

YOUR trust



Sister Act!

THE PRESTIGIOUS NATIONAL AWARD FOR WARD SISTER OF THE YEAR WON BY DUDLEY GROUP'S SARA DAVIS.

ALSO IN THIS ISSUE...

- ▶ Better Training, Better Care
- ▶ Tell us - we're listening
- ▶ Surgery in Syria
- ▶ '100 day dash' extended
- ▶ Check out our progress
- ▶ Maternity services update



News from The Dudley Group



We are delighted that Sara Davis, lead nurse on one of our acute medical wards, has scooped the Ward Sister of the Year Award. You can read more about this achievement on the facing page. This recognition highlights the hard work and dedication of

our staff at The Dudley Group.

However, following the recent publication of the Mid Staffs report by Roberts Francis QC, we completely understand that this could be a time of high anxiety for patients.

As you may know, the Department of Health announced a review of 14 hospitals that for a two year period had higher than average ‘mortality indicators’ – The Dudley Group is on the list to be looked at.

We want to reassure you that this Trust is committed to doing everything within its power to ensure high levels of safety and the best possible care of all patients.

Current independent analyses of ‘mortality indicators’ show that the Trust is not an outlier and is within the expected range. It is important to understand that a high mortality indicator is not the same as a high death rate despite the headlines you may have seen in the press. Indeed, our overall number of deaths continues to decline against the backdrop of an ageing population with complex health needs.

The most recent data from Dr Foster (April – Sept 2012) shows the Trust mortality index as 100 which is well within the expected range. Similarly, the SHMI, the Department of Health’s own measures, shows a continuing improvement over the last year and is within the expected range at 1.04 (July 2011 – June 2012).

“We listen closely and respond to all complaints and concerns raised by patients. We offer face-to-face meetings to help us understand how their experience made them or their families feel and we fully investigate all complaints to ensure we learn from them.”

Patient safety is our top priority:

- ▶ As a Board of Directors we have reports from our matrons and our clinical directors every month and carry out patient safety walk rounds on the wards.
- ▶ We carry out a number of audits on the wards – like our Nursing Care Indicators which measures patient safety and care.
- ▶ We have a whistle blowing policy which staff can use if they have concerns about patient safety.

We have a good safety culture and a very honest and open reporting system. We strongly believe that it’s the best way to encourage learning and make improvements in patient safety.

We listen closely and respond to all complaints and concerns raised by patients. We offer face-to-face meetings to help us understand how their experience made them or their families feel and we fully investigate all complaints to ensure we learn from them. All comments, both good and bad, received via phone, letter, on-line and social media channels are fed back to the staff involved to help us improve patient experience.

We encourage all information that will help us to continually improve our patient care, and invite all patients to give us their views after their stay with us and if they would recommend Russells Hall Hospital to a relative or friend. We welcome the Department of Health’s review as we believe it will give further reassurance around the safety and quality of our services.

You are invited to visit our ‘For the Record’ webpage at www.dudleygroup.nhs.uk This page provides further information provided in response to press enquiries received from local and national media.

In the meantime, you can read more in this issue about the Trust’s vision – Where People Matter. Turn to page 4 to find read more about Trust initiatives to help you with your healthier lifestyle choices. On a more global note, we applaud the work of one of our orthopaedic surgeons, Mr Viquar Qurashi, who is working with international teams helping amputees in war torn Syria. You can read more about this on page 9.

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



From April 2013, Trust Board meetings will be 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.

Sister of the Year at The Dudley Group

Our very own Sara Davis has been crowned 'Ward Sister of the Year' in a prestigious national award.

Sara Davis, lead nurse on an acute medical ward picked up the title at the 'Nurse Awards 2013' event at the Victoria and Albert Museum 12th March.

The annual Nursing Standard awards highlight and celebrate excellence in nursing and identifies "exceptional nursing professionals who demonstrate clinical excellence and innovation" and help to improve the quality of patient care.

Sara received her trophy from Chief Nursing Officer of England Jane Cummings and television presenter Fiona Phillips, who hosted the event in London.

Director of Nursing for The Dudley Group Denise McMahon said, "This award recognises inspirational ward leaders who excel in delivering safe, high quality patient care.

"We are all so proud of Sara and this achievement. It is a real honour and so well deserved.

"These awards celebrate people who do extraordinary things and they inspire the new generation of young nurses to dedicate themselves to the most privileged profession of nursing."



Nurses and midwives help shape the future of nursing in Dudley

More than 300 nurses and midwives have had their say on shaping the future of nursing at The Dudley Group.

Director of Nursing Denise McMahon held a series of conversations with nursing staff to talk about what nursing means to them.

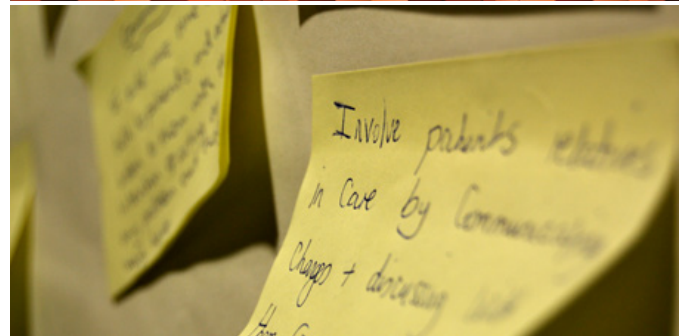
The sessions followed the launch of the national nursing strategy, 'Compassion in Practice', by Chief Nurse Jane Cummings which is based around six Cs of nursing:

- ▶ Care
- ▶ Competence
- ▶ Courage
- ▶ Compassion
- ▶ Communication
- ▶ Commitment

Our registered nurses and midwives were invited to put their stamp on the Trust's own nursing vision to keep the patient being cared for at the heart of the care they receive.

"The identity of nursing is what we have to protect and that's why we had the meetings. We asked our nurses and midwives to tell us what they think it means to be a nurse," said Denise.

"We will incorporate their thoughts on the six Cs in our very own Dudley Group strategy."



Staff who attended were also asked to express their views on a special nursing strategy 'graffiti board'.

To underpin the future of nursing in Dudley, Denise has commissioned a short film to be made of nurses and midwives demonstrating the six Cs in their daily roles in hospital and in the community.

The film will be unveiled at a special viewing on May 7th to mark National Nurses Week (6th-12th May 2013) which coincides with Florence Nightingale's birthday (12th May).

Where people matter

New Year – New You

As a major employer in the borough, the health and wellbeing of our employees is high on our list of priorities. Our staff are dedicated to caring for our patients and we are dedicated to promoting the benefits of choosing a healthy lifestyle and the importance of looking after themselves.

The Trust supports a range of initiatives throughout the year and to kick start 2013, all staff were invited to take a free Health MOT including blood pressure, BMI, lung function, carbon monoxide testing and cholesterol testing. Information and advice was also available on making healthier lifestyle choices including weight management, healthy eating, smoking cessation, dealing with stress, physical activity and cancer awareness.

The work of the Trusts’ Smoking Cessation team continues throughout the year supporting patients and staff to quit smoking and consider a healthier lifestyle. Future health events are being planned with the next scheduled for July 2013. For further information contact Nicky or Rachel on (01384) 456111 ext. 2783. The team work closely with the Dudley Stop Smoking Service in the community and with our Occupational Health department, the Dudley Alcohol Liaison team and community Health Trainers who are able to ‘signpost’ people to the appropriate services.

Rachel Blower, Smoking Cessation officer said: “we are happy to support patients and staff to help them quit and it doesn’t matter how many times they have tried before”



Open to all Staff and Trust Members

Other on-site activities include the gym and health club facilities in Action Heart.



Action Heart is a charity dedicated to cardiovascular rehabilitation based at the Russells Hall Hospital site. They also offer discounted rates available on a monthly or pay-as-you-go basis. This offer is available to all Trust staff and all Foundation Trust Members offering access to impressive exercise facilities in a friendly and supportive environment. If gym isn’t for you, there is the option to join their Running Club or Walking for Health Group.

Plans are also afoot to develop outdoor gym facilities at the Russells Hall Hospital site to complement the health club and will be free to use. We will keep you up-to-date in future editions.

To find out more please contact the Action Heart team on (01384) 456111 ext. 1470.

Physical activity – the facts



Reduced gym fees for all Foundation Trust Members!

Guidelines for adults (19-64 years)

Adults should aim to be active daily. Over one week, activity should add up to at least 2½ hours of moderate intensity activity in bouts of 10 minutes or more

Alternatively, comparable benefits can be achieved through 75 minutes of vigorous intensity activity spread across the week or a combination of moderate and vigorous intensity exercise.

Moderate intensity activity will cause adults to get warmer and breathe harder with increased heart beat but should still be able to carry on a conversation – try brisk walking or cycling

Vigorous intensity activity will cause you to get warmer, breathe much harder and heart to beat rapidly making it more difficult to carry on a conversation – try running or sports such as swimming or football.





Tom Walker and his wife Sue with (back row left to right): Dudley vascular surgeon Mr Rajiv Pathak, Wolverhampton vascular surgeon Mr Andy Garnham and AAA programme manager Tracey Bayliss

On course to transfer vascular surgery to Dudley

Evidence shows if people need complex vascular surgery, they have a much better chance of survival if their operation is carried out at a specialist vascular centre which has the best facilities and skilled staff working at the highest level.

The specialist vascular centre for patients across the Black Country is The Dudley Group's Russells Hall Hospital.

Surgeons, anaesthetists, radiologists and nurses from New Cross Hospital in Wolverhampton, Manor Hospital in Walsall and Russells Hall Hospital here in Dudley, are working together as part of the Black Country Vascular Centre (BCVC) to improve the care patients with vascular conditions receive.

Since July 2012, patients from Dudley, Walsall and Wolverhampton who needed emergency vascular operations – and planned surgery for abdominal aortic aneurysms – are being brought to Russells Hall Hospital.

From April this year, patients who need a planned operation to clear blockages in their arteries will also come to Russells Hall Hospital to have their surgery.

BCVC surgeons already travel to Russells Hall Hospital to do emergency vascular surgery and some planned operations. They will continue to go to Dudley to perform major vascular operations from April 2013.

Vascular day case surgery will continue to take place at people's local hospital. They will still be sent to their local hospital for an outpatient appointment, further investigations and follow up outpatient appointments.

There is no change for people who live in Dudley. They will come to Russells Hall Hospital as usual.

During a routine scan, father of three Tom Walker from Wednesfield discovered he had an aneurysm measuring 7.5cm.

Describing the aneurysm as a "ticking time bomb", Tom had a complex four-hour operation at Russells Hall Hospital performed by Wolverhampton vascular surgeon Mr Andy Garnham.

Mr Garnham said, "Tom's aneurysm would almost certainly have ruptured without the operation."



Did you know?

Russells Hall hospital boasts state-of-the-art facilities for advanced surgery for potentially fatal aortic aneurysms (a ballooning of the artery in the stomach) as well as a dedicated vascular theatre, a vascular ward, a vascular laboratory, an intensive therapy unit and surgical high dependency unit.



Lucy Edmunds and Matthew Walker

Emergency Department appeal for funds to refurbish relatives' room

Accident and Emergency staff are looking for kind hearted, generous people to donate money to refurbish the relatives' room at the hospital.

The relatives' room is a place where friends and families of a patient can rest while their loved one is being seen by a doctor or nurse.

The money raised will be spent on new furnishings for the room such as tables and sofas to make the room a more comfortable, relaxing environment and give the room a less 'clinical' feel.

"Hospital can be a distressing place for relatives as they wait for their loved one to be treated and we are hoping to create a more comfortable surrounding for those who may receive upsetting news," said Briony Howells, Emergency Department Matron.

"We are hoping to raise around £3,000 to create a better environment for relatives at a difficult time," she added.

If you would like to donate or receive more information please contact Margaret Chawro on (01384) 456111 ext 2323.



Your governor invites you to meet the team in...

Outpatient Parenteral Antimicrobial Therapy



Joanne Hamilton

Joanne Hamilton, staff elected Governor for Nursing and Midwifery, invites you to learn more about the Outpatient Parenteral Antimicrobial Therapy (OPAT) team. Joanne has worked as a nurse in Dudley for more than 20 years and is currently a Lead Respiratory Nurse based at the Brierley Hill Health and Social Care Centre. Here she provides a look at the

OPAT service that she and the team are continuing to develop.

The service

The Dudley Outpatient Parenteral Antimicrobial Therapy (OPAT) service is based on ward C8 at Russells Hall Hospital. The team offer intravenous (injection into the vein) antibiotic therapy to

people as outpatients instead of admitting them to hospital.

The service currently treats a range of conditions such as cellulitis, diabetic urinary tract infections and diabetes foot ulcers. Other conditions are considered for the treatment following a risk assessment of the patient and the antibiotic involved.

Patients can receive intravenous antibiotics from the team seven days a week in one of three ways.

- ▶ at the community based clinic at Brierley Hill Health and Social Care Centre run by specialist community nurses
- ▶ in the OPAT clinic on ward C8 at Russells Hall Hospital
- ▶ in their own home or care home, if house bound, by specialist community nurses

Patient feedback has been very positive about the service and led to them winning the Team Excellence award in last years "Committed to Excellence" awards.

I could spend Christmas day with my family

Sharon Doleman's Christmas was nearly ruined after she was diagnosed with cellulitis and faced three months in hospital. Fortunately, Sharon was able to spend Christmas at home with her family as she could be treated by the OPAT team.

"I was devastated when I first found out that I may have had to stay in hospital over Christmas," said Sharon.

"But I was delighted when I was told that I could spend the day with my family," she added.

"The nurses were absolutely fantastic and made me feel comfortable. They were just so polite and professional. If I had to give the service and the treatment I received a mark, it would have to be ten out of ten."

"I am very grateful for the treatment I received. Hopefully more people can be treated like I was, in the comfort of their own homes."

Results from the Governor elections for vacancies in the public constituencies of Central Dudley, the Rest of the West Midlands and the staff constituency of Medical and Dental are now available. Check out the Trust website at www.dudleygroup.nhs.uk or call (01384) 321124 for the results and more news about elections coming soon for vacancies arising in the public constituencies of Halesowen and North Dudley.





The Friends and Family Test

“How likely is it that you would recommend our service to family and friends?”



Our Friends and Family Test score for January 2013: 71

We have been running the Friends and Family Test on our wards since April 2012 along with other hospitals in the Midlands and East region.

From April 2013 all hospitals in the UK will be asking inpatients and those who have visited A&E to complete the Friends and Family Test help to make NHS services as good as possible for you. From October 2013 Maternity Departments will also be included.

This survey is a way of gathering patient feedback to help us to drive improvements in services.

How does it work?



When you are discharged from one of our wards or A&E, you will be asked to answer the following question:

‘How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?’

You will be invited to respond to the question by choosing one of six options, ranging from ‘extremely likely’ to ‘extremely unlikely’ (for 2012-13 we used a 0-10 scale). You will also be able to comment on where you think we could improve. The survey can be posted into a comment box at the hospital, completed online or returned via freepost and all responses are anonymous.

The results of the Friends and Family Test for all hospitals will be available online on NHS Choices, we will also publish our own results on our website www.dudleygroup.nhs.uk, on our wards and in our Emergency Department.

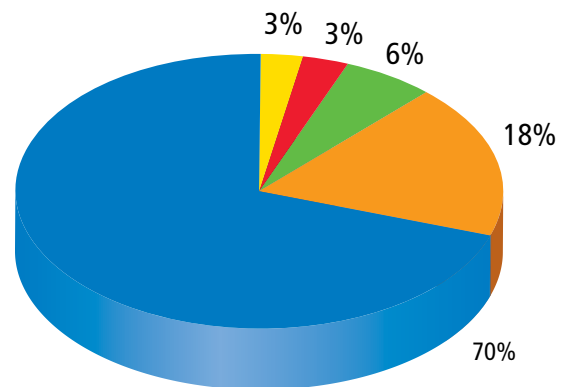
Patients do not have to take part in the survey, but it really helps us to make sure that we continue to provide the best services possible by listening to and acting on patients’ feedback.

What have you told us so far?

Around 70 per cent of the comments we receive from patients completing the Friends and Family Test are positive. It is really great for our staff to hear your positive feedback to know that they are providing a good service.

As you can see on our chart the main request for improvement relates to our food. See section below on inpatient mealtimes.

All feedback from patients is shared with the wards to help them to make improvements. Changes are also underway to provide more drinks and to improve communication.



- Positive comments
- Staff & Communication
- More drinks
- Food
- Other

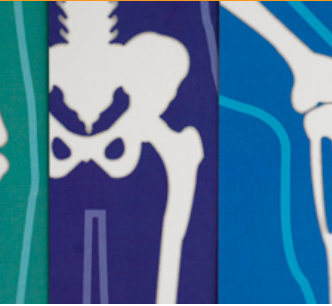
Inpatient mealtimes

We told you in our Winter 2012 edition of Your Trust that we were looking at a new inpatient meal system at Russells Hall Hospital. This was following patient feedback from our surveys, patient panel and also our Friends and Family Test.

In January we visited the supplier of an alternative food system called ‘Steamplicity’ and liked what we saw. Following this we have been running a pilot on one of our wards during March. We have also held taste tests for our Governors, patient panel members and also asked staff to sample the food.

Once the pilot is over we will be able to analyse all of the feedback and will update you again in the next edition.

The Steamplicity system is already in use in a number of hospitals in the UK and we will be also using their experiences to help in our decision-making process.



Patient journey DVD will reassure joint replacement patients

If you are coming to Russells Hall Hospital for joint replacement surgery you will soon be able to watch a video that will tell you what you can expect before, during and after your operation.

The DVD is almost complete but you can see excerpts on the Trust website by visiting www.dudleygroup.nhs.uk and looking under Services / Orthopaedics.

We have implemented a programme called Enhanced Recovery to improve and speed up patients' recovery after a joint replacement operation. This programme includes a "Hip and Knee School" for patients about to undergo this type of procedure and offers dedicated preoperative assessment as well as a chance to ask questions about their surgery.

"Our planned orthopaedic services were highlighted by 'Which' magazine as one of the best performing trusts in the country for hip and knee replacement surgery," said Mushtaq Ahmed, Clinical Director for Trauma and Orthopaedics.

If you need a hip or knee replacement, you will be invited to our Hip and Knee Education Class on ward B4 at Russells Hall Hospital. This will give you a dedicated assessment before your operation as well as the chance for you to ask questions about what is going to happen.



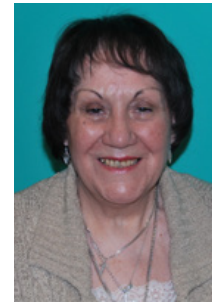
Jayne's story

Jayne Morris, a 58-year-old practice sister at Regis Medical Centre, said her

hip replacement at Russells Hall Hospital was a great success.

"I was in so much pain for so long that life was miserable," said Jayne. "Everything was an effort from washing to putting on my socks. The weekly shop felt like climbing a mountain.

"Having my hip replacement at Russells Hall Hospital was fantastic. I was well informed and I always felt safe. I was happy that my hip was in their hands."



Margaret's story

Margaret Roberts of Pensnett had her ankle replaced at Russells Hall Hospital

and has just had her second knee replacement.

"The care I received during my ankle replacement was very good. The nurses came in every day. They were wonderful, kind and helpful," said Margaret, who attended the Hip and Knee School to improve her recovery.

Trauma & Orthopaedics 'Behind the Scenes' event 22nd April 2013, see page 13 for more details

DID YOU KNOW?

Hip replacements:

- ▶ The majority are caused by arthritis of the hip (coxarthrosis)
- ▶ We perform more than 350 hip replacement operations every year
- ▶ 95 per cent are planned rather than emergency
- ▶ The time patients have to stay in hospital has reduced from an average 5.7 days in 2009 to just over four days in 2012
- ▶ 62 per cent of our patients are female
- ▶ Patients from age 40 to 91 benefited from this procedure with us in 2012

Knee replacements:

- ▶ The majority are caused by arthritis of the knee (gonarthrosis)
- ▶ We perform more than 500 knee replacements every year
- ▶ 99 per cent are planned rather than emergency
- ▶ The time patients have to stay in hospital has reduced from an average of five days in 2009 to just over four days in 2012
- ▶ Arthritis of the joints is more common amongst women, so 53 per cent of our patients are female
- ▶ Patients as old as 92 benefited from this procedure with us in 2012



Artificial limbs from plastic drainpipes for amputees of war torn Syria

A surgeon from Russells Hall Hospital has returned from war-torn Syria where he has been fitting artificial limbs made from plastic drain pipes to lower limb amputees

The Dudley Group's orthopaedic surgeon Mr Viquar Qurashi, an orthopaedic surgeon for The Dudley Group, and a team of doctors spent ten days in a refugee camp in Reyhanli close to the Turkish Syrian border, moulding prosthetic limbs and rubber feet for more than 114 amputees.

Helped by a team of six technicians from Pakistan, Mr Qurashi worked in a makeshift clinic and workshop helping men, women and children who lost limbs during the two-year war that has so far claimed 70,000 lives.

A Turkish businessman has donated the drainpipes which are melted down at high

heat in an oven and moulded against a plaster of paris cast of the amputated leg. They are then fitted into place with metal pins and leather straps. The artificial feet are made from recycled rubber.

"The limbs made from drainpipes are not as sophisticated as a western limb but a prosthetic limb costing up to a £1,000 here in Britain will be of little use to someone who doesn't have the money, technology and tools to maintain it," said Mr Qurashi.

"We can make limbs from drainpipe material for £30 and provide them free to those in need."

Mr Qurashi, who sits on the Associate Parliamentary Limb Loss Group, and had his prosthesis tested for endurance here in England by the world renowned research and technology centre SATRA, has fitted more than 3,000 limbs over the

past seven years to amputees in his home country of Pakistan.

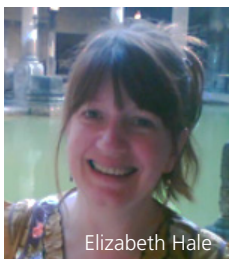
He travelled to Syria at the request of the Syrian British Medical Society and two Syrian colleagues at Russells Hall Hospital.

"All I need to fit prosthetic limbs are pipes, plaster of paris, nuts and bolts – and rubber to create feet," added Mr Qurashi. "A group of ten volunteers and training technicians from Syria have been selected to take up this job in future."

In 2005, Mr Qurashi set up the Naya Qadam Trust, non-profit organisation of volunteer overseas Pakistani doctors, which helps fund the artificial limb materials.

He hopes to take the limbs to other countries such as Haiti, Somalia, Iraq and Afghanistan Sri Lanka, Cambodia and Vietnam.

Trust psychologist awarded £30,000 research grant



Elizabeth Hale

The money will be used to find out what types of information could be useful to children aged between seven and eleven

years old whose parents are affected by inflammatory arthritis.

By interviewing a number of families over the two years, the study will examine how parents and children talk to each other about arthritis and focus on how children perceive the condition.

It is hoped that the study will highlight the need for the development of educational resources. It will also give an idea to how, when and by who the information should be delivered.

Elizabeth will collaborate with colleagues at the University of Leicester to build on earlier research which suggests that adults find it difficult to speak to their children about their condition.

One in six people in the UK are affected by arthritis but many parents worry that discussing this with their children could be upsetting to them.

Elizabeth Hale, a Trust health psychologist, has been awarded a £30,000 research grant by the charity Arthritis Research UK.

"Being diagnosed with inflammatory arthritis such as rheumatoid arthritis is an unsettling prospect for any patient but the impact it can have on their children should not be underestimated," said Elizabeth who is leading the research.

"I am very proud that I have been given the chance to help to develop educational resources to help children to better understand their parents' condition."





Denise McMahon, Director of Nursing, presents platinum certificates. Four teams have gone on to reach 170 days pressure ulcer free

Julie Pain, Matron

Wards keep patients free from pressure ulcers for 170 days

Congratulations to four ward teams who have kept their patients free from pressure ulcers for more than 170 consecutive days.



The teams on A1 (rheumatology and pain), B3 (vascular and general surgery), B5 (female surgery) and C1 (renal, endocrinology and rehabilitation) have risen to the challenge laid down by Director of Nursing Denise McMahon to prevent patients from developing pressure ulcers during their stay in hospital.

A further two wards, Critical Care and the Post Coronary Care Unit, reached the 100 days milestone in the Olympic style challenge the '50 Day Dash'.

C1 matron Julie Pain is delighted by the achievement of her team.

"I'm really proud of my staff for reaching 170 days. C1 is a large 48 bedded medical ward with a lot of dependent patients and this achievement is all down to their hard work and dedication," said Julie.

"They have been so committed to carrying out their assessments on patients the minute they are transferred to the ward to identify those who might be at risk of developing a pressure ulcer.

"I've now set them the challenge of getting to 200 days – and I know they can do it."

"These wards keep on raising the bar in our pressure ulcer prevention and this is tremendous news for our patients, our staff and the Trust. It brings us a step closer to our ultimate aim of being completely pressure ulcer free."

The '50 Day Dash' launched in September 2012 challenged ward teams to go 50 straight days without any patient getting a pressure ulcer (also called pressure sores and bed sores) while they are being cared for in hospital.

Denise was so impressed by the number of wards who managed 50 days she turned the challenge into the '100 Day Dash' and awarded teams who reached this target with a platinum certificate for their achievement.

Presenting certificates to the winning wards recently, Denise said, "Protecting our patients from pressure ulcers is one of our top safety priorities and it is a real achievement to go for so many days without recording a new pressure ulcer."

"These wards keep on raising the bar in our pressure ulcer prevention and this is tremendous news for our patients, our staff and the Trust. It brings us a step closer to our ultimate aim of being completely pressure ulcer free."

Receiving a platinum award on behalf of ward B3, Higher Clinical Support Worker Susan Collins said, "It's nice to think you can achieve 100 days and go on forever.

"It makes us feel so proud and shows how aware we all are of reducing pressure ulcers and how the patients are also taking responsibility."



For the record...

You may have seen a BBC 'Inside Out' programme in February on the reporting of pressure ulcers which stated The Dudley Group recorded the most of any other trust in England. This is true and this is why Chief Executive Paula Clark agreed to be interviewed for the programme to give balance to their report and put the information in context.

Here are some of the points she made that may not have featured in the programme that was broadcast.

We report ALL pressure ulcers, even those that are not preventable. This way we can learn and ensure patients receive the best care. In fact, the National Patient Safety Agency says an organisation with a high level of reporting of incidents tends to be one with an honest and open culture, and one that then deals with the incident and improves patient safety and learning in the organisation.

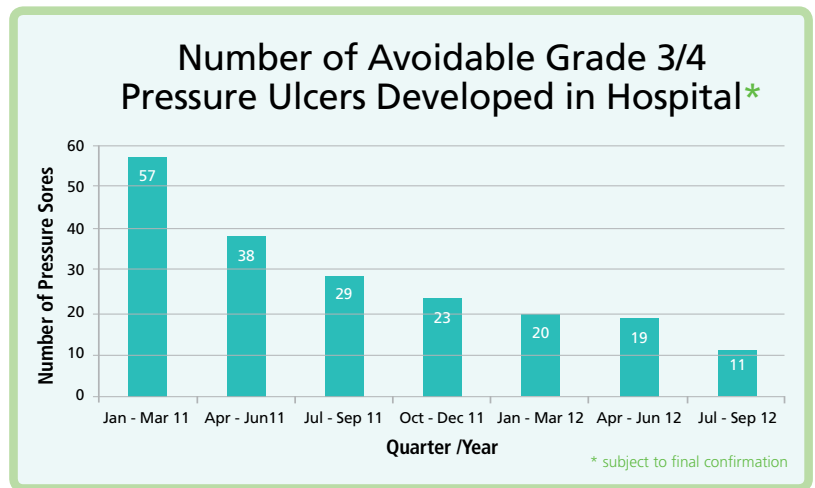
Pressure ulcers are graded from one to four depending on the depth of skin damage: we have encouraged and trained staff to over grade and over report. By grading to the higher level, we ensure patients get the best and most appropriate treatment.

"We have a rigorous pressure ulcer prevention and management plan in place for all patients. We make sure they are turned regularly, sometimes every two hours, to relieve pressure."

We have a rigorous pressure ulcer prevention and management plan in place for all patients. We make sure they are turned regularly, sometimes every two hours, to relieve pressure. We also make sure patients with pressure ulcers are put onto the right equipment, for example pressure relieving mattresses, heel protectors and so on to make sure they are comfortable and safe.

The graph below shows the steady reduction of grade three and four pressure ulcers from January 2011 to September 2012.

To read our media statement, in full and in context, please go to the Trust website www.dudleygroup.nhs.uk and click on Media / For the Record



Trust tweets from A&E to help patients choose well

The Trust took part in a national 'Tweet-a-thon' this winter tweeting live from A&E to give a real time snapshot of the type of cases and illnesses coming into the department.

The Tweet-a-thon was part of the Choose Well campaign to encourage patients with common health problems to choose the right service for them and reduce the pressures on essential emergency services.

Did you know?

- ▶ One patient is booked in A&E every minute at peak times at Russells Hall Hospital
- ▶ 29% of A&E attendances arrive by ambulance to our hospital
- ▶ 72% of people arrive in A&E between 9am and 9pm

Snow pressure

The snow earlier this year saw a marked increase in the number of people who fell over on the ice and snow and suffered fractured wrists, ankles, hips and shoulders.



Choose well.

We are using social media more as a way of communicating news about our hospital and community services.

One person tweeted a question about which service they should use for a persistent cough. After reading the tweets, they realised more appropriate treatment could be provided by visiting their local pharmacy, GP, or walk-in centre.

The event turned out to be a huge success as the Trust's Twitter page gained over 200 followers in two days.



Follow us on Twitter @ Dudleyhospitals

The Dudley Group – Where membership matters

Thank you – you are one of more than 18,000 Foundation Trust Members who support The Dudley Group.

Foundation Trust Members play an increasingly important part in our organisation and we are keen to ensure that you are involved as much as you would like to be. Since we were authorised as a Foundation Trust in 2008, Members have contributed to public meetings, listening groups and many hundreds of you have attended our Health fairs or the ever popular 'Behind the Scenes' tours. Dozens of you have come forward to stand in elections as Governor representatives; holding the Board of Directors to account, appointing the chairman and bringing your views to the attention of the Trust via the Council of Governors.

Tell us – we're listening

You put the all important 'I' in the word Membership and there are several ways in which you can support the Trust. We want you to tell us how involved you want to be and what activities you would like to get involved with. Read the following short statements and hear what some of our existing members say...

To receive your own copy please fill out and return the form below.



Premlata Aruselvan

I am... informed. I receive regular newsletters that keep me up-to-date with what's going on at the Trust. I have attended one or two of the Health Fair events which I have found very interesting.



Sheila and Richard Turner

I am... informed. I regularly attend events hosted by the Trust and after visiting a recent 'Behind the scenes' tour visiting the Operating Theatres. I would be very confident about having my surgery done here.



Dudley College Students at Feb 2012 Health Fair Event

I am... involved. After attending a series of lectures hosted by the Foundation Trust, Access to Nursing Students from Dudley College agreed that talking to the healthcare professionals made them more determined to get good grades.



Jason Whyley

I am... involved. I represent the Tipton and Rowley Regis constituency as a public elected Governor and committed to ensuring your views are heard at the Trust to support continual improvement.

Informed or involved – which do you want to be? Tick your preference and return using the freepost address given below or complete online at www.dudleygroup.nhs.uk.

I want to be Informed and receive regular updates by receiving the Your Trust magazine (the newsletter you are reading now) and learning more about development of services that are important to me.

I want to be involved and make a difference by; attending 'Behind the scenes' hospital tours, participating in public meetings, involvement groups and focus groups, recruiting new Foundation Trust Members, fundraise for the DGH Charity or becoming a governor.

Name: email address:

Address & postcode:



Monday April 22nd – Trauma and Orthopaedics Behind the Scenes tour from 5pm

Thursday 2nd May – Council of Governors meeting from 5.30pm

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 5pm

All of the above 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

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

Check out our progress...

Each edition we publish a quarterly update on progress against our selected Quality Priorities and some national targets. The table below provides an update on progress against these targets as at

the 31st December 2012. 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 percent to 85 percent.

Increase the number of patients who receive enough information about ward routines from 57 percent to 65 percent.

Patient Experience – Community

Increase the number of patients who use their Single Assessment Process folder to monitor their care from 75.3 percent to 80 percent. 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 percent to 85 percent.



Progress monitored annually



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 percent in 2012/13.

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 percent at the second quarter of 2012/13 (Jul-Sept) and 20 percent at the final quarter of 2012/13 (Jan-Mar).



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

C.diff is no more than 77 post 48 hour cases.



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 percent of patients will have the risk assessment and this will continue for the rest of the year.



Priority 5: Hydration

Increase the number of patients how have fluid balance charts fully completed. By September 2012 at least 70 percent of patients will have fluid balance charts fully completed and this will rise to at least 90 percent by the end of the year (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.



Patient waits in A&E

Target is no more than 95% of patients to wait longer that 4 hours to be seen, treated and admitted or discharged.



18 weeks from referral to treatment

The referral to treatment target is set s 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 test should have taken place.



= On track or to exceed target = On track to achieve target = Still work to do to achieve target

Maternity Midwife Led Unit

Be inspired

The Trust’s Midwife Led Unit (MLU) is receiving a facelift to create a homely setting for women giving birth thanks to a £41,000 government grant.

The Maternity Department bid for the money to refurbish the unit as part of a £25 million Department of Health scheme to help improve maternity facilities across the country. Our unit is just one of 100 across the country to be given the funds to make women and their partners more comfortable during the birth of their babies.

The money at Russells Hall Hospital will be spent on subdued lighting to resemble a star-lit sky, inspirational artwork by local artists and a variety of birthing balls, stools, mats and bean bags to add to the ever popular birth pool.

“Our priority is to help ensure all woman have the best possible care based on their individual needs and the ongoing development of the MLU will contribute greatly to this,” she added.

The MLU is a part of a comprehensive range of maternity and paediatric services provided by the Trust. The unit works closely with community midwives who discuss individual care plans at the very early stages of pregnancy and at ongoing assessments to ensure that individual care plans are in place before the expected due date.



Yvonne Jones

Head of Midwifery, Steph Mansell said there had been an increasing demand on our maternity services which reached more than 5,000 births in 2011/12.

“In the coming 12 months we intend to offer the MLU as an option to ‘low-risk’ women who are suitable for a home birth but would prefer to deliver in a hospital environment,” said Yvonne Jones, Matron.

Anybody requiring further information about our maternity facilities should contact Matron on (01384) 456111 ext. 1590, Andrea Batty on ext. 1597 or Kim Evans on ext. 3052.



The unit is also planning to provide Active Birth Classes for women to familiarise themselves with our labour and birth equipment to help them feel less anxious about giving birth.

We are also buying an extra Multi Track unit to keep women comfortable while maintaining an optimum position for effective labour.

“Our priority is to help ensure all woman have the best possible care based on their individual needs and the ongoing development of the MLU will contribute greatly to this”

Andrea Batty, Lead Midwife and manager for the MLU, said, “All current evidence supports the approach of keeping women upright and mobile to help for a more natural childbirth experience. This is especially effective when it is available in a comfortable homely environment.”



Midwives Indi Seehra (left) and Dawn Williams (right) familiarising an expecting mother with the Multi Track System



Get your walking shoes on to support our Neonatal Unit

One of the region's major radio stations Free Radio has chosen Russells Hall Hospital's Neonatal Unit to be one of four beneficiaries to benefit from their sponsored walk in June. This year the station is hoping to raise more than £100,000 to support local children's charities.

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

Our neonatal unit can care for up to 18 premature babies who may be vulnerable and in need of special care. Walk for Kids will fund 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 treatment will give so much comfort.

The money raised will also provide the Trust with a selection of books, directly aimed at children, to explain various illnesses, how they affect the patient and how they are treated.

Karen Phillips, Fundraising Co-ordinator, explains: "It could be simply 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."

About the Walk

The Free Radio Black Country Walk for Kids is open to walkers of all ages and is to be held on Sunday 2nd June 2013. It should take between 2½ and 4 hours to complete, depending on ability.

The 12 mile circular walk will start and finish at the Molineux Stadium in Wolverhampton. On completion all participants will be presented with a medal and welcomed with all the general merriment associated with a major radio station.

The walk is FREE to enter. Simply go to the radio's website, which also gives further information on the walk, and register online.

<http://walk.freeradio.co.uk/walks/black-country/>



Dudley Group NHS Charity

Fundraising Co-ordinator:
Karen Phillips 2nd Floor, Trust HQ,
Russells Hall Hospital,
Dudley, DY1 2HQ



t: (01384) 456111 Ext. 3349

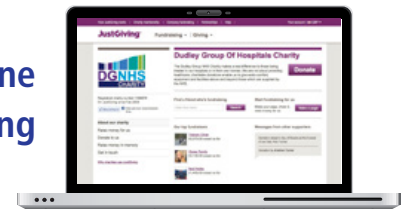
e: karen.phillips@dgh.nhs.uk

www.dudleygroup.nhs.uk/our-charity

 @dgnhscharity

 /DudleyGroupNHSCharity

Online fundraising



If you are fundraising for us why not set up a JUSTGIVING page. This is a secure and simple way for people to sponsor you online. www.justgiving.com/dghc

Improve your fitness levels and raise funds with our Sponsored Fitness Challenge

May - July 2013

A sponsored | swim | run | cycle | & row 80 km over 12 weeks



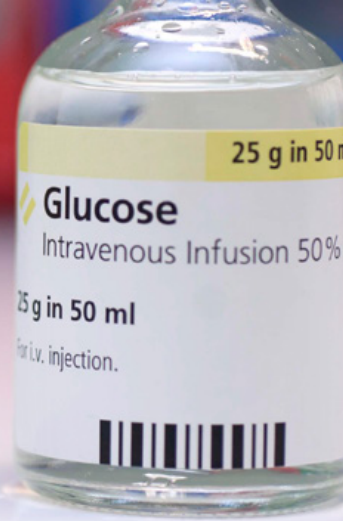
The object is to run, swim, walk, cycle or row (or a combination of all five) for 80k (approx 50 miles) over a 12 week period. Distances will be logged, accumulating over the 12 weeks until the distance has been completed.

FREE 3-month memberships at a variety of local leisure centres.

Have a look at our website for participating clubs.

Better Training, Better Care

The Trust has launched a new training course for newly qualified pharmacists and junior doctors to create a simulated environment where pharmacists and medics can work together to learn more about practical prescribing techniques.



Health Education England Project



The team co-ordinating the project at the Trust

The project is funded by Health Education England – a national body recently established to oversee the training of the whole health workforce. We are one of only 15 trusts, out of almost 100, to secure a share of the £1m funding allocated. The 'Better Training, Better Care' initiative aims to improve understanding in the clinical context of prescribing increasingly complex drugs for complex conditions.

Trust clinicians have created simulated 'clinical scenarios' to allow the trainees make decisions with practice drugs charts based on real-life conditions. In addition to the simulated clinical environment, the course also provides e-learning modules.

Andy Whallett, Head of Medical Education and Consultant Rheumatologist, said: "Rather like 'flight simulation' we have adopted a method of training that allows pharmacists and junior doctors to learn the principles of good prescribing practice and how to use medicines effectively in a practice clinical environment. It is anticipated it will help reduce length of stay in hospital and reduce

unnecessary drug prescribing, for our elderly patients in particular".

Hayley Pearson, Educational Pharmacist, said: "The emphasis is to increase our practical understanding of using complex medicines and avoid possible medication errors and adverse drug reactions."

The Trust is working closely with the University of Birmingham College of Medical and Dental Sciences and their new School of Pharmacy as an academic partner to the project. The Trust will continue to co-operate on research and provide Trust placements to a growing number of pharmacy students.



This leaflet is available in large print, audio version and in other languages. Please contact 0800 073 0510.

Tell us what you think

We hope that you have enjoyed this edition. We are keen to hear your views about this magazine and invite you to email your thoughts to foundationmembers@dgh.nhs.uk or call (01384) 321124.

ਜੇਕਰ ਇਹ ਲੀਫਲੈੱਟ (ਛੋਟਾ ਇਸ਼ਤਿਹਾਰ) ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ (ਪੰਜਾਬੀ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਪੇਸ਼ਟ ਇੰਫਰਮੇਸ਼ਨ ਕੋ-ਆਰਡੀਨੇਟਰ ਨਾਲ 0800 0730510 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह दस्तावेज़ अपनी भाषा में चाहिये तो पेशन्ट इनफरमेशन को-आरडीनेटर को टैलीਫੋਨ ਨੰਬਰ 0800 0730510 पर फोन करें।

ਜੇ ਤਮਨੇ ਆ ਪਤਿਕਾ ਤਮਾਰੀ ਪੋਤਾਨੀ ਆਖਾ (ਗੁਜਰਾਤੀ)ਮਾਂ ਜ਼ੋਠਲੀ ਡੋਖ, ਤੋ ਕ੍ਰਿਪਾ ਕਰੀਨੇ ਪੇਸ਼-ਠ ਈ-ਫੋਰਮੇਸ਼ਨ ਕੋ-ਆਰਡੀਨੇਟਰ ਨੋ 0800 0730510 ਪਰ ਸੰਪਰਕ ਕਰੋ।

আপনি যদি এই প্রচারপত্রটি আপনার নিজের ভাষায় পেতে চান, তাহলে দয়া করে পেশেন্ট ইনফরমেশন কো-অর্ডিনেটরের সাথে 0800 0730510 এই নম্বরে যোগাযোগ করুন।

إذا كنت ترغب هذه الوريقة مترجمة بلغتك الاصلية (اللغة العربية), فرجاء اتصل بمنسق المعلومات للمريض

0800 0730510 على التلفون Information Co-ordinator

سب ضرورت اس ایف ایٹ کو ایڈیٹنگ زبان (اردو) میں حاصل کرنے کے لئے براہ مہربانی ٹیلیفون نمبر 0800 0730510 پر پوزٹ انٹرمیشن کو-آرڈینیشن کے لئے معلومات کی فراہمی کے سلسلے میں ایف ایٹ کے ساتھ رابطہ قائم کریں۔

