

Providing

Excellence in healthcare

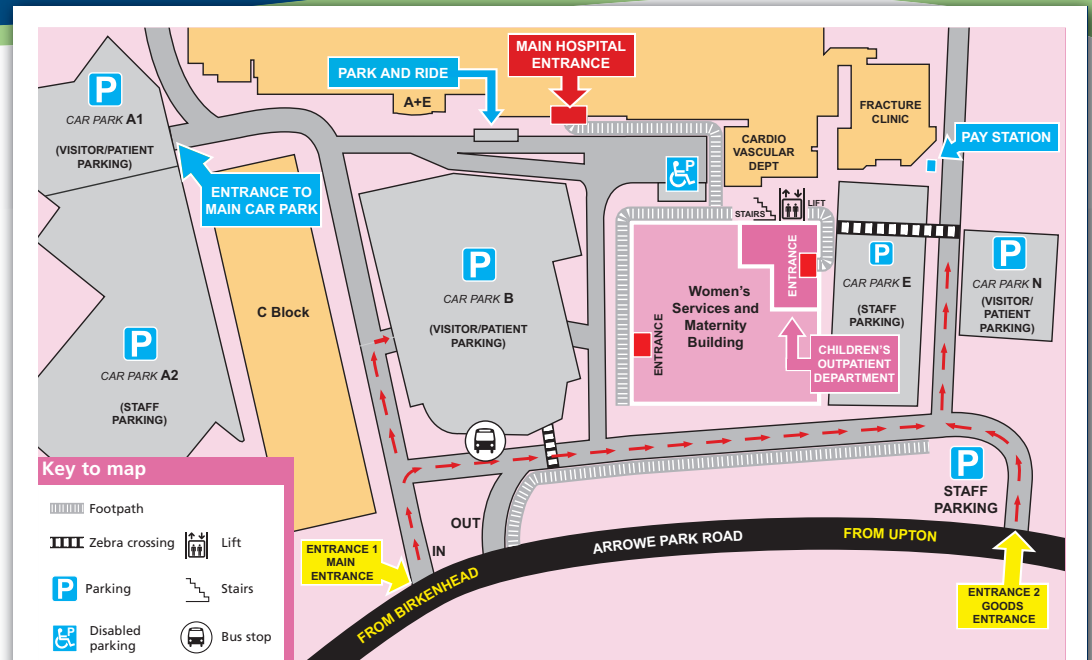
The latest news from Arrowe Park and Clatterbridge hospitals

June 2009

Improving services for children and young people



OPEN DOORS: Staff from the Children's Outpatient Department show off the brand new playroom area.



WE ARE MOVING: The map shows the location of the new Children's Outpatient Department and how it can be accessed on foot, by car or from public transport drop off points on site.

We are pleased to announce that our new Children's Outpatient Department at Arrowe Park Hospital has now opened its doors.

Together with NHS Wirral we are investing £11.5m to provide a state-of-the-art women and children's specialist unit at Arrowe Park Hospital.

The first phase of this multi-million pound development involved the Children's Outpatient Department relocating from the main hospital building into a brand new purpose built department within the Women's Services and Maternity Building. This is the first step in bringing women and children's services together into one hospital building for the first time in Wirral.

This is an exciting development for children and their families and will provide safe, high quality facilities which:

- are clean, bright and easily accessible
- provide a range of general and specialist clinics
- include an outdoor and indoor play area.

We will be writing to patients to tell them about the new location, but for further information or to enquire about changes to your appointments, please call 0151 604 7039.

WHAT'S INSIDE

Look out for the latest news, views and developments inside your latest issue of Excellence in Healthcare.

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Can you bring your own medicine into hospital? Yes you can!

If you come to Arrowe Park or Clatterbridge hospitals for an inpatient stay, you can now bring your own medicine with you.

This means that we will be able to see what you usually take so that we can give you exactly what you need as quickly as possible. It also means that when you are discharged, you go home with only one set of medication, instead of a combination of some from hospital and some from home.

What should you bring with you into hospital?

- Any medicine which has been prescribed by your doctor and which is still in its original container, such as inhalers, insulin, creams, hormone replacement therapy and eye drops.
- Any medicine that you are taking currently and that you bought for yourself, or which somebody else bought for you from your local pharmacy or supermarket.
- Any herbal or homeopathic medicines that you are taking.



- An up-to-date list of all the medicines that you are taking.

In an emergency we know that remembering all your medicines may not be easy, so it would be helpful if one of your relatives, carers or friends could bring your medicines into hospital as soon as possible.

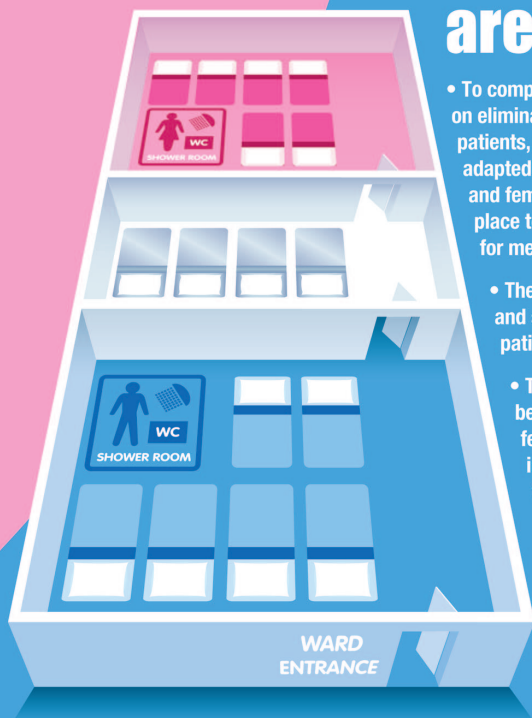
During your stay, the medicine that you bring will only be used for you. It will remain your property and will be kept safely and securely during your hospital stay before being returned to you when you go home.

For further information, please call our Medicines Information Service on 0151 482 7690.

Improving dignity for our patients

You will see the poster below displayed throughout our hospitals in the coming weeks which shows how we will comply with Department of Health guidance on single sex accommodation.

Important information about male and female areas on wards



- To comply with Department of Health guidance on eliminating mixed sex accommodation for patients, wards at our hospitals are being adapted to have dedicated areas for male and female patients. Doors are being put into place to separate the areas in which beds for men and beds for women are located.
- There will also be dedicated toilet, bath and shower facilities for male and female patients.
- There are times when a ward needs more beds for male patients than it does for female patients - or vice versa. The zone in the middle of the ward will be used flexibly for either men or women, but never both at the same time.
- Side rooms for individual patients will continue to be allocated according to clinical need.

Top stroke service

Stroke patients can be assured of the highest quality care following the news that our stroke services have been rated as one of the best in the country.

A national audit carried out by the Royal College of Physicians ranked our services among the best performing in the country.

Only five hospitals scored higher when it came to consistently delivering high quality care for all patients following stroke.

The report reviewed trusts against nine key criteria including the speed with which patients are assessed by specialists, the length of time spent by a patient on a dedicated stroke unit and whether a patient receives a brain scan within 24 hours of a stroke.

Dr Debbie Lowe, Consultant Stroke Physician and Geriatrician, said: "These excellent results are a tribute to all our staff who work incredibly hard to deliver the best care and treatment for our patients."

Suspect a stroke? Act FAST. Call 999.



NEWS IN BRIEF

Ultra-generous donation

A new £38,000 ultrasound machine, fully funded by the League of Friends at Arrowe Park Hospital, will allow A&E staff to rapidly assess trauma patients and identify life-threatening injuries at the earliest possible opportunity. The machine will also be able to be used in a variety of other situations such as gaining intravenous access on a sick child.



FRIENDS FOR LIFE: A&E staff Maria Jeffrey and Naomi Holder receive the ultrasound from Beryl Dare, League of Friends.

Smoke free hospitals

Members of the public are reminded that smoking is banned in the hospital grounds and buildings at Arrowe Park and Clatterbridge hospitals.

For the benefit of all our patients, visitors and staff, please keep our hospitals smoke free.

Dr Melanie Maxwell, Director of Clinical Effectiveness, said: "Banning smoking on site forms a small part of our commitment to improving public health."

Beating the bugs

The number of cases of healthcare-associated infections recorded at Arrowe Park and Clatterbridge hospitals continues to fall.

Figures released by the Health Protection Agency (HPA) in April show that between October and December 2008 there was a significant decrease – 60% - in cases of Clostridium difficile (C.difficile) compared to the same period in 2007.

This marked reduction is largely thanks to all our staff who work so hard to ensure that we maintain the highest standard of cleanliness in our hospitals.

The news follows the HPA's report in March on cases of MRSA bloodstream infection recorded at the Trust, which also showed an encouraging reduction.

In January we launched our new high profile infection control campaign, 'Working together to keep it clean'.

The message is being highlighted throughout our hospitals with prominent posters, signs and displays to underline the importance of clean surroundings, clean equipment and clean hands.

Working together to
KEEP IT CLEAN

A year of success

The past 12 months, have been exceptional for Wirral University Teaching Hospital NHS Foundation Trust. During this time there has been a significant number of achievements, new developments planned and awards won all reflecting our commitment to providing the highest standards of care to patients.

A look back over the months reminds us how much has been achieved, largely thanks to the outstanding contribution of our 6,000 staff.

Achieving excellence

It was the dedication and professionalism of our staff that helped us receive ringing endorsements from two national organisations and the following prestigious awards:

- **Large Hospital of the Year award** in the Dr Foster Good Hospital Guide 2008 (received November 2008)
- **Top 40 performing hospitals award**, for the third year running from CHKS, the independent organisation that benchmarks improvement in healthcare services across the country (received April 2009).

Spotlighting performance

Alongside these two awards, the quality of healthcare that we provide has been recognised by the organisations that monitor our performance. Our patients have also spoken highly of our services.

Highlights from the year include:

- enhancing our performance in the **Healthcare Commission (HCC) Annual Health Check 2007/08**, scoring 'excellent' for our use of resources and maintaining our rating of 'good' for the quality of our services

- having our **stroke service** rated as one of the best in the country by the Royal College of Physicians (see page 2)
- more than 1,300 replies to the **HCC 2008 Staff Survey**. The results showed we had improved in the area of infection control and hygiene and maintained our performance in most of the key assessment areas
- admitting or discharging 98% of patients attending A&E within four hours
- treating all patients needing planned routine surgery within 18 weeks of referral
- significantly reducing our rates of healthcare associated infections (see page 2)
- receiving positive responses to the **new Care Quality Commission's Survey of Inpatients 2008**, which showed that the majority of patients were happy with the healthcare they received from us (see below)
- being awarded 'best performing' ratings from **Monitor**, the independent regulator of NHS foundation trusts.

Building for the future

2008/09 has also seen developments in the services that we provide for our patients and staff. These include:

- a new **£1.4m** state-of-the-art urology ward that opened in December 2008



WORTHY WINNERS: Staff from Ward 27 celebrate winning the Most Improved Ward Award 2009.

- opening a new look **Renal Dialysis Unit** at Clatterbridge Hospital in November 2008.

In the coming months, we will be:

- using **£1.6m** of investment from NHS Wirral to become a hyper-acute stroke centre to enhance the care of stroke patients
- starting work on a new seven bedroom **Ronald McDonald House** (see page below)
- continuing our **£11.5m** plans to transform hospital facilities for women and children in Wirral (see page 1)
- introducing our new **Wirral Excellence in Healthcare System**, which is designed to put patients first and ensure that staff are supported to deliver the highest quality of care
- implementing our new electronic care records system, **Wirral Millennium**
- creating a **Decontamination Unit** at Arrowe Park Hospital to provide the highest standard of sterilisation for surgical instruments
- installing a second **MRI scanner** as part of our three year capital development programme.

There is so much to be proud of at our hospitals and these achievements and developments demonstrate our commitment to provide excellence in healthcare.

NEWS IN BRIEF

Star employer

Our **Hotel Services Department** was recently nominated for a prestigious **Wirral Star Employer Award**.

The Awards, organised by Wirral Council, invite Wirral teenagers to nominate 'star employers' and to pay tribute to organisations who have helped young people prepare for the world of work.

Following the nomination by a local student who spent a period of work experience with our hospital porters, staff from Hotel Services attended a glittering reception at Thornton Hall Hotel. The Department narrowly missed out on the top award, which was presented to the Lady Leverhulme Art Gallery and Museum.

Learning from our patients

There were pleasing results in the **Care Quality Commission's Survey of Inpatients 2008**.

Almost all patients rated their care as excellent or very good, cleaning scores were above average, information given to patients on discharge was very good and most patients said they were given enough privacy when being treated.

We recognise that there are some areas in which we can make improvements, such as providing better information to patients following an operation and when explaining the purpose and side effects of medication. We will progress actions in these areas and continue to work towards improving the patient experience as a whole.

Improving care for surgical patients

We are pleased to announce that plans to enhance the care of patients undergoing planned surgical procedures at Arrowe Park Hospital have been approved.

The £1.3m scheme, to create a new Surgical Elective Admissions Lounge (SEAL) incorporating a pre-operative assessment facility, will lead to an improvement in the overall patient experience prior to surgery.

The new development is due to open in spring 2010.

STOP PRESS...

Beds wish comes true

Building work has now started on a new accommodation facility at Arrowe Park Hospital that will help to realise the Jellybean Kids' Appeal's third wish.

Once completed, the new seven bedroom Ronald McDonald House will provide free 'home away from home' accommodation for the families of sick children being treated at the hospital, 365 days of the year.

The Jellybean Kids' Appeal aims to make wishes come true for sick children in Wirral and Debbie Green, Fundraising Manager, said: "When a child is in hospital, a parent usually sleeps by their bed, but after days, weeks or even months, the stress and fatigue can become overwhelming.

"Having family accommodation on site will make such a huge difference because it will mean that parents will be able to stay near to their child when they are admitted to hospital and they will be able to maintain a degree of normal family life."



HOME FROM HOME: TV actresses Suzanne Collins and Anne-Marie Davies, Stephen Hesford MP and staff from Ronald McDonald House Charities and the Trust were on hand for the start of building work in May.

