



YOUR trust



The Way We Care

OUR NEW NURSING STRATEGY GOES LIVE!

ALSO IN THIS ISSUE...

- ▶ Cbeebies characters visit hospital
- ▶ A day in the life of...
- ▶ We need your nominations!
- ▶ You said, we did
- ▶ Mayor's award for Matt
- ▶ Check out our progress



News from The Dudley Group



Over the last few months, we invited all of our nursing and midwifery teams to tell us what nursing means to them and have used this feedback to develop our own vision for nurses, midwives and care-givers at The Dudley Group. In May

2013, we were thrilled to launch our Nursing Strategy to our staff and unveil The Way We Care DVD which has been based on the Six Cs set out in the national strategy. Read more on page 3.

It's also that time of year when we call on you all to nominate individual staff and teams for our own Committed to Excellence Awards. On page 13 there is a form to fill out and return nominating in the category of **Excellence in Patient Care** so please get your nominations in.

You may recall we wrote in our last edition our Trust had been selected by the Department of Health for an indepth review led by Sir Bruce Keogh. At the time of going to print, we had received both announced and unannounced visits from the review team. The purpose of the review is to take an in-depth look at the quality of care we provide. During their visit, the review team held a public 'listening' event. Over 50 people attended to share their experience of our services and we would like to thank them for taking the time to do this. It is important for us to hear people's views and experiences so we can learn about what we do well and where we can improve. The report is expected to be published in June on www.nhs.uk and more information, including the Trust's response, will be on our website.

We place a great emphasis on maintaining high standards of care and report that the Care Quality Commission (CQC) undertook an unannounced visit in February 2013. Their personnel thoroughly inspected several areas including five of our inpatient ward areas, the Emergency Assessment Unit and Radiology. Their report confirmed that we had met all standards. To read more about these standards, the work of the CQC and the full inspection report, visit their website at www.cqc.org.uk

We also value the feedback we receive from all who have used our services, their families and carers and on page 11 you can read more about how we have used this to improve the Patient Experience. We

The Trust continues to perform well in a challenging financial environment and we would like to thank all our staff for coping with increasing demands on our services

are grateful to many of you who came forward to become patient assessors. Find out more about how they contributed to the recent PLACE assessments by going to page 11.

The Trust continues to perform well in a challenging financial environment and we would like to thank all our staff for coping with increasing demands on our services, in particular our Emergency Department which narrowly missed the four hour target to be seen, treated, admitted or discharged in the last quarter of the year. This was not unusual as many acute trusts across the country also missed this target. On page 15 you can check out our progress against a selection of national indicators as well as the Quality Priorities that were selected for 2012/13. Our Annual Report and Quality Account will shortly be laid before Parliament and thereafter presented at the Annual Members Meeting along with our auditors report upon it. We invite you to join us for this event on Thursday 12th September 2013 at 5.30pm. Check out page 6 for further details and more dates for your diary including a chance to go Behind the Scenes at our Corbett Outpatient Centre.

We continue to be very appreciative of the support shown by our local communities and their fundraising efforts that enable us to provide that little bit extra for patients, carers and their families.

On page 5, read more about the recent visit of TV cartoon characters to open the brand new sensory room on our Children's ward and pages 7-10 for the latest DGH Charity news.

Best Wishes from
Paula Clark (Chief Executive)
and John Edwards (Chairman)



Dr Ishaq represents UK at international event

The Dudley Group's gastroenterology consultant Dr Sauid Ishaq visited Shanghai, China in April 2013 to represent the UK at an international symposium.

Dr Ishaq was one of just 15 experts who were specially selected to appear at the Shanghai International Endoscopy Symposium, and was the only expert from the UK.

Dr Ishaq presented a talk and took part in a live procedure workshop at the event that was attended by over 1000 medical professionals from around the world.





Nursing Strategy Launch

The Way We Care

Nurses, midwives and clinical support workers packed out our lecture theatre to mark the launch of our Dudley nursing strategy – The Way We Care.

The launch, hosted by Director of Nursing Denise McMahon, also featured guest speaker Paul Vaughan – Regional Director for the Royal College of Nursing (RCN).

Introducing The Way We Care video, a celebration of great nursing care offered to our patients, Denise explained how more than 600 nurses, midwives and care givers attended big conversations.

“They came along and told me what made them proud of the nursing profession,” said Denise. “We gathered all those comments and used them to create our own strategy.”

After the film viewing, Paul Vaughan said, “I’ve always had a really good impression of the care at this hospital. What I hear most often is the passion you have for nursing in this organisation.

“Your strategy video is a really good film about the way you care. This is your vision. This is my first experience of an organisation in the West Midlands to have taken the national Six Cs and made them your own.”

The Way We Care video can be viewed on our Trust website www.dudleygroup.nhs.uk



The Six Cs
Care
Compassion
Communication
Competence
Commitment
Courage



TOP TIPS TO STAY SAFE

- ▶ Spend time in the shade between 11am and 3pm
- ▶ Wear sun cream with at least SPF30
- ▶ Cover up with longer sleeves and a wide brimmed hat

Stay safe in the summer sun

Skin cancer incidence continues to rise in the UK and over 100,000 people are newly diagnosed with the disease every year. Malignant Melanoma, the most deadly form of the disease, is the fastest rising common cancer and causes over 2,000 deaths in the UK each year.

“It is important to check your skin about once a month from top to toe. Look out for moles or patches of skin that are growing, changing shape, developing new colours, inflamed, bleeding, particularly itchy or behaving unusually” said Dr Graeme Stewart, Trust Clinical Director.

“Most cases of melanoma are curable if detected early enough, but if diagnosis is delayed and the cancer spreads then your chances of surviving are greatly reduced.”

The Skin Oncology Team is based jointly at Russells Hall Hospital and Corbett Outpatient Centre and includes dermatologists, plastic surgeons, oncologists, histopathologists, radiologists and nurse specialists. The team runs a clinic every Tuesday at Russells Hall Hospital where they see patients who have been referred to the service by their GP.

Meet the Team... Paediatric Diabetes Specialist Team



Karen Jaunzems

Karen Jaunzems, Staff Elected Governor for Non-Clinical staff, invites you to learn more about the Paediatric Diabetes Specialist Team. Karen joined the Trust in 2002 and set up the Patient Advice and Liaison Service (PALS) which now handles more than 800 contacts each year from patients, carers and their relatives who need advice or have concerns. Here she provides a look at the Paediatric Diabetes Specialist Team.

The Service

The Paediatric Diabetes Specialist Team provides a comprehensive service for children and young people with type 1 diabetes. As well as treating the disease, the team also offers support and guidance on how to manage and live with diabetes to children and their families.

The service helps families learn how to cope with the daily routines of administering insulin and monitoring blood glucose levels, as well as making sure that children still live their life to the full despite the acute and chronic complications caused by their condition.

The team will work with a child from the moment he or she is diagnosed with type 1 diabetes until they move on to adult services. Currently, the team has a case load of around 160 children to look after across the Dudley area, and each of these children will be seen by the team at least four times every year.

For patients and their families the team is available Monday to Friday, from 9am until 5pm, with out-of-hours care provided by the Children's Ward at Russells Hall Hospital.



THE TEAM (FROM LEFT TO RIGHT):

- ▶ Jemma Heathcock Paediatric diabetes dietician
- ▶ Joanne Walker Paediatric liaison nurse
- ▶ Dr Anand Mohite Consultant Paediatrician
- ▶ Louise Collins Paediatric diabetes specialist nurse
- ▶ Hayley Weekes Paediatric diabetes specialist nurse

Teresa Wood's son has type 1 diabetes

"My son Mackenzie was diagnosed at two years old and we literally had a few days to suddenly learn how to cope and what to do, I don't know what I'd have done without the team to support me.

"We've learnt so much about the different ways we can manage Mackenzie's diabetes, and how he can do normal things with his friends and just lead a normal life like everyone else.

"It's great that a service like this has been made available to families like ours by the Trust. Even if I was paying £100 an hour I know we wouldn't get any better than this – the whole team really are amazing!"

THE FACTS ABOUT TYPE 1 DIABETES



- ▶ It is the less common form of diabetes, accounting for only 10% of all diabetes sufferers.
- ▶ It affects over 29,000 children in the UK.
- ▶ To stay healthy, people with type 1 diabetes must take regular insulin injections, have a healthy diet, do plenty of exercise and have regular blood tests.
- ▶ It usually develops at a young age, often during teenage years.
- ▶ It is caused by the cells in your pancreas becoming unable to produce insulin. This happens when a person's immune system mistakes these cells as being harmful and attacks, destroying or damaging them to the extent that they can no longer produce insulin. It is still unknown what triggers the immune system to do this.

Sensory room opens on Children's Ward C2

Waybuloo characters Yojojo and De Li joined patients and staff on the Children's Ward to mark the grand opening of our brand new sensory room.

The Cbeebies characters joined Chief Executive Paula Clark, patients, relatives and staff to mark the occasion.

The fantastic new room, which has opened on Children's Ward C2, has been funded entirely by donations from the local community as part of a campaign that has been running for a number of years.

"This is such a fantastic and well needed addition to our play provision for patients on Children's Ward. We are all so pleased to finally see it completed," said Paula.

The opening ceremony

The opening ceremony which saw the Cbeebies characters pay a visit to the ward was organised by hospital volunteer Steve Ford. He contacted Westfield Merry Hill and persuaded them to let the ward borrow the characters for a couple of hours.

Steve said, "Because of the dedication everyone has put into this I couldn't have let the opening ceremony be anything less than fantastic.

"The commitment and energy the play specialists have put in to creating the sensory room is amazing."

The appeal

The appeal was organised by play specialists Linda Taylor, Ruth Russell, Julie Dale and Mary Williams who have been working painstakingly to secure the room for around four years. Mary has since left the Trust, but made a special visit to see the room unveiled.

Linda said, "From day one the local community has been absolutely amazing – people have been so generous and so many people have done so much for us.

"We really can't thank everyone enough – this is a great victory for the local community and we're so pleased to have got here."

Ruth added, "We've all worked very hard to get here and it has been a long journey but we're finally here now and it feels fantastic!

"We know what a difference having this room will make, not only to our patients but also to their families."



Mary Williams, Ruth Russell, Julie Dale, Diane Macgregor from Westfield Merry Hill, patient Kian Ruff-Mulhall, Linda Taylor and Paula Clark, Chief Executive of the Trust opening the sensory room with Waybuloo characters De Li and Yojojo

The room

The specialist room which features a cushioned floor and is filled with specialist toys and equipment encourages sensory development and provides young patients with a relaxing environment.

Linda said, "We've always catered very well for most of our children but realised that we had very little that was specifically targeted towards our patients with more complex play needs.

"The room will be incredibly beneficial to all the children. It's obviously ideal for sensory development but also gives them a lovely place to relax or just spend some time alone."

60 years with diabetes

A patient at The Dudley Group has received a commemorative medal from Diabetes UK in recognition of 60 years of managing his condition.

Bernard Barney, 73, from Stourbridge was awarded the Robert Lawrence medal, a special award given to people who have lived with diabetes for 60 years.

Father of three Bernard's biggest hope is that his 60 years with type 1 diabetes will be an inspiration to young people diagnosed with what can be a life limiting condition.

He said, "For anyone who is young and has been told they have diabetes, don't despair, you have a future.

"I want to be an inspiration to others with the condition. Diabetes has never stopped me from living my life and enjoying myself."

Consultant endocrinologist Dr Jane Dale, who presented Bernard with his award, said, "Fewer than 200 people in the UK have been awarded the Robert Lawrence medal so this medal is a real achievement and a testament to Bernard's self management of his condition."

For further information about diabetes visit www.diabetes.org.uk

DIABETES UK
CARE. CONNECT. CAMPAIGN.



Bernard with his wife Margaret, his son Martin and his daughter Lisa.

The Robert Lawrence medal

This medal is awarded to people who have lived with any type of diabetes for 60 years. Dr Robert Lawrence co-founded the Diabetic Association, now known as Diabetes UK, with H.G. Wells in 1934.



The Dudley Group – Membership Matters

Where membership matters

Members events

More than 80 medically minded members attended the 'Behind the Scenes' tour at Russells Hall Hospital on Monday 22nd April 2013. The event allowed access to areas of the hospital not normally seen by patients, carers and their families.

The Trust, highlighted as one of the 'best performers' in meeting eight best-practice standards for hip and knee surgery, hosted tours of the X-ray department and an operating theatre. Clinical staff were also



Mr Quraishi, Trauma and Orthopaedic consultant explaining knee replacement at the member's event in April 2013.

on hand to explain more about how the Trust is using the Enhanced Recovery Programme to help patients recover more quickly after hip or knee replacement surgery.

The event also saw the launch of a new DVD developed to support patients before their admission giving them lots of information about what will happen before, during and after their procedure. A snippet of this is available on the Trauma and Orthopaedics page on the Trust website at www.dudleygroup.nhs.uk

If you are disappointed to have missed out on this event, there is the chance to go 'Behind the Scenes' and meet the Trust experts at the Corbett Outpatient Centre in Stourbridge. The event is at 4.30pm on Thursday 20th June (registration from 4pm). Places are limited for this event. For further information about this and other events planned for 2013, visit our website and check the Dates for your Diary 2013 below.

SPOT COMPLIMENT SPOT COMPLIMENT SPOT COMPLIMENT

Guest
Outpatients Centre
Very impressed, the
hospital looked like
it was run efficiently
and with staff always
happy to help.



Trust Board meetings are held in public. Visit the Trust website for details of the venue, dates and time at www.dudleygroup.nhs.uk or call (01384) 456111 extension 1012.

Governor elections

Results from the Governor elections for vacancies in the public constituencies of Dudley North and Halesowen will be published in June 2013. Check out the Trust website at www.dudleygroup.nhs.uk for the results and more news about the work of the Council of Governors.

Dates for your Diary 2013



Thursday 20th June – Corbett Outpatients Centre Open Day from 4.30pm

Thursday 5th September – Council of Governors meeting from 5.30pm

Thursday 12th September – Annual Members Meeting and Health Fair from 5.30pm

Thursday 7th November 2013 – Council of Governors meeting from 5.30pm

All of these events are held at Russells Hall Hospital unless otherwise indicated. More information can be found by visiting the Events for Members page on our website at www.dudleygroup.nhs.uk

Places are limited. To book your place call (01384) 321124 or email foundationmembers@dgh.nhs.uk



Dudley Group NHS Charity, 2nd Floor, Trust HQ,
Russells Hall Hospital, Dudley, DY1 2HQ
Charity Number: 1056979

t: 01384 456111 Ext: 3349
e: karen.phillips@dgh.nhs.uk
www.dudleygroup.nhs.uk/our-charity
www.justgiving.com/dghc

Charity News

Summer 2013

Local radio fundraise for Children's Unit

Black Country's Free Radio chose Russells Hall Hospital to be a beneficiary of their Black Country Walk for Kids in June.

Walkers flocked to Wolverhampton on Sunday 2nd June and raised over £180,000 to support local charities.

The Trust Charity was one of many that applied to be part of this year's event and was lucky enough to be one of the four chosen to benefit from the walk.

The money raised has enabled the Neonatal Unit to purchase a specialist incubator.

"Our Neonatal Unit can care for up to 18 premature babies or sick newborn babies who are very vulnerable and in need of special care," said Matron Pam Smith.

"Walk for Kids is funding a Giraffe Incubator which is one of the most advanced micro-environments available. At such a worrying time for parents, knowing their baby is getting the best possible care and equipment will give so much comfort." she added.

The money raised is also being used to provide the Trust with a selection of books, directly aimed at children, to explain various illnesses such as asthma and diabetes, how they affect the patient and how they are treated.

It could simply be a matter of helping a child to understand an illness which will make it so much less scary and easier to cope with. There are also books to help children cope with adult illnesses such as breast cancer and chronic pain.

Karen Phillips, Fundraising Co-ordinator, explained, "These books are invaluable, and will allow children to digest the information at their own pace. This is a perfect example of how our charity can help to improve our patients' experiences."

Free Radio producers and presenters Fresh and Cat, along with Tom Newitt talk to Lead Nurse Nicola Taylor during a visit to the Neonatal Unit



Did you know?

In 2012/13 the Trust:

- ✓ delivered 4,778 babies
- ✓ treated 23,206 children in the Emergency Department
- ✓ admitted 7,992 children in to the Children's Ward



Breast Unit receive vital Lymphoedema monitor

Denise Hudson recently presented a cheque for £5,000 to help purchase a Lymphoedema perometer for the Breast Unit at Russells Hall Hospital.

Denise is a regular supporter of the Unit, making yearly donations as a result of her annual sponsored walk around Bodenham Arboretum.

What is Lymphoedema?

Lymphoedema often develops as a side effect of cancer treatment. Surgery is often necessary to remove lymph glands to prevent a cancer from spreading. This can damage the lymphatic system. Although there is no cure for Lymphoedema, it is possible to control the symptoms.

How will the perometer help?

The perometer is able to aid in the assessment of Lymphoedema up to 10 months earlier than in current practice.

Rachel Willets, Nurse Consultant in the Breast Care Unit said, "In clinical practice this means that fewer patients will not be unnecessarily treated for Lymphoedema and on the other hand it will also allow us to treat earlier and more effectively those patients with borderline symptoms.

"Lymphoedema can be a very debilitating condition both physically and mentally and so prompt and effective treatment can only enhance patient care.

"The equipment will also enable us to



Denise Hudson (left) is pictured with Hilary Croydon from the Breast Unit and Janet Hutchinson

participate in a research trial in the near future which will hopefully provide us with much needed information on early intervention of Lymphoedema treatment. These trials would also generate funding for the Trust if we are able to participate."



Support for Pain Relief

The Pain Relief Unit at Russells Hall Hospital recently benefitted from two new blood pressure monitors due to the generosity of a local fundraising group.

Gwen Timmins and her team have raised over £60,000 in support of the Pain Relief Unit on Ward A1 at Russells Hall Hospital since they began fundraising in 2003. Part of that fundraising has been during her weekly tombolas and sales in the hospital main reception every Tuesday morning.

Karan Matthews, Ward Manager on A1 (Rheumatology and Pain Relief) said, "We are so grateful for all the support that Gwen has given us over the years. Her dedication to her fundraising has been appreciated by patients and staff in the Unit." The Pain Relief Support Group, run by Gwen Timmins MBE, has made recent donations totalling over £4,000. Gwen concludes, "Our main aim is to bring a bit of happiness and take patients' minds off being in hospital".

Gwen (bottom left), and other members of the Pain Relief Support Group are pictured with Sister Karan Matthews (Centre) and staff from Ward A1

Red Noses for renal patients

Renal patients preparing for dialysis are given an alternative support aid thanks to Sainsbury's at Amblecote.

To prepare for dialysis a patient has to have a small operation in their arm which joins a vein to an artery to make a stronger point of entry for the dialysis needle. This joining becomes a fistula.

Squeezing the noses regularly (similar to a stress ball) will strengthen the fistula which will in turn make dialysis more comfortable for the patient.

This is the second year Sainsbury's have donated their surplus of noses. Julie Bate, PR Ambassador for the store told us, "Each year the design changes so the noses have such a short shelf life. It's great they are used in such a positive way, and if the patient gets an opportunity to smile, then that's all the better."



Renal Staff Timothy Cheetham, Sandra David and Paul Harper take receipt of the noses.

£6,000 for chemotherapy chairs from the Caron Keating Foundation



The Georgina Unit at Russells Hall Hospital will be purchasing two specialist chairs thanks to a charitable trust.

The grant from the Caron Keating Foundation was applied for last year and will fund the specialist treatment chairs for patients receiving chemotherapy.

The unit has 15 chemotherapy bays, which are in constant use almost every day. Patients encounter long periods of chemotherapy which can last for up to 11 hours.

Lead Nurse, Allison Field said, "High quality reclining chairs will make an enormous difference to our patients who already have enough to deal with. It's fantastic that we can go some way to ease the experience of those suffering the physical and emotional side effects of this terrible disease by providing a comfortable base for their treatment."

The Caron Keating Foundation was set up by Gloria Hunniford in memory of her daughter Caron. They support Cancer charities across the country.

Tribute night to thank B4 staff

Dudley pub, The Caves, hosted a UB40 tribute concert to raise funds for the staff who looked after a member of their family.

The event, organised by landladies Victoria and Rebecca Marsh, raised £550 from ticket sales and a raffle on the night.

Victoria said, "We were so appreciative of the care given to my brother Michael Hanson. Ward B4 and the colorectal team were fantastic when Michael had to undergo surgery after being diagnosed with bowel cancer."

The Caves has pledged to raise further funds for the unit.



Victoria Marsh with Matron Lesley Leddington and other members of staff from Ward B4.

Memory Tree supports Children's Unit

FP Gaunt & Sons Funeral Directors have donated £750 to support the treatment of children at Russells Hall Hospital. The donation was the proceeds of their 2012 Christmas Memory Tree.

The Tree was started three years ago in memory of a family member, Ann Gaunt. In 2012 Sam Gaunt, sixth generation of the independent family run firm, invited clients and families to remember a loved one by placing a star on their tree. A donation to charity was suggested as an optional extra.



Karen Phillips, Fundraising Co-ordinator at DGNHS Charity with Sam Gaunt and Pater Gaunt.

Managing Director Heidi Share said, "We chose the Neonatal Unit and Ward C2 Children's Unit as Sam was premature and received excellent treatment, but also because children's charities were always close to my mom's heart."



About our Charity

We are not about providing healthcare, the charitable donations we receive enable us to provide comfort and facilities above and beyond those which are provided by the NHS. Enhancing a person's visit to us can make all the difference to their wellbeing, improving both their recovery and overall experience.

This newsletter is about the wonderful people who support our charity and what happens to their generous donations. Hopefully it will also provide ideas and inspire more people to raise the money which makes such a big difference to the patients who stay with us.

If you would like to receive regular newsletters from DGNHS Charity, contact (01384) 244349 or email karen.phillips@dgh.nhs.uk



Are you climbing a mountain?

Or running a marathon?
 Or doing something else out of the ordinary?
 Why not get sponsored and support a great cause?

We can supply you with a sponsor form and give you advice on how to set up a JustGiving page so supporters can donate online. We can also help you out with fundraising ideas.

Have a look at our website for more information on our forthcoming events and campaigns.

www.dudleygroup.nhs.uk/our-charity
www.justgiving.com/dghc

T: 01384 456111 ext 3349 E: karen.phillips@dgh.nhs.uk



Chris Kelly MP, running the 2012 Marathon for the Trust Charity

2014 London Marathon bond place available

The London Marathon is the largest annual fundraising event on the planet – runners have raised over £500 million for good causes since the race began in 1981.

Dudley Group NHS Charity has been awarded a guaranteed bond place for the 2014 Marathon.

If you would like to be part of this great event call Karen Phillips on 01384 244349 or email karen.phillips@dgh.nhs.uk for an application form.

Will fortnight

7th – 18th October 2013

Making a will is simple and an important way to protect the future of your loved ones. You can be certain that your money and belongings will go to the people and causes you care about.

Solicitors participating in the Will Fortnight campaign offer their time free of charge which means even more funds go to our charity. A minimum donation of £60 is asked from members of the public having their wills written.

Past DGNHS charity will writing campaigns have raised over £4,000.

Contact us for a list of participating solicitors.

Wear a Santa suit for the day...

Friday 6th December 2013



...and make our patients smile!

We are looking for fun people who would like to combine a bit of festive fun with fundraising for the Dudley Group NHS Charity by spending the day dressed as Santa.

The event on Friday 6th December

2013 is open to anyone, and you can spend the day in your suit at work, at college or even at home on your own. All you have to do is dress up as Santa and get people to sponsor you to go about your day as usual. We even provide a free Santa Suit.

All the money raised will go to the Make Our Patients Smile Appeal. The fund aims to provide our patients with extra comforts and helps to improve their overall experience while being treated by us.

Contact us for more information

01384 456111 • karen.phillips@dgh.nhs.uk



Please support our Neonatal Unit

Please donate using your mobile phone:

TEXT BABY21 £2 TO 70070

(or put £5 or £10 at the end of the text – the amount you want to donate is up to you. e.g. **BABY21 £10**)

You will be given the opportunity to add Gift Aid – meaning we will benefit from an extra 25%. All text messages are free to send on all networks and 100% of every donation (plus 25% Gift Aid) will go to our charity.

Patient Experience

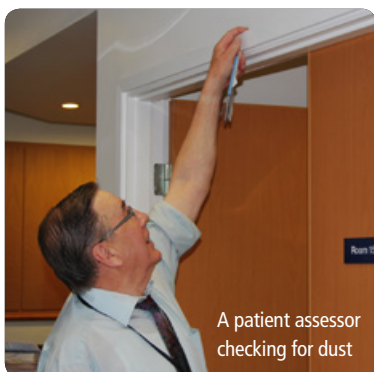
Patient assessors take to the wards



In May patient assessors joined hospital staff to undertake an assessment of the quality of our non-clinical services and buildings; these assessments are called patient-led assessments of the care environment (PLACE).

The assessments are 'patient-led' to ensure that the patient voice is given the highest priority. Assessors visited different parts of the hospital (inpatient wards, outpatient clinics etc.) in order to assess:

- ▶ Cleanliness
- ▶ The condition of the buildings and fixtures (inside and out)
- ▶ How well the building meets the needs of those use it, e.g. signage
- ▶ The quality and availability of food and drinks
- ▶ How well the environment protects people's privacy and dignity



A patient assessor checking for dust

Here's what some of our 17 patient assessors said about the day:

Gordon O'Connor, retired police officer

"Sometimes these things are just about 'ticking boxes' but this has been much more than that – everyone has taken it really seriously and I feel like we've done what we came to do properly."

Judith Sidaway, retired nurse

"I've really enjoyed the day and I found that most things we were assessing were very good, excellent in fact. I was very impressed!"

Barbara French, retired teacher

"The day gave me an insight into things from a different perspective. I was looking at things from a completely different angle, and looking out for things I wouldn't normally notice. I'd say interesting and informative sums up the whole day for me."

David Orme, community representative

"I think we all found exactly what we were expecting to find: a hospital that cares and really does consider its patients and their relatives."

From 2013 PLACE assessments will take place annually.



YOU SAID

Patients told us that it would be good to be able to listen to the radio while in hospital.

WE DID

We have re-tuned the audio sockets behind the beds to include a range of radio and TV stations that patients said they would like to listen to. These are publicised with a sticker by the audio port to show where to plug headphones in and a list of channels next to the bedside. Headphones are also offered on our new mobile library trolley for patients who do not have their own with them.



Thanks to all our volunteers

The Trust celebrated Volunteers' Week from 1st to 7th June to say a big thank you to all of our volunteers who give up their time to help our patients and staff.

Volunteering is a fantastic way to gain experience and contribute to your community. To find out more about volunteering with us, call Jane Fleetwood, Volunteer Coordinator on (01384) 456111 extension 1887 or email volunteering@dgh.nhs.uk

Time to say thank you!

A day in the life of a district nurse



“You have to be ready for everything, and it’s not uncommon for everything you have planned for the day to go out of the window at your first visit – you could arrive at a patient’s home and find them on the floor. That’s why it’s so important that our team works together so well – we are all happy to help out if someone else gets held up.”

we know the priorities and condition of the patient. We will then discuss who we have left to see in the afternoon, prioritise our visits and help each other out if necessary.

So that our patients always have someone to contact if they have any problems, queries or concerns, there is always one member of the team available to telephone at any hour of the day. Patients can this way request visits for the same day, and so much of the afternoon is spent making those unscheduled visits. I will also attend any meetings planned with other medical staff, and return to see my patients with diabetes to administer their second dose of insulin.

We provide care for our patients even when they’re not at home and so always check on our patients during their stay in hospital. By doing this we can check on their condition but also find out if there is anything we can do to help with early discharge, getting our patients back to the comfort of their own surroundings.

At the end of the day I input the details of my visits on to the National Care Record Service or NCRS database. This involves identifying the patients I have seen, the time they were visited, how long the visit lasted, the drugs or treatment administered, and any notes or observations about the patient.

To finish my day I will hand over to the evening staff, giving them the details they need for the night ahead.

Jane Brewer is a Band 6 district nurse and is based at St James Medical Practice in Dudley. She first trained as a nurse at Dudley Guest Hospital and has been working in the community as a district nurse for 21 years.

My day will begin with a formal handover from the night service when I arrive at the practice to report in for the day. I will then assess the day’s patients and make any required changes to my schedule; allocating visits requested overnight, seeing if any patients are high priority and need to be seen urgently, or indeed finding out if any patients no longer need their visit.

“We have such a good relationship with all our patients so they’re never afraid to call if they are concerned or worried about something, and there’s always someone to pop by and check on them, or at the very least give them a call back to check everything’s OK.”

The number of patients we see will vary significantly, depending on individual patient needs, the wellness of the patient when we arrive, and the complexity of their treatment.

The morning will then be spent doing a range of different types of visits. I will renew and apply dressings, visit patients who are receiving end of life care, and give my patients with diabetes their first dose of insulin. I will also give any prescribed drugs or treatments that specifically need to be given in the morning.

At lunchtime we all return to the clinic for our daily meeting where we discuss the patients we’ve seen that day. We always keep each other informed and up to date about the background and treatment of all our patients so that if we need to visit a patient normally seen by someone else,



Nominate now for 2013 staff awards



Has someone who treated you in hospital, in your own home or at a community health centre gone the extra mile to make sure you received excellent care?

We are offering you the chance to show your appreciation by taking part in Committed to Excellence – our annual staff awards that celebrate the work of our very best and most dedicated staff.

If a person or team has made a real difference to you, please complete the nomination form below and it will be entered into this year's awards.

Committed to Excellence is an ideal opportunity for colleagues, patients, carers and their families to say thank you to those who truly demonstrate our Trust values of care, respect and responsibility.

Nominations can be made for staff who work in any part of the organisation whether that means on the front line of patient care or behind the scenes in a support role.

As a Foundation Trust member, you can play a vital part in the awards by nominating staff for an award in the category of:

Excellence in Patient Care.

This award recognises those who have made an outstanding contribution to the patients' experience.

Please cut out and return completed nomination forms to:

FREEPOST RSEH-CUZB-SJEG

2nd Floor C Block,

Russells Hall Hospital,

Pensnett Road, Dudley, DY1 2HQ

The closing date for nominations is Friday 2nd August 2013.

Nomination Form

Category: Excellence in Patient Care

I am nominating:

Name:

Ward/department/community service:

Your name and contact number:

Reason for nomination:

The judging panel will base their decisions on this information.

Interactive skeleton brightens up the Emergency Department

Children who visit Russells Hall Hospital's Emergency Department can now enjoy a life size skeleton poster thanks to an artistic schoolgirl.

Eight-year-old Holly Savage, who is a pupil at St. Benedict Biscop CE Primary School in Wombourne, decided to donate the piece of art after she made it for a homework project.

The skeleton, also called Holly, was made with the help of Holly's sister Rosie and her dad Anthony, an Emergency Department lead nurse at the hospital.

"Holly was the project manager," said Anthony, "Rosie was the gofer and I helped by telling them where the bones and organs are situated.

"Both girls know there are sick and injured children in the department who might want

cheering up and as it's somewhere both girls have been treated for minor injuries in the past, Holly was keen to donate the skeleton to the paediatric area of the Accident and Emergency Department."

Thanks to dad's guidance, the skeleton is labelled and to scale – with plastic carrier bag lungs, a bathroom sponge brain and intestines made from pipe cleaners.

When nurse-to-be Holly brought her work home from school she decided it would be best shared with the children visiting the Emergency Department.

As well as bringing a smile to children's faces with its bright colours and fun materials, the skeleton also helps them to learn about what makes up the body.



Holly and Rosie show off their skeletal masterpiece

Matt does lunch with the Lord Mayor



Emergency Department charge nurse Matthew Walker has received a Lord Mayor's Award for his involvement with the West Midlands Central Accident Resuscitation & Emergency (CARE) team.

Matt, who has been volunteering as an emergency care nurse for over three years, dined with the Lord Mayor, Councillor John Lines, to celebrate the CARE team being presented with one of the prestigious awards.

The team received the award in recognition of its dedicated service to emergency care as well as its exceptional services to the people of Birmingham.

Matt said, "I've been involved in pre-hospital care since 2008 and over the years have

worked alongside many dedicated colleagues in the emergency services.

"I volunteer, not only because I am passionate about pre-hospital care but because I think it's important to make a difference by improving patient outcomes in our local communities.

"I am honoured and proud to be part of West Midlands Care Team, and that we received The Lord Mayor's Award."

The CARE team is a charitable organisation which responds to 999 calls across our region. They provide specialist immediate care to a wide range of patients, from victims of serious road traffic accidents, to those suffering from cardiac arrest.

Goodbye & good luck!

Consultant Chemical Pathologist and Clinical Director for Diagnostics, Dr Mourad Labib, has retired from his full-time post after a 23-year career at The Dudley Group.

Dr Labib said, "I've tremendously enjoyed my clinical and managerial roles over the past 23 years, and am proud of all I have achieved during my time here.


"But most of what I have achieved would not have been possible had it not been for an outstanding team around me, from doctors and nurses, to laboratory staff and managers – I can't thank them enough."




Each edition we publish an update on progress against our selected Quality Priorities and some national targets. In this issue, we are pleased to report the year end progress as at the 31st March 2013. The full Quality Report and updates are published on our website. Visit www.dudleygroup.nhs.uk and search 'Quality Report'. We welcome your comments about the report so that we can continue to improve it. Please either email foundationmembers@dgh.nhs.uk or call (01384) 321124.





Priority 1: Patient Experience – Hospital

Increase the number of patients who receive enough assistance to eat their meals from 81 per cent to 85 per cent. The Trust exceeded it in quarter two and quarter four achieving a score of 92 and 90 respectively against a target of 85. However some fluctuation in the score was apparent during the year and therefore this priority will be carried forward to 2013/14 to aim for a consistent service. 

Increase the number of patients who receive enough information about ward routines from 57 per cent to 65 per cent. The introduction of the new 'Welcome to the Ward' leaflets in January 2013 has seen this priority being achieved in quarter four with the score rising to 87.2 against a target of 65. We will continue to monitor that leaflets are given out but will remove this as a priority as the actions taken have been successful. 


Patient Experience – Community

Increase the number of patients who use their Single Assessment Process folder to monitor their care from 75.3 per cent to 80 per cent. The number of patients using their Single Assessment Process folder to monitor their care has dropped from 75.3 per cent in 2011/12 to 49.4 per cent. While this is disappointing we recognise that finalising the new Single Assessment Process folder and educating patients and families/carers on its use will help us to improve next year. 


Increase the number of patients who would know how to raise a concern about their care or treatment if they wished to do so from 80.8 per cent to 85 per cent. We are pleased that the number of patients reporting that they would know how to raise a concern about their care and treatment if they wished to do so has risen from 80.8 per cent to 86.8 per cent against a target of 85 per cent. 



Priority 2: Pressure Ulcers – Hospital


Reduce avoidable stage three and four hospital acquired pressure ulcers, against activity, so that the number for 2011/12 has been reduced by 50 per cent in 2012/13. The number of pressure ulcers continued to fall compared to last year. We set ourselves the ambitious target of reducing them by half from last year after successfully reducing them by half from the year before. Last year we had 110 of these ulcers but only 51 this year and so we are very pleased to note that we have achieved this ambitious target. 


Pressure Ulcers – Community

Reduce avoidable stage three and four acquired pressure ulcers that occur on the district nurse caseload through the year, so that the number for the final quarter of 2011/12 has been reduced by 10 per cent at the second quarter of 2012/13 (Jul-Sept) and 20 per cent at the final quarter of 2012/13 (Jan-Mar). The community target was exceeded considerably with a reduction of over 85 per cent. This means that in effect, both the half year and end of year targets were met together and in advance. 




Priority 3: Infection Control

Reduce our MRSA and Clostridium difficile (C. diff) rates in line with the national and local priorities. MRSA Bacteraemia (blood stream infections) target is no more than two post 48 hour cases. We continue our good work to maintain a low level of MRSA Bacteraemia. We have reduced MRSA bacteraemia cases (post 48 hr, i.e. patients who acquired it whilst in hospital) to a total of one in 2012/13. 

C.diff is no more than 77 post 48 hour cases. This year we have come in under threshold having had 56. 



Priority 4: Nutrition


Increase the number of patients who have a risk assessment regarding their nutritional status within 24 hours of admission. By September 2012 at least 90 per cent of patients will have the risk assessment and this will continue for the rest of the year. This target was achieved by September 2012. Since that date, there have been two monthly scores (November 2012 and January 2013) that have just dipped below the 90 per cent figure but for the whole of the six months the score has been on average over 90 per cent. 





Priority 5: Hydration

Increase the number of patients who have fluid balance charts fully completed. By September 2012 at least 70 per cent of patients will have fluid balance charts fully completed and this will rise to at least 90 per cent by the end of the year (March 2013). The 70 per cent completion of fluid balance charts was achieved in September 2012. Following an intensive campaign to improve this figure, the target of 90 per cent was achieved in March 2013. 

Cancer waiting times

All patients referred urgently by their GP with suspected cancer will be seen within 14 days. 


Patients to wait no more than 31 days from diagnosis to treatment of all cancers. 

Patients are treated within a maximum of 62 days from urgent suspected cancer referral to treatment. 

A&E waiting times

Target is at least 95 per cent of patients are seen, treated and admitted or discharged within four hours. 

18 weeks from referral to treatment

The referral to treatment target is set as the maximum time it should take from the GP referring a patient for treatment to the time treatment starts. Within that 18 week period all diagnostic tests and outpatient visits for tests should have taken place. 



= Achieved target



= Did not achieve target

