled in this field will benefit skin cancer patients living across the North West.

Dr Olga Kerr has been appointed to our dermatology unit at Clatterbridge Hospital as our new Mohs surgeon, following the recent launch of a Mohs surgery service.

This is a regional service for patients in Merseyside, Cheshire and North Wales and Dr Kerr is the only dermatologist in the area to offer this service for difficult skin cancers.

Dr Kerr is one of only a small number of doctors in the country to have trained as a Mohs surgeon and general dermatologist.

She explained: "Mohs surgery is now widely regarded as the gold standard treatment for the

total removal of difficult skin cancers. Therefore this is an exciting service development and one that will bring significant benefits to our patients," she said.

"It is highly specialised, microscopically controlled surgery. It is much more precise than traditional methods and leads to significantly smaller areas of surgical scarring and complete removal of tumours.

It has an extremely high cure rate and importantly it can be carried out in just one session, meaning that patients do not have to attend for repeat appointments."



NEW SERVICE: Dr Olga Kerr preparing to treat one of her patients.

## Hospitals praised

The quality of services provided by our hospitals has been recognised in two important surveys.

The 2010 Patient Environment Action Team (PEAT) survey, which is carried out by the National Patient Safety Agency, recently assessed the quality of food, privacy and dignity and the environment at our hospitals. The survey awarded the following ratings:

	Arrowe Park Hospital	Clatterbridge Hospital
Quality of food provided	Excellent	Excellent
Environment	Excellent	Good
Maintaining patients' privacy and dignity	Good	Good

Meanwhile as part of a continual process of seeking the views of our patients, our 'learning with patients questionnaire' highlighted exceptional results for the first three months of this year.

Reassuringly, the survey showed that:

- 97% of patients would recommend our hospitals
- 99% of patients felt their privacy and dignity was maintained when being examined
- 97% of patients thought that ward areas were clean
- 98% of patients found the information in their hospital discharge sheet to be useful
- 96% of patients believed the toilets to be clean.

### Date for your diary

Our next regular meeting of the Assembly of Governors takes place on **Wednesday July 21** at 6pm in the Education Centre, Arrowe Park Hospital.

All Public Members of the NHS Foundation Trust and members of the public are welcome to attend.

For further details please call the Membership Office on 0800 012 1356.