

trust news *plus*

6 July 2012

We care

... but what should we care about? Time for all of us to say what would help us do our job better...

This month EKHUT is launching an ongoing campaign called 'We Care' to listen to, inspire and support teams to consistently deliver a high quality experience – for patients and each other.

We start by listening to you

- We want you to tell us about the attitudes you value, the standards of care you want to offer, the frustrations that get in the way of delivering great care, and the support the Trust can give you, by filling in graffiti boards like the one shown on this page.
- Based on what you tell us, we will develop shared values and standards to guide our improvement and prioritise investment in the areas where you say you need support.

In August we will also begin acting on patient priorities

- Over the summer we will launch some practical responses under the 'We Care' banner to act on patient priorities around cleanliness, dignity and discharge.

In the autumn we will listen to patients

- Teams will have a chance to listen to their patients' experience in powerful 'In Your Shoes' sessions, and to set out a shared vision for their patient and staff experience.

■ Find out more about how 'We Care' will develop at www.ekhuft.nhs.uk/staff/communication-and-feedback/we-care/

We care

This month we are launching our 'We Care' campaign to inspire and support our teams to deliver consistently high quality experience – for patients and each other.

We Care is about us being at our best consistently. And we want to hear your views about how we do this.

Please tell us what you think about...

...the attitudes you value and the standards of care you want to offer...

...the frustrations that get in the way of delivering great care...

...the support that you need to be at your best...

...by filling in a this We Care Graffiti Board.

With your views and input, we will together develop shared values and standards to guide our improvement and prioritise investment in the areas where you say you need support.

In Your Shoes

In the Autumn we will be giving staff an opportunity to hear first hand from patients what it is like in their shoes by listening first hand to their stories and experiences – both good and bad.

To find out more details or to book onto one of the sessions go to:

<http://www.ekhuft.nhs.uk/we-care>

In your shoes sessions will be held:

13th September 9.30am – 12 noon Harvey Hall KCH

13th September 1.00pm – 3.30pm Harvey Hall KCH

14th September 10am – 12.30pm Lecture Theatre QEOM

17th September 10am – 12.30pm Conf Room WHH

17th September 1.30pm – 4pm Conf Room WHH

10th October 9.30am – 12 noon Harvey Hall KCH

10th October 2.00pm – 4.30pm Conf Room WHH

11th October 9.30am – 12 noon Conf Room WHH

11th October 1.00pm – 3.30pm Conf Room WHH

12th October 10am – 12.30pm Lecture Theatre QEOM

We care Staff Graffiti Board

...the compliment I'd most like to hear from a patient is...

...I'd like colleagues to describe me as the kind of person who...

in the future...

...the one thing we could do to improve our patients' experience would be...

...the one thing that would most help my experience at work is...

The Future Values Graffiti Boards will let us know about the patient experience you aspire to, and the barriers and enablers to getting there. There are a number of ways to take part:

- Take a minute to write your answers to the questions on the graffiti board attached with this issue of *Trust News*, and pop it in the collection point in reception areas
- Large graffiti boards are being placed around the hospital and will be available until 27 July. Take a look at what your colleagues are saying, and join in the conversation

- You can also take part on the intranet - go to <https://www.surveymonkey.com/s/wecareeastkenthospitals> or, if you have a Smartphone or iPad with QR Code reader app, you can scan the code (right) to go to the online graffiti board.



news in brief

Governor elections

The following have been elected onto the Trust's Council of Governors:

Staff seat

Alan Colchester

Shepway seats

Alan Hewett

June Howkins

Staff changes

We are very pleased to welcome two new Project Managers (on fixed term contracts) to the Programme Office to progress the roll-out of key technology advances across the Trust.

Audra Chantry will provide project management support to the MFD (Multi Functional Devices) programme, with the transition from desktop printing to our new MFD equipment encompassing all the associated benefits and cost savings.

Vikki Hughes will provide project management support to the roll-out of a digital dictation system, building on the recent successful implementation in Urology and Vascular services.

Contact details

Audra Chantry – Telephone ext: 76449 - Email: Audra.Chantry@ekht.nhs.uk

Vikki Hughes – Telephone ext: 76753 - Email: Victoria.Hughes@ekht.nhs.uk

Congratulations

Congratulations to Jayne Ford Dialysis Assistant Thomas Becket Unit on her completion of the foundation degree. Her success follows two years of hard work and dedication. *From all of her colleagues on Thomas Becket Unit*

Anniversary week for K&C

Next week marks 75 years since Kent & Canterbury Hospital was opened and a number of events are planned to celebrate:

- Historic exhibits in the information point of the 1937 building
- 1937 theme celebration meal in the restaurant - available all week - see the menu attached with this issue of *Trust News*
- Rededication ceremony outside the 1937 building (10.30am, Friday 13 July) followed by cake in the shape of the 1937 building! All staff welcome to attend.
- Tree planting and time capsule burial (after the rededication)
- Community celebration (2pm, Friday 13 July) where staff will be presented with their 'Service to Kent & Canterbury Hospital' awards
- Cream tea for inpatients (Saturday 14 July)
- Celebratory publication in the *Kentish Gazette*.

And don't miss...

the Hospital Fair and 75th anniversary celebration on Saturday 18 August!

Olympic Torch Relay

The Olympic Torch Relay is in east Kent on 18 and 19 July and could cause you a problem getting to and from work. Check the Olympic Planning pages on the website at www.ekhuft.nhs.uk/staff/emergency-planning/olympic-planning/ for details of the route and timings.

Ready for the Olympics

With the Olympics fast approaching and the Olympic Torch Relay entering Kent on 17 July, the primary focus for the Emergency Planning and Business Continuity Team is ensuring the Trust has appropriate response plans in place, which have been tried and tested.

As part of the Olympic Programme, the Emergency Planning Team has been putting the Olympic Task and Finish Group through an exercise aimed at making sure the plans in place, work effectively.

The scenario of the exercise was based on a crushing incident at the Olympic Torch Relay evening event at Dover Seafront. The team were asked to make tactical decisions based on the scenario, so as to identify any areas of weakness in the Trust's planning preparations.

From 9 July all members of the Olympic Games Family (athletes, coaches, officials and accredited media) will be entitled to free NHS care - please see www.ekhuft.nhs.uk/staff/emergency-planning/olympic-planning/ for more information and procedures to follow.



Focus on patient experience

Welcome to the new 'patient page' - to be a regular feature of *Trust News* from now on!

If you have an example of good practice to share with your colleagues across the Trust through this page - get in touch! E-mail gemma.shillito@ekht.nhs.uk or telephone ext 73843.

Please also tell us if you have received a special compliment from a patient or relative.

Every week we will give you the links to the online patient opinion websites so you can see what patients are saying about our services.

.....
have we mentioned that...

We care

If **you care** about patient and staff experience at EKHUT, please take a moment to write on a graffiti board... it's the start of a new chapter of care - let's make it a good one...



"Her level of care and compassion was a credit to the nursing profession"

Excerpts from a letter sent to Birchington Ward, QEQM

I stayed on Birchington Ward for four days following a total hysterectomy. I was very nervous having not stayed in hospital for more than one day before and that was when I gave birth eight years ago, but the staff helped me to relax during what was a worrying and stressful time. I was very impressed with the level of care and professionalism I experienced on this ward. Nothing was too much for the staff and I will always be grateful to them and especially to the lovely nurse who looked after me on the three nights following my operation. Her level of care and compassion was a credit to the nursing profession. I would like to extend my deepest thanks to all I encountered during my time on this ward - surgeon, doctors, nurses, HCAs, and last, but certainly not least, domestic staff, who make a fab cup of tea...

Read all about it...

What our patients are saying this week...

For an overview of what patients are saying online visit www.patientopinion.org.uk



For comments made on the NHS Choices website about each of our hospitals, visit:

- Buckland Hospital
- Kent & Canterbury Hospital
- Queen Elizabeth The Queen Mother Hospital
- Royal Victoria Hospital
- William Harvey Hospital

Clinical strategy update

It is no coincidence that the East Kent Hospitals University NHS Foundation Trust has won three major health awards in the last two years. We are innovative, using the latest technology to great affect. We are efficient and successful, with good outcomes for patients and some of the best patient mortality rates in the country.

This has not just happened; it has been achieved by being one step ahead of the game, and because of our attention to detail and robust forward planning.

That is exactly what we are doing now, planning for the future, with a new clinical strategy for the future.

As everyone should be aware, a considerable amount of work is being undertaken by Divisions to propose a safe and sustainable clinical strategy for the services in East Kent for the next five years. This work is complex but good progress is being made by each of the Work Streams. This update summarises the work being undertaken by each of the four Clinical Strategy Work Streams.

The Outpatient work stream has been working toward the need to: reduce the delivery of outpatient services from 22 sites to 6 sites, which will include K&C, QEQM, WHH, BHD, RVF and one north site; and encompass the provision of a poly-clinic approach with co-located diagnostic services. This will support a one-stop model where appropriate.

The group have produced an agreed list of core specialties / sub-specialties clinics for K&C, WHH, QEQM sites, BHD, RVH and the one north site outpatient site. The new design will shorten the pathway from first appointment to treatment and reduce the number of follow up appointments by increased use of Tele-health and Tele-medicine. The patient experience will be improved by ensuring all patients can access the outpatient services they require within a travelling

time of 20 minutes and provide access to an increased choice of appointments such as early morning and early evening as well as possible clinics on a Saturday morning.

Trauma
The Trust has been working closely with the Kent and Medway Trauma Network (K&MTN) and with the South East London Kent and Medway Trauma Board to develop plans to deliver a Level Two Trauma Unit (L2TU) at the WHH. The Trauma Network was aiming for a November 2012 go-live date. The Trust is working closely with commissioners to identify the best configuration for emergency services for the people of East Kent. Whilst we are committed to the principles of a trauma unit we do not feel it is in the best interests of the community to redesign part of our service without considering the whole picture. The network time frame was not conducive with the redesign of our clinical strategy but the network has now agreed to delay their timeframe to accommodate the Trust clinical strategy programme. We are continuing to work with them on the action plan to improve standards. We fully expect the redesign of our emergency services will help deliver the required clinical standards in full.

Emergency Care
A number of key principles will not change: Emergency medicine will be delivered from all three sites; inpatient maternity, gynaecology and paediatrics will be delivered from two sites;

acute inpatient care of the elderly will be delivered from three sites; and acute fractured neck of femur care will be delivered from WHH and QEQM.

The Divisions are now in the process of agreeing the clinical models which will support these principles and will provide safe sustainable care.

Planned Care
The work undertaken in this work stream is quite dependent on the outcomes of the emergency surgery model. However considerable work is being undertaken to extend the number of cases eligible for day surgery by extending recovery opening times to provide 23 hour surgery. Ambulatory pathways are also being introduced in a number of planned areas. The colorectal and breast pathways are being reviewed against best practice standards and potential future developments.

Commissioner Engagement
We have been working with Primary Care to secure engagement from members of the CCG in each of the work streams. We now have a list of GPs who wish to be involved in each work stream. Wider stakeholder events are being planned for the next few months to share progress made so far.

When the clinical models options are finalised, which should be by the end of this month, a clear timetable to engage with staff and a wider range of stakeholders will commence.

Timetable	
Jul-12	Commissioning of external facilitator for stakeholder process Commissioning of external clinical advice on options Present update of progress and Options to the Board of Directors Meeting GP / Stakeholder engagement event / Patient involvement event
Oct-12	Produce Consultation documentation Present paper to the HOSC Plan stakeholder events for consultation
Dec-12	Sign off Public Consultation Documentation
Jan-13	Start Public Consultation
Mar-13	End Public Consultation
Apr-13	Independent analysis of Consultation starts
Jul-13	Submit report to the Trust's Board of Directors for a decision Submit report to the PCT Board for a decision
Aug-13	Submit report to the Health Overview and Scrutiny Committee for a decision
Sep-13	Start to implement the new clinical strategy

Cycle fun day

This year's event was held on 21 June at the Orchards residents' accommodation block K&C. A big thank you goes out to Spencer Morgan and Adrian Oliver who hosted the event and Kent County Council / New Ways 2 Work scheme who sponsored the event.

Twenty five bikes were serviced free at the BIKEfix stand. Much fun was had on the GIVEitaGO fun bikes and the seven seated MEGAbike ride experience!

The event also gave opportunity to show off the new covered cycle stands and the new his / her shower room facilities located at the Orchards residents' accommodation block for staff cycle users. The covered cycle stands will accommodate 20 bikes which are monitored by CCTV. If you haven't seen or used these facilities as yet please have a look and take full advantage of using them.



Spencer and Adrian get ready to fix the bikes.



The all-new Trust Awards!

The Trust's annual staff awards event is being relaunched today - with an all-new event, all-new venue and all-new judging process.

The awards are about finding people who have done great things and making them feel great!

All staff are invited to nominate colleagues and teams for awards in a series of categories.

The nominations will be judged by a staff panel through a transparent scoring process and the finalists will be announced in *Trust News*.

The finalists will then be treated to a black tie supper at The Cathedral Lodge Canterbury before a short awards ceremony.

It promises to be a great evening, so if you know who deserves to be rewarded by the Trust for doing great things in 2011 and/or 2012, nominate them now! You can find the word document nomination forms at www.ekhufft.nhs.uk/awards. Deadline for nominations: 27 July.



Diary date

Next Chief Executive's Forum - 17 July 2012 at the Cricket Ground, Canterbury, 9.30-11.30am



Discharge lounge, WHH

As of Wednesday 4th July the discharge lounge at WHH has been relocated to a bay in CDU.

In addition, lounge staff will now be able to care for the following group of patients:

- (a) Patients requiring oxygen
- (b) Bedded patients awaiting discharge
- (c) less mobile patients who require assistance with toileting as there are improved facilities

The phone number remains the same - 07919392047

Any queries please contact Matron Clare Boggia on 07748332811 or Ext 86051 or Sister Maria Linden in CDU 88175

Child Health Audit Meeting

The next Child Health Audit Meeting is being held on Wednesday 11 July in the Lecture Theatre, QCCS (QEQM) between 14:15 and 17:00 (refreshments will be available from 13:50).

Please note that the Directorate has agreed that all clinical commitments can be cancelled in order to allow all members of staff to attend. All junior doctors should attend unless they are on call (The meeting is being video-linked to the NICU Meeting ward for these members of staff).

If you have any queries please contact Penny.Parsons@ekht.nhs.uk



The Warblers support the Appeal

The Wednesday Warblers present & Soloists present a Musical Memories evening. This will be a special evening of Showtunes in aid of the East Kent Breast Cancer Mammography Appeal on Friday 13 July at 7.30pm (Doors Open 7pm) at the Queens Road Baptist Church Auditorium in Broadstairs. Tickets cost £5.00 ~ Available on the Door. For more information and to Reserve Tickets please contact Alison on 07768 862422 or Rupert Williamson on xt 76421

