

Providing

Excellence in healthcare

The latest news from Arrowe Park and Clatterbridge hospitals

October 2009

'LARGE HOSPITAL OF THE YEAR' in the prestigious
Dr Foster Good Hospital Guide 2008

Celebrating achievement

There were celebrations all-round last week as individuals and groups of staff from across our Trust came together for our third annual Foundation Awards ceremony.

The standard of nominations was extremely high and showed that staff regularly go above and beyond their call of duty to enhance patient care, ensuring that it is the best it can be.

We hoped for a bumper crop of nominations this year and were not disappointed. Together with the introduction of the new public-nominated 'Treating You Well' Award, where we asked patients and members of the public to nominate a member of staff or team who

had 'treated them well', we had an amazing 180 nominations.

Eryl Hoskins, Trust Chair, said: "The depth of talent and dedication of our staff never ceases to amaze me. Choosing overall team and individual winners was an exceptionally difficult task.

"The Foundation Awards are all about acknowledging the hard work and commitment of our staff – and that really shone through in every nomination received."

The event took place at the Floral Pavilion, New Brighton last Thursday and was hosted by guest of honour Roger Phillips from BBC Radio Merseyside.

Roll of honour

Divisional Awards for Innovation and Service Improvement

Corporate Services – Team
Winner: Catering Team

Corporate Services – Individual
Winner: Carole Todd, Communications Manager

Diagnostics – Team
Winner: Blood Culture Project

Diagnostics – Individual
Winner: Dr John Cunniffe, Consultant Microbiologist

Medicine – Team
Winner: Genito Urinary Medicine (GUM) Sexual Health Team

Medicine – Individual
Winner: Diane Comber, Clinical Nurse Manager, GUM

Surgery – Team
Winner: Critical Care Outreach

Surgery – Individual
Winner: Sister Julie Reid, Critical Care Outreach Nurse Clinician

Women and Children's – Team
Winner: Paediatric Hospital at Home Team

Women and Children's – Individual
Winner: Gill Steele, Specialist Nurse, Gynaecology

Outstanding Contribution Awards

Employee – Trust wide
Winner: Gwen Lawrence, Vascular Specialist Nurse

Volunteer – Trust wide
Winner: Lyn Agar, Patient Advice and Liaison Service volunteer

Teaching – Trust wide
Winner: Paula Brown, Midwife

Also recognised during the evening were:

Most Improved Ward
Ward 10 (formerly Ward 27)
Kath Wilson, longest serving employee (47 years)

Winner of the 'Treating You Well' Award 2009

Selected from more than 60 nominations, the Renal Dialysis Service was highlighted by several patients for providing exceptional care, courtesy and consideration and for putting our 'treating you well' philosophy into practice.



One patient, who has received care from the Unit for eight years, said: "The staff have been outstanding in their understanding of my needs... This goes way beyond medical care. The stress my family live under day-to-day is recognised by them and support, help and a listening ear are readily offered... I truly believe the whole team deserves to be recognised for 'treating me well'."

Another patient, of more than three years, said: "The team is caring, thoughtful and efficient... They try to make life easier for patients like me... nothing seems to be too much trouble for them."

Pictured here are members of the Renal Dialysis team, together with Roger Phillips; Dr Ian Jones, Trust Medical Director and Deputy Chief Executive and Eryl Hoskins, Trust Chair.

FOUNDATION AWARDS
CELEBRATING EXCELLENCE IN HEALTHCARE

WHAT'S INSIDE

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

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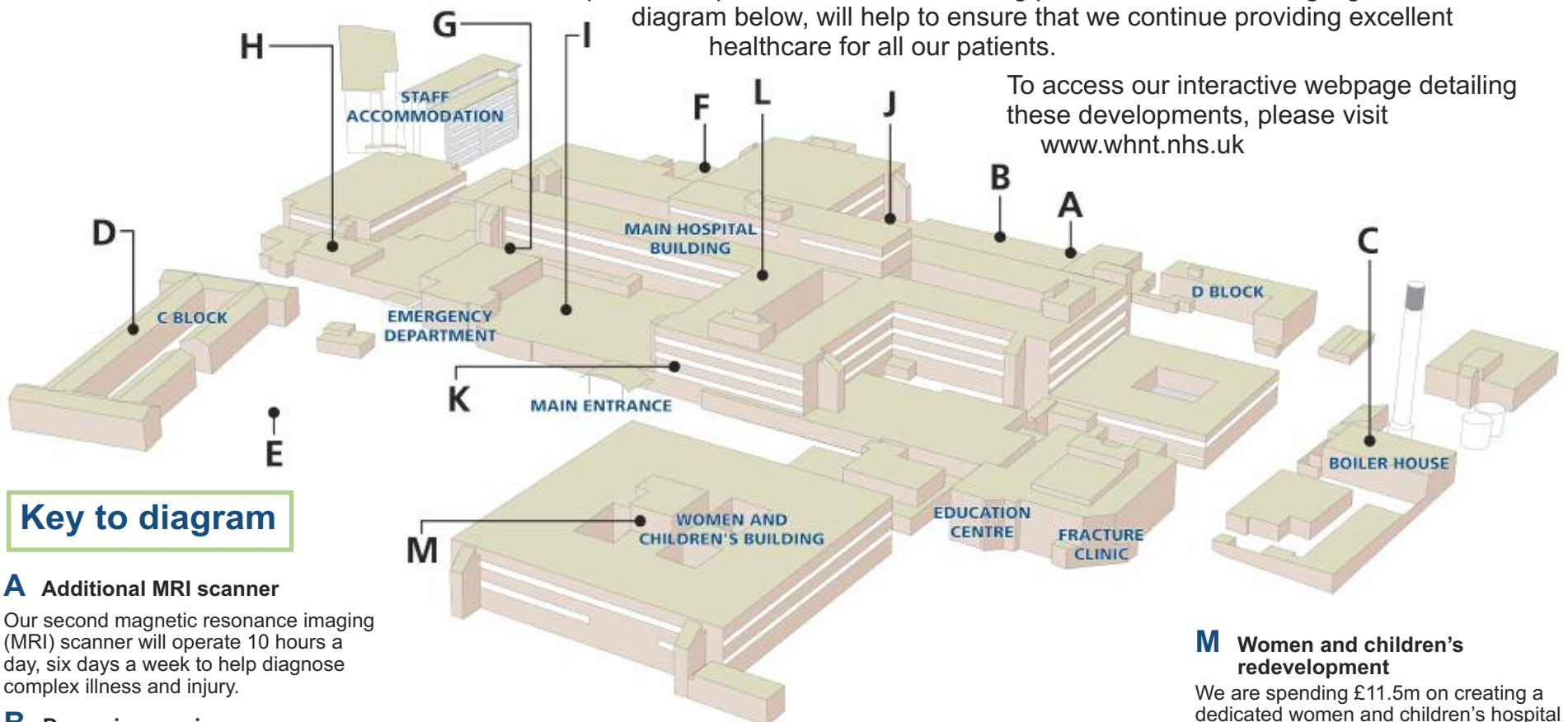


We're investing for a better future...

In the next three years, we are investing around £30m in capital development projects to ensure that our facilities at Arrowe Park Hospital help us to deliver the very best healthcare to patients.

The planned improvements that are taking place, and which are highlighted in the diagram below, will help to ensure that we continue providing excellent healthcare for all our patients.

To access our interactive webpage detailing these developments, please visit www.whnt.nhs.uk



Key to diagram

A Additional MRI scanner

Our second magnetic resonance imaging (MRI) scanner will operate 10 hours a day, six days a week to help diagnose complex illness and injury.

B Dynamic x-ray images

Two new digital fluoroscopy machines, one at Arrowe Park and one at Clatterbridge, will optimise x-ray screening examinations and improve image quality.

C Power and utilities

Replacing inefficient water pumps and installing a new eco friendly combined heat and power system will help to save money and the environment.

D C Block refurbishment

We are upgrading clinical areas and offices by installing double glazing, increased insulation and more efficient condensing boilers.

E Car parking and access

User-friendly pay stations and exit barriers, together with accessible parking and access routes and entrances for people with mobility problems, will make life easier for all patients and visitors.

F Equipment Decontamination Unit

A multi-million pound purpose-built facility will ensure the highest standard of sterilisation for surgical instruments well into the future.

G Primary Care Assessment Unit (PCAU)

Patients are referred to this primary care facility by their GP or other health professional for investigation. Staffed by GPs and nurses, who offer access to a full range of diagnostic services, the unit aims to avoid inappropriate admission to hospital. Managed by NHS Wirral, the upgraded unit opened in August 2009.

H All Day Health Centre

Developed by NHS Wirral, this is a GP-led health centre offering booked or drop-in appointments to see a nurse or GP. Patients who choose to do so can also register with the Centre as their GP practice. It is open seven days a week between 8am and 10pm.

I Pharmacy improvements

- A new pharmacy robot will dispense medicine electronically and help to improve efficiency and reduce dispensing errors.
- A new pneumatic air tube delivery system will enable pharmacists and ward-based staff to exchange prescriptions and medicines far more quickly.

J Surgical Elective Admissions Lounge

Patients undergoing planned operations will be admitted to a purpose-built facility where they will undergo all their checks before surgery, improving their experience and freeing up beds on wards.

K Ward 14

Patients with urological conditions are now treated on this state of the art ward which houses 24 urology beds, including 10 side rooms with en-suite facilities, and 12 surgical assessment beds.

L Improving your wards

- We are upgrading bathroom facilities by fitting new showers, baths, basins, toilets, decorating and making them easier to use for patients with disabilities.
- We are eliminating mixed sex accommodation in most areas by creating dedicated male and female bays and toilet, bath and shower facilities (see page 3).
- A range of chairs suitable for all patients depending on their specific needs and secure lockers will also help to make patients' time in hospital more comfortable.
- A number of wards have relocated to more appropriate facilities on the site.

M Women and children's redevelopment

We are spending £11.5m on creating a dedicated women and children's hospital in our existing maternity and gynaecology wing. It will include:

- the new Children's Outpatient Department, opened in June 2009
- upgraded maternity wards, with single rooms and en-suite facilities
- a new look delivery suite
- a new entrance and reception area
- a new children's ward, replacing that in the main building
- Ronald McDonald House, a home away from home for up to seven families of sick children – funded by Ronald McDonald House Charities to realise one of our Jellybean Kids' Appeal wishes.

Other Better information technology

- A new leading-edge electronic care records system, Wirral Millennium, will enable staff to access and record patient information far more efficiently, leading to improved care.
- A new e-Rostering system to manage staff rotas will enable ward managers to spend more time with their staff and patients.
- The people who manage our multi-million pound budget will benefit from a streamlined and 'paperless' finance computer system fit for a modern NHS organisation.



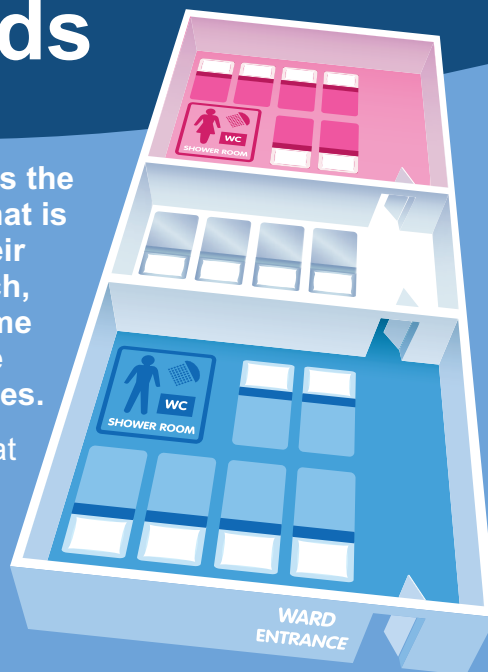
Important information about male and female areas on wards

We recognise that every patient has the right to receive high quality care that is safe and effective and respects their right to privacy and dignity. As such, we are committed to delivering same sex accommodation in accordance with Department of Health guidelines.

Same sex accommodation means that patients should not normally have to share sleeping accommodation or sanitary facilities with members of the opposite sex. However, there may be exceptional circumstances when providing fast and effective care takes priority.

To help ensure that we provide same sex accommodation across our Trust, we have secured £900,000 from NHS North West to upgrade all our ward facilities during the next 12 months.

To date work at Arrowe Park Hospital has been completed on 10 wards including wards 14, 20, 21, 24, 25, 26, 27, 30, 36 and the Park Suite.



Football star sets tills in motion



LEAGUE'S FOOTBALL OPENER: Soccer star John Barnes was on hand to declare the new League of Friends shop open for business.

Tranmere Rovers' Manager John Barnes kicked off a new era at Arrowe Park Hospital by officially opening the League of Friends shop following a £52,000 refurbishment.

Staffed mainly by volunteers, the League's goal was to give the shop a clean and modern look.

The refurbishment was funded entirely by income from the convenience store, which has also provided our Trust with equipment and resources valued at £33,000 since April. The League of Friends is now working towards its £3 million fundraising target.

NEWS IN BRIEF

Working together to
KEEP IT CLEAN

Hospitals praised

The National Patient Safety Agency has once again recognised the quality of food, privacy and dignity and the environment in which we provide care for our patients.

In the latest Patient Environment Action Team (PEAT) inspection, the quality of our food was rated 'excellent' at Arrowe Park and Clatterbridge hospitals. Both sites also received 'good' ratings for the environment and for maintaining patients' privacy and dignity throughout their hospital stay.

Infection rates fall

The number of cases of healthcare-associated infections recorded at our hospitals continues to fall.

The latest figures released by the Health Protection Agency (HPA) in September show that between April and June 2009, there was a drop of more than 30% in the number of cases of Clostridium difficile (C.difficile) recorded at our hospitals compared with the same period in 2008. For MRSA, there was a reduction in the number of cases from 12 to four, for the same periods.

Earlier this year we launched a high profile infection control campaign with the message 'Working together to

keep it clean' to demonstrate our commitment to tackling MRSA and C.difficile.

Dr Ian Jones, our Medical Director, said: "Addressing healthcare-acquired infections remains one of our highest priorities and this work is having a positive effect on the incidence of C.difficile and MRSA at our Trust.

Location, location

Please make a note of changes to the location of some services at Arrowe Park Hospital.

Our **Patient Advice and Liaison Service (PALS)** is now situated at the main entrance to Arrowe Park Hospital. PALS can be contacted by calling 0151 678 5111 ext. 8340.

The **Fundraising Office** is now located in the Outpatients Department.

The **Primary Care Assessment Unit (PCAU)**, managed by NHS Wirral, has been redesigned and refurbished and now operates from the former Ward 43 area between 8am and 8pm, seven days a week. From November, it will become a 24 hours a day, seven days a week service.

Eye staff nominated for top honours

Our Ophthalmology staff were shortlisted for a top national award in recognition of the excellent care they provide to patients with macular degeneration.

The inaugural Macular Disease Society Awards were held in London on September 19 to recognise the outstanding work being done for people with macular disease – the leading cause of vision loss in the UK.

Our Ophthalmology Department was nominated for developing new ways of working and for setting up a fast track referral system to community optometrists for patients with macular eye disease.

Dr Gillian Rudduck, Consultant Optometrist, said: "It's always pleasing to have the quality of your service recognised and we were delighted to be nominated. We implemented this service at short notice and it has already benefited patients by improving their access to treatment."

Meanwhile, Mr Som Prasad, our Consultant Ophthalmologist, was also put forward for an award after campaigning to be able to prescribe his patients with Lucentis – the drug used for treating age related macular degeneration.

Mr Prasad said: "We were one of the first areas in the country to provide patients with this effective treatment and now other NHS trusts across the country are following our lead."

Bring your medicines into hospital



If you are admitted to our hospitals you should now bring your own medicines with you.

This helps us to help you because:

- we know what medicines you may need to be prescribed in hospital
- we can see if the medicines you have been taking could have contributed to your admission
- we can make sure that the medicines you are discharged with look the same and have the correct instructions. This should mean less confusion when you get home.

Ambulance staff will give you a green bag, as shown by Len Richards, our Chief Executive, to put your medicines in.

If it is not possible for you to bring your medicines with you then, with your consent, the

green bag may be given to a relative or carer so that they can bring in your medicines.

The green bag will be transferred with you between wards and departments and will help prevent unnecessary loss, destruction or delays in supplying medication to you.

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



NEWS IN BRIEF

Read all about us

To keep you updated about our performance and future plans, we now have the following publications available in the About Us section of our website - www.whnt.nhs.uk

- Full Annual Report and Accounts April 2008 - March 2009
- Full Annual Plan 2009/10
- 'Highlights of the year' April 2008 - March 2009 (a summary of the annual report)
- 'Moving Forward' - a summary of our annual plan and goals for 2009/10.

Copies of the summary versions are available from the Communications and Marketing Team by calling 0151 678 5111 ext. 8376.



Have you heard about our improved audiology service?

We are improving our audiology services by making it easier for patients to access clinics.

As well as holding drop-in repair clinics across Wirral at Clatterbridge Hospital, St Catherine's Community Hospital, Victoria Central Hospital, Moreton Health Centre and West Kirby Health Centre, a **new** clinic for hearing aid repairs will run on Tuesday afternoons from October 6, 2009 at Neston Clinic, Mellock Lane, Neston.

This new service is by appointment only – which should be made by calling 0151 604 7113.

The adult hearing aid service has been very successful in significantly reducing the waiting time for hearing aid fitting – this stood at 10 weeks in September, which is better than the 18-week NHS target. Patients requesting a hearing assessment should contact their own GP for referral to the service.

For more information, contact the Audiology Department on 0151 604 7113 or visit www.whnt.nhs.uk/directorates/surgical/audiology/

Shaping our services

As an NHS Foundation Trust, we have more than 8,000 Public Members who are interested in influencing our hospital services and who are able to vote or stand for election as a Public Governor.

Through our Public Governors, we are directly accountable to the communities we serve. Following our most recent elections in July, we re-elected three Public Governors:

- Richard Agar – Greasby, Frankby, Irby and Upton
- Brian Cummings – Bebington and Clatterbridge
- Donald Shaw – Oxton and Prenton.

David Steele will continue as Public Governor for Heswall, Pensby and Thingwall for a further three years as this position was uncontested.

To learn more about becoming a Public Member, sharing your views and influencing the way in which we provide healthcare services to our patients, or to contact the Public Governor in your area, call our Membership Office on 0800 012 1356.

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.

Welcome on Board

Jeff Kozer was appointed as a new Non-Executive Director to serve on our Board of Directors.

Mr Kozer, who lives in Irby, brings a wealth of commercial expertise to his new role. He is currently the Operations Director at J&B Kozer - the consultancy he established in 2007 to help companies improve performance. Previously he spent eight years at United Utilities and he has also held senior positions at Bovis Construction and Balfour Beatty Ltd.

Bank opening times

After October 15, Barclays Bank at Arrowe Park Hospital will no longer be open on Thursdays. Other days and opening times remain unchanged.

Date for your diary

All members of the public and Public Members are invited to attend the regular meetings of our Assembly of Governors. This year's remaining meeting is on December 14 starting at 6pm in the Postgraduate Medical Centre, Clatterbridge Hospital.

'Anyone and Everyone' welcome

The next educational event for members of the public and our Public Members will be held on November 18 between 2pm and 4pm in the Lecture Theatre, Arrowe Park Hospital.

'Anyone and Everyone' will address equality and diversity in Wirral and will highlight our work with partnership organisations to promote inclusivity. It will also raise awareness of how this is achieved in our hospitals.

There will be an opportunity to ask questions and staff from community organisations will be available alongside our staff.

If you would like to attend, please call the Membership Office on 0800 012 1356 or return the reply slip opposite.

Yes, I would like to attend the 'Anyone and Everyone' event on November 18.

Name

Postcode

Tel no

Please return this slip to our FREEPOST (no stamp required)
address: NHS Foundation Trust, FREEPOST RLZK-HCEE-ZGGB,
Wirral University Teaching Hospital NHS Foundation Trust, Arrowe
Park Hospital, Wirral, CH49 5PE.