



yourtrust

Summer 2011

The Dudley Group of Hospitals **NHS**
NHS Foundation Trust

THE BULLETIN FOR STAFF AND MEMBERS OF THE DUDLEY GROUP

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your
hospital
of choice

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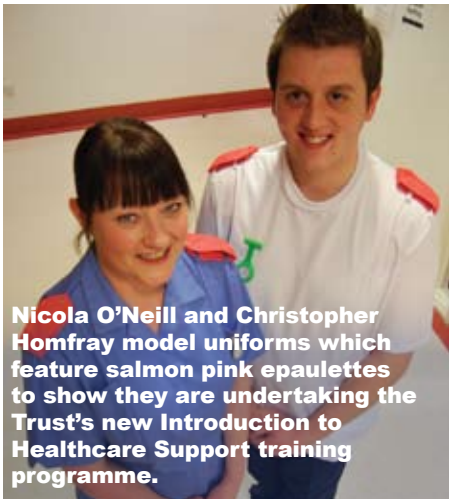
Dear Member,

Welcome to the Spring 2011 edition of 'your trust'.

To make sure that our magazine arrives at your home every quarter we use external companies to print and distribute it to you. Your details are treated with the utmost of confidence and we make sure that we only use companies that are registered with the Information Commissioners Office (ICO).

Hope you enjoy reading this edition of your magazine.

Trust launches new training programme



Nicola O'Neill and Christopher Homfray model uniforms which feature salmon pink epaulettes to show they are undertaking the Trust's new Introduction to Healthcare Support training programme.

A new initiative to give people with no previous caring experience the opportunity to learn the basics of nursing has been launched by the Trust.

The Introduction to Healthcare Support training programme has been introduced to help people interested in a career in caring to gain the relevant experience needed to apply for a permanent position as a Health Care Support Worker.

The programme, which can be undertaken on either a three-month full-time (37.5 hours a week) fixed-term or a six-month part-time (18.75 hours a week) contract, started in November 2010 and consists of periods of theoretical and practical learning to develop competence.

Participants wear their salmon pink epaulettes on their uniforms so they can be identified as inexperienced staff that are being supervised.

For more information please contact the Professional Development team on (01384) 456111 extension 4414.

News from the Chairman

This is the first column I've written since joining the Trust as Chairman and to begin with I'd like to say thank you to everyone who has made me feel so welcome. This is my first role in the NHS and I'm looking forward to the different challenges it will pose.

During my first five months with the Trust, I've been getting out and about and meeting as many people as I can. What has really struck me is the tremendous enthusiasm of all of our staff in serving the people who come through our doors.

This has been particularly apparent during the tough winter we've just experienced, but the staff's commitment to providing high quality care never wavered which is a testament to all the people who work for The Dudley Group.

In the past few weeks I've attended my first health fair where I was impressed with the in-depth knowledge that colleagues had in their own areas of work and also in how it contributed to the overall success of the Trust.

I've also been on a number of patient safety walkrounds at Russells Hall Hospital to learn first-hand the challenges we face and how we deal with them. I've paid visits to the Corbett and Guest Hospital Outpatient Centres both of which are very impressive facilities providing high quality services to the people of Dudley.

As I'm sure you're all aware, 2011 promises to be a tough year,



not just for us, but for everyone working in the NHS.

We know the savings we have to make, but it will be tough as we look very carefully at our business plan for 2011/12. It's about laying down a sound financial foundation which will serve us well in the years to come, but without breaching safety, which is paramount, or compromising the quality of care that we give to patients.

Looking at the positives, the Board has seen real improvements in several key indicators of performance which show us we're moving in the right direction.

We provide a fantastic service here and by all sticking together and keeping quality of care at the centre of what we do, I'm confident we can overcome the challenges that lie ahead.

John Edwards

Help us achieve our green goal

Do you want to keep up-to-date with what's happening at the Trust, but don't want any more paperwork cluttering up your home? If you want to know all the latest news, why not sign up for regular email updates?



Not only is email the quickest way of letting you know what's going on, it is also the most environmentally friendly and economic way of keeping you in the loop.

More than 2,000 members have already signed up for regular email updates and we've set ourselves the target of recruiting 6,000 members who receive their news electronically.

To let us know if you'd like to receive email updates, contact the Foundation Trust office by emailing foundationmembers@dgh.nhs.uk or by calling (01384) 456111 extension 1419.

News from the Chief Executive

I'm sure you're as delighted as I am that spring has now well and truly sprung and it seems only natural that we start looking forward to the challenge of the coming months with a renewed purpose and energy.

The winter was difficult for many reasons and I'd like to start by saying a big thank you to everyone who worked so hard to keep us going through some truly awful weather and the corresponding increase in the number of patients that it usually brings.

Despite some very testing times last year, the Trust performed well against targets set for us by Monitor, the independent watchdog for Foundation Trusts, and the Care Quality Commission (CQC).

We met all of the targets set for us by Monitor and the majority of the CQC's targets. While there is always room for improvement, these results are very welcome at what is a difficult time for the NHS and are as a result of all the hard work and commitment put in by our staff. Again, a big thank you and well done to everyone.

In January we had the first planned visit by a team of inspectors from the Care Quality Commission under the new arrangements of the 16 Core Essential Standards of Quality and Safety (see page 15 for more information on our CQC visit).

Over the past few months we've been holding a series of Listening into

Action events to ask staff how we can improve the services we offer to our patients. Departments across the Trust are also taking part in Lean Action events to find out how their services can be made to work more efficiently and effectively for themselves and their patients.

Finally, 2011 promises to be a very tough year, but I know we have the talented and committed staff here in the Trust that will make us the best healthcare provider in the West Midlands.

Best wishes

Paula Clark



Breast care journey puts students on the right track



Students Maria Fisher, Rachel Maher, Rebecca Lodge and Michelle Butler are pictured with Consultant Surgeon Amtul Carmichael and IPL Project Lead Marie Ford.

Breast care was the latest discipline to be put under the microscope as part of the Trust's Interprofessional Learning (IPL) initiative.

The initiative is to give professionals the chance to learn with, from and about each other to gain complementary knowledge, new skills and an understanding of a common focus or problem.

The Breast Care patient journey has been put together by IPL Project Lead Marie Ford and Consultant Surgeon Amtul Carmichael.

Mrs Carmichael said: "We are very excited about this new development of learning from each other and are pleased to see very positive feedback from students that have taken part."

Meet the Team ... Ophthalmology



Members of the Ophthalmology team take five minutes out from their busy day to have their photograph taken.

The eyes are the most important of our five senses and our main way of perceiving the world around us. In a single glance, our eyes work with our brains to tell us the size, shape, colour, and texture of an object. They let us know how close it is, whether it's standing still or coming toward us, and how quickly it's moving.

The Trust's Ophthalmology department looks after these incredibly complex and delicate organs through a combination of a dedicated team of consultants, doctors and nurses and the latest cutting-edge technology.

The department is led by Head of Service Mr Shazhad Shafquat and treats about 120 patients every day for conditions such as cataracts, glaucoma, age-related macular degeneration, cornea, oculoplasty and diabetes.

Sister Sue Bennett is the Lead Nurse in the department which is made up of 20 nursing and clerical staff. The department also has an Eye Clinic Liaison Officer of which there are only six in the whole of

the UK. The liaison officer provides advice and information on different eye conditions as well as offers emotional support for patients.

Based in North Wing, at Russells Hall Hospital, the Eye Clinic runs Mondays to Fridays between 8.30am and 5.30pm. Eye surgery is carried out in Day Case Theatre, of which there are 10 sessions a week at Russells Hall and three more at Corbett.

There are a number of specialist clinics run by nurses that operate within the department, including a

nurse-led glaucoma clinic, one-stop pre-operative assessments and a post-operative cataract service.

This service won an award in the Business Excellence category at the Trust's Committed to Excellence 2010 awards, while the Medical Retina Team were runners-up in the Business Excellence category in 2009.

Mr Shafquat said the service prided itself on the quality of care it offered to patients.

"All of the work we do is day-case. The majority of surgery in our department is carried out under local anaesthetic which allows patients to recover quickly and go home as soon as possible following the surgery. Some of our more complex cases do, however, still require a general anaesthetic," he said.

"All of our staff are committed to providing the best quality of care they can and we benefit from having some of the most up-to-date equipment.

"Your eye health is important to your overall health and everybody should be visiting their opticians for a regular check up."



A member of the Ophthalmology team examines a patient's eyes.

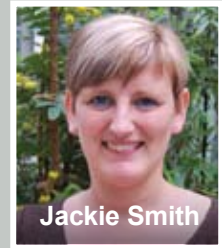
Members and Governors update



Terry Venables

We welcome two new Governors who have recently been elected to the Council of Governors. **Terry Venables** is our newly Staff Elected Governor who will represent our Partner Organisations staff group.

Jackie Smith has been elected to represent our Allied Health Professionals and Health Care Scientists. To find out more about the important role our Council of Governors play in the running of the Trust, visit our Governors page on the Trust website at www.dudleygroup.nhs.uk



Jackie Smith

Members enjoy latest health fair

A host of departments, including staff from Ophthalmology, opened people's eyes to the services offered by The Dudley Group.

The latest health fair, which was held on Monday 28th February, featured displays and demonstrations from services including Speech and Language Therapy, Physiotherapy, Rheumatology and Maxillofacial.



Orthotist David Deeley demonstrates some of the wide range of supports the department offers.

Attending a health fair for the first time was the Trust's new Chairman, John Edwards, who said he was very impressed with what was on show.



A visitor tries out tai-chi with a therapist at the health fair.

"I was delighted to see the passion of the staff who were presenting their services and also the interest in the services shown by our members who attended," he said.

Governors check out the wards

Over the last few months, Governors have accompanied Senior Nurses for a series of unannounced assessment visits to wards across Russells Hall Hospital as part of our approach to monitoring quality care.

While Senior Nurses completed their inspection of all areas of the ward including equipment and storerooms, Governors have had the opportunity to talk directly to patients.

On a one to one basis, Governors encourage patients to talk about the experience on their ward and what they think about the food, cleanliness and staff. Patients are also invited to point out anything they think the Trust could do better.

After his visit last October, John Balmforth, Elected Governor for Halesowen commented about his visit to B3, "In every case the patients were impressed that spot checks were being made on a regular basis, especially where a Trust Governor was involved in the visit."



Governors John Balmforth and Professor Martin Kendall accompany Carol Love-Mecrow on her assessment visit.

A warm welcome...

We would like to wish a warm welcome to the following staff who have all joined us in the last few months:

Dr Manouri Kulatunga, Dr Randa Abasaeed-Elhag, Dr Mohan Thomas, Dr Rajesh Kumar, Dr Aniko Frigiyik, Dr Kamran Rostami, Dr Vishwanath Siddalingaiah, Dr Shoab Faruqi, Mr Mudit Jindal, Mr Thulasiramar Vijaya Ganesh and Mr Ronald Cullen

A fond farewell...



Matron Wilma Hosany is pictured with her fellow matrons (from left) Briony Howells, Lesley Leddington, Kaye Sheppard, Julie Pain and Sheree Randall.

Latin dancing, a Cornish adventure and exotic foreign holidays are just some of the things long-serving members of staff are looking forward to after calling time on their careers at the Trust.

Matron Wilma Hosany is jetting off for a well-earned holiday of a lifetime to Mauritius following a career with the Trust that stretches back an incredible 45 years.

Wilma started with the Trust in 1966 and had a brief stint away before rejoining as part-time night sister at Wordsley Hospital in 1974.

After moving to Prestwood Chest Hospital two years later, she was transferred to Guest Hospital in 1985 where she was appointed to a Clinical Nurse Specialist role.

She started her career as a Matron in June 2004 and held the position until leaving the Trust in March.

Wilma's dedication to her profession was rewarded in 2010 when she was awarded the inaugural Alf Edwards Award for long service and outstanding achievement at the Trust's annual Committed to Excellence awards.

Director of Nursing Denise McMahon paid tribute to Wilma at a retirement party which was attended by the friends and colleagues she had made during her long career.

"Your attitude to your patients and their care has always been absolutely top of the shop," she said.

"Not only will we miss you for your professionalism and dedication to duty, we will also miss you as a friend."



Derek Eaves is joined by friends and colleagues at a party to mark his semi-retirement.

Also leaving the Trust after a long time is Productive Ward Project Lead Sue Preston, although Sue's move to sunnier climes is just the latest chapter in her career.

Sue is taking up a role as Matron for Theatres and Critical Care at the Royal Cornwall Hospitals Trust in Truro.

To help her prepare for her Cornish adventure, her colleagues in the Transformation team bought her a survival kit complete with sunhat and a bucket and spade!

Sue said: "I thought I'd finish my career at the Trust, but the opportunity came up in Cornwall and I thought to myself that if I don't do this now then I never will.

"I've had a great time here and I'm going to miss everyone, but it's an adventure I can't wait to start."



Sue Preston prepares for her Cornish adventure with the help of a survival kit prepared by her colleagues in Transformation.



Diabetes Secretary Viv Allen bids a fond farewell after more than 16 years at the Trust.

While other people might be looking forward to putting their feet up in retirement, Viv Allen is looking forward to spending more time on hers.

Viv, who has worked as a Secretary in the Diabetes Department for more than 16 years, is going to take to the dance floor when she gives Latin American dancing a whirl.

Viv has worked at all three hospital sites over the years and said she could not wait to try out some new things.

"Everybody has been lovely to me over the years and I shall miss them terribly, but I'm looking forward to having more time to try some of the things I haven't had the time to do," she said.

Finally, it's a semi-goodbye to Deputy Nursing Director Derek Eaves who is semi-retiring after more than 12 years at the Trust.

Derek will continue in his role for two days a week while he explores other options.

Derek, who has been with the Trust for 12 years, will also act as the clerk to the Board of Governors at a primary school near his home.

Derek said the highlight of his career was being part of the prize-winning team at the Patient Safety Awards in 2010.

The Reducing Cardiac Arrest project held off competition from five other short-listed teams from hospitals around the country to win the Critical Care/Intensive Care category.

Derek said he would like to thank everyone who contributed to his leaving gift.

Welcome to Dudley Adult Community Services



On Friday 1st April, The Dudley Group of Hospitals NHS Foundation Trust was joined by more than 500 new staff from Dudley Adult Community Services.

The Trust has teamed up with a host of services, including audiology, district nursing and podiatry. The staff have joined the Trust as part of the Government's Transforming Community Services programme which aims to put patients at the heart of the NHS by providing them with better control over their care, increased choice and more accountability.

Chief Executive Paula Clark said there would be long-term benefits for patients.

"This is an exciting time for both organisations and bringing together some of the services will strengthen and provide better health care for the people we serve," she said.

"In the long-term, we hope that by joining the hospital and community services together under one organisation, it will mean a more seamless service and increased focus on providing care closer to patients' homes."

Managing Director for Adult Community Services Tessa Norris reassured patients that it was "business as usual".

"The access to services will remain unchanged and staff will be working from the same clinics," she said.

"Over the coming months we will be working with our new colleagues to see how we can further improve the care we provide and ensure that patients who have required hospital care can go home quickly and continue to receive any health care they need to support them at home or in other care settings."

"We will ensure people are kept informed of these changes as and when they occur."

More information and how to be referred to these services is on the Trust's website www.dudleygroup.nhs.uk

Audiology

The Audiology service provides hearing tests and assessments for newborn babies, pre and school age children and adults. It also provides a hearing aid service which includes the assessment and prescriptive fitting of NHS digital hearing aids, as well as maintenance, repairs, replacements and batteries.

Blood Borne Virus Service

The Blood Borne Virus Service provides a screening and treatment service for adult drug users who may have been exposed to a blood borne virus (BBV) such as hepatitis or HIV. The service is also available to the family, friends and partners of drugs users.

Continence Service

The Continence Service provides help to people aged 16 and over who are experiencing bladder or bowel dysfunction.

COPD Respiratory Nurse Service

The COPD Respiratory Nurse Service provides help and assistance to people suffering with Chronic Obstructive Pulmonary Disease (COPD) and associated respiratory conditions to self-manage their condition.

Dermatology

The Dermatology service provides treatment for a host of skin conditions, as well as the removal of skin lesions.



Diabetes Specialist Team (Primary Care)

The Diabetes Specialist Team (Primary Care) provides specialist advice and support for children and adults with diabetes in Dudley.

District Nurses

The District Nurses provide nursing care for housebound patients, including dressings, removal of clips/sutures, taking of blood specimens, injections, health promotion advice, smoking cessation, care of catheters and post-operative dressings.

Ear, Nose and Throat (ENT)

The ENT service provides diagnosis, assessment and treatment for conditions relating to the ear, nose and throat.

Heart Failure Service

The Heart Failure Service provides specialist nurse support to adults suffering with heart failure and responds to the complex needs of both patients and their families/carers.

Neurology Primary Care Service

The Neurology Primary Care Service provides patient-centred, holistic, support and advice to promote independence, health and well-being for people suffering from long-term neurological conditions (except stroke, Motor Neurone Disease (MND), Chronic Fatigue Syndrome and acquired brain injury services).

The service also provides a Parkinson's Disease Nurse Specialist who helps people who have been diagnosed with Parkinson's Disease.

Occupational Therapy

The Occupational Therapy service provides a comprehensive range of services, including assessment, treatment and training to help people achieve maximum independence and quality of life.

Palliative Care Support Team

The Palliative Care Support Team provides a high standard of palliative and supportive care to patients who have end of life needs. The team provides a range of specialist services from community hospital, social care and voluntary organisations.

More information and how to be referred to these services is on the Trust's website www.dudleygroup.nhs.uk

Community Physiotherapy

The Community Physiotherapy service provides assessment and treatment for people who are suffering from a wide variety of conditions, including sports injuries, arthritis, joint and muscle problems, as well as problems associated with conditions such as Multiple Sclerosis and Parkinson's Disease.

Physiotherapy Orthopaedic Assessment Service

The Physiotherapy Orthopaedic Assessment Service provides specialist assessment and advice to patients who are being managed for musculo-skeletal problems. The service is run by orthopaedic practitioners who offer expert advice, injection therapy and referral to other agencies such as physiotherapy, biomechanics, hydrotherapy, spinal exercise classes and consultants as appropriate.

Podiatric Surgery

The Podiatric Surgery service provides investigations and surgical interventions for people suffering from foot problems. The service carries out procedures such as bunion joint surgery, correction of lesser toe deformity and ganglion excision.

Podiatry

The Podiatry service provides a comprehensive foot care service. The service offers treatment and professional advice on the prevention of foot problems and on the proper care of the foot.

Sexual Health

The Sexual Health service provides a wide range of services, including methods of contraception, free pregnancy testing, a young person clinic, vasectomy counselling, pregnancy counselling for abortion, cervical smears and advice and information on sexual health.

Speech and Language Therapy

The Speech and Language Therapy service provides assessment, diagnosis and therapy for adults with all types of speech, language and other communication or feeding and swallowing difficulties.

Stroke Rehabilitation Team

The Stroke Rehabilitation Team provides rehabilitation therapy for patients suffering from a stroke or Transient Ischemic Attack (TIA).

Thunderburds

The Thunderburds service is a rapid response team which provides assessment, diagnosis and treatment for patients aged 16 and over in their homes, nursing and residential homes, hospitals or wherever they are resident.

It is made up of highly trained nurses who are there to support GPs, help prevent hospital admissions and have links to other services.

Tissue Viability

The Tissue Viability service provides a specialist service to patients with conditions such as pressure ulcers, leg ulcers, traumatic injuries, superficial burns and abdominal wounds.

Virtual Ward

The Virtual Ward service works in partnership with the patient, the GP, Thunderburds and hospitals to ensure the patient receives the right health care appropriate to their needs. The service is provided to patients in their homes, nursing and residential homes, hospitals or wherever they are resident.



More information and how to be referred to these services is on the Trust's website www.dudleygroup.nhs.uk

Macmillan Community Palliative Care Team

Among the services joining the Trust is the Macmillan Community Palliative Care Team which provides complex palliative care to people at any stage of any life-limiting illness.

Coping with a life-limiting illness can put the patient and their loved ones under an unbearable stress, but the Macmillan Community Palliative Care Team are there to make their final days as comfortable and dignified as possible.

The team, which is based at Brierley Hill Health & Social Care Centre, is made up of a group of multi-disciplinary professionals, including community and nursing home Macmillan clinical nurse specialists, occupational therapists, a physiotherapist and clerical staff.

The service offers:

- Initial assessment
- Complex symptom control
- End-of-life decision making
- Advanced communication skills
- Advance care planning
- Therapy programmes and/or advice if needed
- Bereavement support
- Referrals to other agencies if necessary

The team's involvement may include:

- Assessment and discussion of problems or difficulties being experienced as identified by the patient
- Exercise therapy and programmes to improve or maintain mobility
- Advice on coping strategies for management of breathlessness
- Help with practical difficulties in daily life and promotion of independence
- Assessment and advice on aids and adaptations which may be of use in daily life
- Dietary advice
- Benefit advice
- Education and information

Macmillan Clinical Nurse Specialist Bal Gill said the service was available to anyone at any stage of any life-limiting illness who is registered with a Dudley GP.

"We offer an holistic assessment which covers all aspects of palliative and end of life care," she said.

"It's about giving patients the right information to enable them to make choices and we're involved all the way through a patient's journey."



Members of the Macmillan Community Palliative Care Team.

The service, which is available Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm, can be contacted at:
Brierley Hill Health & Social Care Centre,
Venture Way,
Brierley Hill,
West Midlands,
DY5 1RU
Telephone: (01384) 321523
Fax: (01384) 321524

A warm welcome to... Community Health Nurse Lynn Moores

Among the 500 Dudley Adult Community Services staff joining The Dudley Group is Lynn Moores.

Lynn is a Community Health Nurse who works in surgeries around the borough.

Lynn is also a representative for Health Through Warmth, a national scheme set up by npower which aims to improve levels of warmth, comfort and quality of life by installing appropriate insulation and heating measures, along with the provision of advice and information.

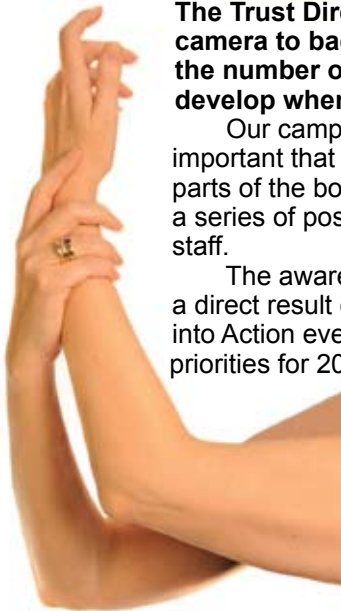
Lynn manned an awareness stand to promote the campaign at Russells Hall Hospital earlier this year.



More information and how to be referred to these services is on the Trust's website www.dudleygroup.nhs.uk

We Love Your Skin

Directors pose for pressure ulcer poster campaign



The Trust Directors have posed for the camera to back a campaign to reduce the number of pressure ulcers patients develop when they are in hospital.

Our campaign, We Love Your Skin, is so important that the six directors exposed the parts of the body prone to pressure ulcers for a series of posters to raise awareness among staff.

The awareness campaign came about as a direct result of what staff said at a Listening into Action event to decide the Trust's quality priorities for 2011/12.

"Pressure ulcers are a problem nationally for patients and cause pain and suffering," said Chief Executive Paula Clark.

"At the Dudley Group we are totally committed to reducing pressure ulcers.

The team of Directors took little convincing to support the campaign by posing for the camera."

Areas prone to pressure ulcers, also called bed sores and pressure sores, include heels, knees, hips, elbows, ears, shoulders, lower back and buttocks/sacrum.

They are usually caused by sitting or lying in one position for too long and can nearly always be avoided.

"Pressure ulcers can start within minutes but take months to heal," said Lisa Turley, Tissue Viability nurse specialist.

"We are seeing improvements – more staff have a greater awareness and understanding which will benefit the care we give our patients."



Directors go 'back to the floor' to be more visible to frontline staff



Chief Executive Paula Clark working alongside cleanliness support worker Surinder Johal on Ward B3.

Chief Executive Paula Clark went 'back to the floor' to work alongside a cleanliness support worker to gain first-hand experience of other people's roles.

Paula joined Surinder Johal during her shift on Ward B3 in response to calls at the Listening into Action events for senior managers to be more visible to frontline staff.

Paula's duties included cleaning down chairs and surfaces,

changing beds and giving patients drinks.

"I had a really good afternoon and Surinder was fantastic," said Paula. "It gave me a good opportunity to see the varied work the cleanliness support worker does and the chance to spend some time with patients.

"The CSWs play such a big role in helping nurses get on with the job of giving care. I'm grateful to Surinder for putting up with me!"

Head of Human Resources Annette Reeves joined

Nicky Allen on Ward C1 to understand what it's like to work as a ward clerk.

During her half-day shift, Annette updated the main patient board, filed patient notes and blood results and requested porter support.

Other Trust Directors are swapping their regular day jobs for frontline experience. Director of Nursing Denise McMahon has worked as a porter in the Emergency Department and Director of Finance Paul Assinder will be helping Trust security patrol Russells Hall Hospital.

Director of Operations and Transformation Richard Beeken, who went back to the floor in December watching the Trust's surgeons in theatre, is in the process of planning another job swap role.



Head of Human Resources Annette Reeves working with ward clerk Nicky Allen.

Change4Life – The Great Swapathon

Swapping fry-ups for grill-ups, the sweetie jar for a bowl of fruit and four wheels for two feet are just some of the ways a national campaign is suggesting to help you make positive lifestyle changes.

Change4Life – The Great Swapathon campaign has been launched to help people make small, manageable changes to improve their health which can be easily incorporated into their daily lives.

For more information about the campaign, log on to www.swapathon.co.uk

Awareness week gives food for thought



Members of the Dietetics, Speech and Language Therapy and Interserve Catering teams are pictured during the awareness week to highlight the importance of a good diet while in hospital.

Experts from Dietetics, Speech and Language Therapy and Interserve's Catering team gave people food for thought during an awareness event to highlight the importance of a good diet while patients are in hospital.

The week also saw the re-introduction of the protected mealtimes scheme which stresses the importance of an interruption-free period between 12noon and 1pm so patients can get the right help with eating their meal. During this period, support can be given from ward staff and mealtime assistants to patients who might need a little help.

The Dietetics team works:

- To ensure patients are getting the calories and nutrients they need
- To provide support to patients who require that extra support with feeding
- See patients in outpatient clinics who are malnourished, obese, require specialist diets

Quality Project Lead Karen Broadhouse stressed the importance of the protected mealtimes scheme.

"The Trust is committed to ensuring patient's dietary needs are met and the protected mealtimes scheme helps ensure people receive a good diet while they are in hospital," she said.

"By creating an interruption-free period, patients can get the right help with eating their meal and can receive assistance from ward staff and mealtime assistants if they need it."

Check out our progress

Below you can see how we are doing against some performance targets as at February 2011.

Infection Control

MRSA

The MRSA target for 2010/11 is no more than 2 post-48 hour cases.

The Trust always recognised that this target was always going to be challenging, due to the nature and complexity of the care we provide to our patients. We are red for this target because we have had 3 post-48 hour cases and therefore missed the target but these numbers are still very low, compared to the numbers of patients we treat each year. The Trust continues to work towards as few cases as possible.



C.diff

The C.difficile target for 2010/11 is no more than 108 post-48 hour cases.

Post-48 hour cases are classed as hospital acquired.



Access

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 98% of patients to wait longer than 4 hours to be seen, treated and admitted or discharged.



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 that treatment starts. Within that 18 week period all diagnostic tests and outpatient visits for tests should have taken place.



Activity vs Plan

We are treating more patients than we had planned to.



Day surgery rate



Complaints and claims





CHARITY UPDATE

For more information about the Dudley Group of Hospitals Charity, call Fundraising Co-ordinator Karen Phillips on (01384) 456111 extension 3349, email her at karen.phillips@dgh.nhs.uk or log on to www.dudleygroup.nhs.uk/our-charity

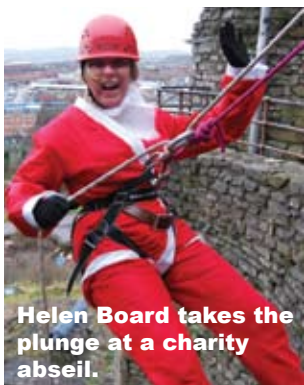
Late festive fundraiser for charity

A team of 34 Santas raised £1,500 as they took it in turns to descend from the top of Dudley's historic castle.

The abseil was originally scheduled to take place in December, but the heavy snow forced its postponement.

Fundraising Co-ordinator Karen Phillips said the delay has given participants more time to raise vital funds for the Children's ward.

"We did get a few funny looks because the fundraisers were dressed as Santa in January, but it was good fun," she said.



Helen Board takes the plunge at a charity abseil.

Brighten up your day for a great cause

Staff are being encouraged to brighten up their day by going neon in June.

For a free fundraising pack, sponsorship forms, balloons and merchandise, contact the fundraising department.

Police to use pedal power to raise money for DGCH Charity

A team of police officers and police community support officers are getting on their bikes for a marathon cycle ride to raise money for the DGCH Charity.

The group are planning to cycle more than 1,000 miles from Land's End to John O'Groats in just 12 days in July.

PC Tristram Oliver said: "We know that this will be a massive challenge for us and that there will be some sore body parts at the end of it."

"However we know all the pain will be worth it as children from Dudley will benefit as we raise money to buy fold-away beds for the Children's Ward at Russells Hall Hospital which will allow parents to stay overnight with their children."

You can follow the team's progress by logging on to www.castle-wheelers.blogspot.com

To make a donation, visit www.justgiving.com/castle-wheelers



PC Keith Scott, PCSO Dave Grove, PC Paul Davies, PCSO Omar Sharif, PCSO John Link, PCSO Joanna King, PC Tristram Oliver and PCSO Bev McCabe get ready to saddle up ahead of their marathon charity bike ride.

Drive for charity

Thursday 22nd September 2011
Hagley Golf and Country Club

- Competition hosted by the Club Professionals
- Awards and Prizes
- Buffet Supper and Quiz
- £90 for a team of four



A big thank you

The DGCH Charity would like to say a big thank you to everyone who has donated funds. Here are just a few of the donations we have gratefully received recently:

- £470 from Sainsbury's Amblecote for St Agatha's Trust (Breast Care)
- £500 from Tipton Civic Society for Prostate Cancer
- £1,000 from the Gentleman Songsters for the Georgina Unit
- £200 from Wendy Bennett who is raising money for Respiratory patients

If you would like to raise money to help our patients, please contact us using one of the methods above.

Making patients' stays more comfortable

Packs containing little essentials to help make stays in hospital more comfortable are being handed out to patients in the Emergency Assessment Unit (EAU).

EAU Ward Manager Debra Vasey said: "The packs are for people who come into hospital without any toiletries or without any family support."

The Patient Comfort Packs contain a cleansing wipe, bar of soap, sachet of shampoo, comb/brush, toothbrush and toothpaste which have been funded by the Dudley Group of Hospitals Charity, have been introduced as part of the Trust's Essence of Care drive to improve patient experience.

Anyone wishing to donate money to purchase further packs can do so by contacting Karen Phillips on (01384) 456111 extension 3349.



Sister Nerys Carr, Fundraising Co-ordinator Karen Phillips and Ward Manager Debra Vasey are pictured with the new Patient Comfort Packs.

Interserve – our PFI partner

Interserve provides non-clinical support services to The Dudley Group. From maintenance services, security, car parking and energy management, through to catering, portering and reprographics, our 600 employees support the Trust 24 hours a day, 365 days of the year.

Continuously improving services

An initiative to save money and help improve services is set to be resurrected by Interserve.

Project Apollo was originally launched in 2006 and immediately resulted in savings of £90,000 through improvements in areas such as the portering service.

After being invited to 'lean thinking' workshops by the Trust, Interserve will restart Project Apollo to help improve the Trust's service delivery.

Interserve helps out at Sandringham Bungalow

The opening of a new ward to help with the continued care and rehabilitation of patients at Russells Hall Hospital has seen Interserve providing extra support services such as maintenance, cleaning and security.

The Trust leased Sandringham Bungalow in February to assist in reducing the difficulties associated with discharging medically fit patients back into the community.



Health and safety conscious Stephanie wins a cruise down the Nile

Scores of staff took part in a competition to win a fabulous holiday to the magical land of Egypt while helping to improve health and safety at the Trust's hospitals at the same time.

Interserve teamed up with the Trust to run the competition to coincide with Health and Safety Environmental Awareness Week in November.

A mock ward featuring a number of health and safety hazards was set up and people had to visit the room and spot as many of the hazards as they could.

The winner of the £1,000 first prize was Stephanie Booth, while runners-up Sally Harper, Margaret Thorpe, Kieran Brookes and Mark Samuel each received £225 worth of holiday vouchers.

Five-star performance by catering teams

Catering teams at the Corbett and Guest Hospital Outpatient Centres have gone to the top of the class after scoring full marks following an environmental health inspection.

The teams both achieved a five-star rating during an inspection by an Environmental Health Officer in February as part of the Scores on the Doors scheme.

The scheme ranks food outlets based on their standards of food hygiene and the cleanliness of the establishment.

The teams join the catering team at Russells Hall Hospital which also received the top rating during an inspection in November 2010.

Jeremy proves himself to be one of the very best



A "selfless" member of the Interserve team has proved himself to be one of the very best as part of an annual awards scheme to recognise staff who have gone above and beyond the call of duty.

Jeremy Pugh, Logistics and Environmental Manager at The Dudley Group, was named as one of 20 Employee of the Year finalists at the Interserve Best of the Best awards.

Although he was not named as the overall winner, General Manager Neal Gisborne said: "Jeremy demonstrates total integrity in every area of his work and he and his teams consistently deliver a first-class service. His many selfless actions have earned him the respect shown by colleagues and customers."

Care Quality Commission inspectors impressed by Trust



The Dudley Group has earned praise from the Care Quality Commission following the first of a number of planned inspections to determine if the Trust is meeting essential standards of safety and quality.

A team of seven assessors visited the Trust on Tuesday 25th January where they carried out inspections of the Russells Hall and Corbett sites.

Although the visit was planned, the Trust was only given a few hours notice to ensure the team could see how the Trust operates on a day-to-day basis.

During their visit, the team spoke with staff, as well as 43 patients and carers who all gave positive feedback about their experiences.

The team was particularly complimentary about the Trust's staff, as well as the cleanliness at both hospital sites and the standards of hand hygiene.

Chief Executive Paula Clark said she was pleased with the findings of the visit.

"The team gave us some very positive feedback overall for both sites which was really gratifying," she said.

"The most impressive part of the visit for them was our staff. Everyone they saw and spoke to was a real credit to our organisation in terms of their positivity, their motivation and their knowledge."

Nominate NOW FOR STAFF 2011 AWARDS

Do you know someone at the Trust who has gone the extra mile to make sure you received excellent care?

Committed to Excellence is The Dudley Group's staff recognition scheme, providing an ideal opportunity for colleagues, patients, carers and members of the public to show how they value an individual or a team who has made a difference.

Nominations can be made for either individual members of staff or whole teams from any part of the organisation, working on the front line of patient care or supporting from behind the scenes.

Foundation Trust members are invited to play a vital role in recognising staff by nominating them for an award in the category of:

Excellence in patient care – an award to recognise an individual or team who has made an outstanding contribution to the patients' experience.

This year you can nominate staff from Corbett, Guest and Russells Hall hospitals as usual – but also staff from the community services which joined us on 1st April. See pages 7 – 10 for the full list of these services.

**The closing date for nominations is
Friday 1st July 2011.**

Please cut out and return completed nomination forms to:
FREEPOST RSEH-CUZB-SJEG
The Dudley Group
Foundation Trust Office, Russells Hall Hospital,
2nd Floor C Block, Pensnett Road, Dudley, DY1 2HQ



Nomination form

Category: Excellence in patient care

I am nominating:
Name:

Ward/department/community service:

Reason for nomination:

The judging panel will base their decisions on this information.

Your name and contact number:

All in a day's work of...



Pam Smith

Matron for Paediatrics and Neonatology

1. What books have you read lately?

The Critically Reflective Practitioner by Sue Thompson and Neil Thompson.

2. What CD have you got in your car?

Progress by Take That.

3. What is your favourite food?

Fish and Chips.

4. What do you do to unwind?

I enjoy baking cakes.

5. Where were you born?

Worcester.

6. Is there a specialist interest/function that interests you at work?

I am committed to providing a high quality service for children and young people throughout the Trust.

I trained as a Registered General Nurse at Dudley Road School of Nursing, Birmingham, in 1987. I really enjoyed my allocation to the Paediatric Surgical ward and was delighted to be offered a post on the ward as a qualified nurse at the end of my training.

I completed my Registered Sick Children's Nurse training at Derbyshire Children's Hospital in 1993 and then worked on the Children's Ward at Cheltenham General Hospital as a Senior Staff Nurse before returning to work on the Paediatric Surgical ward at City Hospital in Birmingham in 1995.

I was promoted to Sister in 1996 and then transferred to the Paediatric medical ward as the Ward Manager in 2001. I became the Matron for Paediatrics in 2003 and was actively involved in planning the transfer of Children's Outpatients and Elective Paediatric Surgery services to the Birmingham Treatment Centre in 2005 and led the development of the operational policies and procedures. I joined the Trust in August 2005 as Matron for Paediatrics and Neonatology.

A TYPICAL DAY WILL INCLUDE...

I aim to be changed into my uniform and in my office on the Children's ward between 7.45am and 8am each day so that I can review my diary commitments for the day.

8.00am I walk round the Children's ward with the Lead Nurse and Shift Lead Nurse and get a handover of every patient on the ward. The Lead Nurse reviews the admission, discharge, transfer and estimated date of discharge and we identify the possible discharges for the day. I also review the activity levels, staffing levels and skill mix for the shift and deal with any issues, such as complaints, incidents or safeguarding concerns that have occurred.

8.30am I contact the Capacity team and inform them of the number of empty beds, cubicles and possible discharges for the day. I then go to Neonatal Unit and walk round the unit with the Shift Lead Nurse in the same way as I do on the Children's Ward.

9.00am If I haven't got a 9.00am meeting scheduled, I get a cup of tea and drink it while reading my emails. I leave my office door open so that I can hear what is happening in the ward as I work through my emails.

10.30am I meet with the Lead Nurse from Paediatrics. Although we speak to each other throughout the day, we usually have a monthly meeting where we review the budgets, discuss staffing, any issues and new developments.

11.30am I check in with the Shift Lead Nurse to see if the ward round on the Children's Ward has finished and check if the discharges we identified earlier have been confirmed. I then go to Neonatal Unit to check if everything is okay and while there discuss a problem with the Consultant Lead for Neonatal Unit.

12noon I get back to my office for a meeting with my secretary. She brings my post, any papers required for meetings and any correspondence which needs signing. We discuss my diary commitments for the rest of the week.

1.00pm I update the Neonatal Network Standards Assessment document, a web-based assessment developed by the Staffordshire, Shropshire and Black Country Newborn Network to benchmark neonatal units against National Recommendations for Neonatal care. Good progress has been made recently and I make a note to feedback this at the next Paediatric and Neonates Senior Nurse/Midwives meeting.

2.25pm A small boy wonders into my office and I stop what I am doing to chat to him. His mother apologises for disturbing me. I reassure her that I often get little visitors and enjoy the distraction! I carry on typing the assessment.

4.30pm I check in with the Shift Lead Nurse on the Children's ward to review the number of empty beds that are available or due to come up during the evening. There are empty beds and cubicles and only one patient awaiting admission. There will also be some further discharges after medical review at 5pm.

4.50pm I get changed and go to the Neonatal Unit. The Shift Lead Nurse informs me that the unit is fine. There are no staffing issues or concerns.

5.00pm As I walk to the car park, I ring home and tell my family I am leaving work so that they know I am on my way home.