

The Governors' Newsletter

Trust Matters

April 2017



QEH GETS THE
ROYAL TREATMENT

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Welcome

The Duke of Gloucester opened the new theatres officially on the March 30 and this visit is described in this issue in words and pictures.

This is a time of change at The Queen Elizabeth Hospital. CEO Dorothy Hosein has now left the Trust after two-and-a-half successful years, in which we have come out of special measures and seen significant improvements to our A&E and other departments. Jon Green takes over as CEO on the May 1. Four other senior appointments - Emma Hardwick as Interim Director of Nursing, Dr Nick Lyons as Medical Director, Ciara Moore as Chief Operating Officer and Jon Wade as Director of Strategy and IT Services- complete the changes and we profile these new appointments in this edition.

In an article on workforce we highlight the huge amount of medical training that goes on at The Queen Elizabeth Hospital, something that has expanded in recent years with the increase in medical student numbers, and which the public may not be aware of. All this training is regulated by Health Education England and the Trust continues to meet the exacting standards this body sets.

The home birth service was relaunched this year and we feature the work of a community midwife and what is involved in delivering this service, which widens the choice available to expectant mothers.

**DR JONATHAN DOSSETOR,
CHAIR OF MEMBERSHIP
AND COMMUNICATIONS COMMITTEE**

ON THE COVER

The Duke of Gloucester; Milena Krasinska-Chavez, Matron; Edward Libbey, Chair and Valerie Newton, Deputy Director of Nursing tour the hospital.

BELOW

The Duke of Gloucester meets Theatre staff members.



New CEO takes the helm

Jon Green, a former Royal Navy Officer of 20-years experience, joins the Trust as Chief Executive in May from the West Suffolk NHS Foundation Trust, where he was Chief Operating Officer for four years. Jon has an exceptional acute operational background having managed services in London and East Midlands.

Others joining the executive team are:

New Interim Director of Nursing Emma Hardwick brings a wealth of nursing and managerial experience to the Trust after moving over from The Ipswich Hospitals NHS Trust, where she was Associate Director of Nursing and Midwifery for three years.

Dr Nick Lyons is the new Medical Director. After starting off as an RAF Medical Officer, Dr Lyons moved into general practice. He has worked as Medical Director in the Channel Islands and Weston Area Health.

Chief Operating Officer Ciara Moore has joined the Trust from Addenbrooke's Hospital where she held the post of Head of Transformation.

Jon Wade joined the Trust in 2011 and was Deputy Director of Contracting and Information before moving onto the Executive Team where he now holds the position of Director of Strategy and IT Services.



Jon Green
Chief Executive

Ciara Moore

Chief Operating Officer

Emma Hardwick

Interim Director of Nursing

Nick Lyons

Medical Director

Jon Wade

Director of Strategy and IT Services



A day in the life of a COMMUNITY MIDWIFE

WE TALK TO MIDWIFE TRACEY STAFFORD



Watching a family grow as a new baby arrives in their own home is an honour says one of the Trust's Community Midwives.

Tracey Stafford is now supporting her second generation of mothers to deliver their babies after working as a midwife in Norfolk for 30 years.

Home births were relaunched by the Trust earlier this year as part of the Midwife Led Pathway, which aims to give greater choice to women having low risk pregnancies.

More relaxed patients and lower levels of pain relief are some of the benefits of having a home birth, says Tracey.

She said: "Giving birth is the most natural thing in the world for a woman and what is more natural than delivering in your own home?"

"Home births are really beneficial as the woman is comfortable and relaxed as she is at home. Generally there is little intervention, medication and pain relief.

"I really enjoy home births as it is always an honour to be there when a baby is born but you are also part of a family event.

"You're invited into a family home as a professional to be part of this very special time with the grandmother, sister and partner all there.

"A friend will probably take the elder child to school and when they come back mum will have a baby in her arms. It is how a baby should be born."

Tracey joined the Trust in 1983 when she completed her general nursing training but a stint in the Special Care Baby Unit revealed where her vocation lay.

"After my time on the Special Care Baby Unit, I knew I couldn't stay as a nurse and asked to do my midwifery training" said Tracey.

Following 18 months of additional training along with

a weekly study day at Peterborough, Tracey qualified as a midwife in 1987.

Tracey is among the 43 midwives who are able to offer support to pregnant women in West Norfolk, Fenland, South Lincolnshire and Suffolk.

Two midwives are constantly on-call in the Midwife Led Waterlily Birth Unit to take the call from women who have gone into labour. They also attend clinics.

Tracey, who will be accompanied by a colleague during the birth, said: "We will go out and do an initial assessment of the woman. If she is in full labour, we won't leave her but if she is at the early stages, she may prefer us to leave and then return later on.

"As the labour progresses, we listen to the foetal heartbeat every 15 minutes and check maternal wellbeing. But that increases to every five minutes when the woman is in the second stage.

"Being a midwife you end up getting into all sorts of positions to do that. Generally I'm on my knees if the woman is on all fours.

"It is important for a woman to feel comfortable while in labour. Often they are over the back of a sofa or in the bathroom. One of my past patients hung onto a tree branch when a contraction came as she was walking around her garden.

"As long as the mum and baby are fine, we go along with whatever the mum wishes. Once the baby is delivered we hand the child to the mum for skin to skin contact for an hour."

She is also keen to dispel the myth that home births are messy. She said: "Everyone thinks that but we leave the house clean and tidy, apart from a bundle of joy."

Women can be directed onto the Midwife Led Pathway via their GP or they can also refer themselves by calling 01553 214903.



Happy Family

One of the first families to have a home birth have praised the relaunched service.

Diane and Simon Jeacock were thrilled to have their second child, William, at their home, near King's Lynn, earlier this year.

The couple say midwives Sarah Roberts, Lisa Banham and Natasha Blackmore were "wonderful" for their support before and after the birth.

Dorothy Hosein, Chief Executive and Dave Prentis, Unison General Secretary open The Inspire Centre

Inspiring achievement

Hospital staff have been inspired to reach their full potential following the grand opening of a fully refurbished training centre.

The Hospital and Unison worked together to transform the former Sports and Social Club into The Inspire Centre, which is now an exciting training venue and regional union hub.

Unison General Secretary Dave Prentis and Chief

Executive Dorothy Hosein cut the ribbon to open the centre in December.

Thanks to the £265,000 project, the centre now has a renovated hall and new kitchen along with being completely redecorated.

Sophie Wilson, PALS Manager, won a staff competition to name the new centre.

Norovirus is washed up!

Visitors, patients and staff are being encouraged to wash their hands in three new sinks which are now part of reception.

The sinks have been installed to raise awareness of the impact of infections such as Norovirus on the hospital.

Volunteers are advising people to wash their hands before they move onto the wards or clinics.



New ray of hope

An innovative x-ray machine is helping breast surgeons to reduce operation times and giving women a better chance of beating cancer.

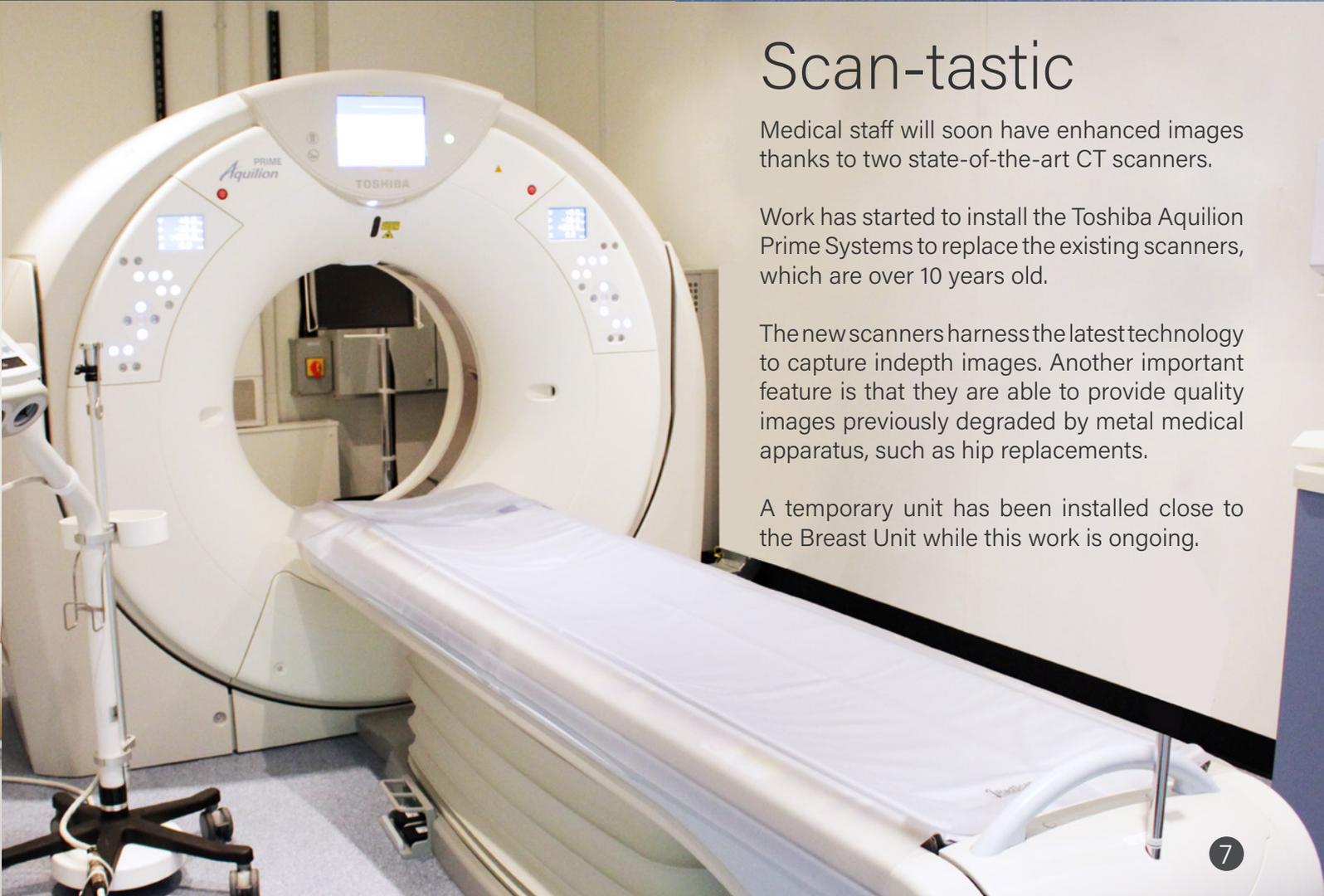
Surgeons are using the £65,000 Faxitron machine, while in theatre, to ensure they have removed all of the very small cancerous lumps, starting at just 5mm.

The Queen Elizabeth Hospital, King's Lynn is the only hospital in Norfolk to boast this technology, which was made possible thanks to the generous donations of former patients and their families.

The X-ray picture allows surgeons to check if the cancer is removed and surrounded by enough healthy tissue.

Previously, the lumpectomy specimen would be transported to West Norfolk Breast Unit, which took more time, and required the use of the mammogram machine.

Taking the specimen to the Breast Unit could increase the time of the procedure by 20 minutes, but now the surgeons have the answers at their fingertips.



Scan-tastic

Medical staff will soon have enhanced images thanks to two state-of-the-art CT scanners.

Work has started to install the Toshiba Aquilion Prime Systems to replace the existing scanners, which are over 10 years old.

The new scanners harness the latest technology to capture in-depth images. Another important feature is that they are able to provide quality images previously degraded by metal medical apparatus, such as hip replacements.

A temporary unit has been installed close to the Breast Unit while this work is ongoing.



Creating the workforce of the future

The consultants and surgeons of the future are cutting their teeth in the hospital's respected medical training programme.

A total of 200 undergraduates and post graduates from the University of East Anglia and Cambridge Medical School spend their work placements on the hospital's wards each academic year.

Along with the professional standard of teaching, the hospital is also considered a supercentre for hosting exams by the Royal College of Physicians in London.

Associate Medical Director Dr Rajaratnam Mathialagan, who is in charge of the programme, said it was important to invest in the students.

He said: "We are contributing to the training of the future workforce and as a Trust we are going above and beyond what is required.

"It is important that we provide a good experience for undergraduates and postgraduates as they may consider returning to the hospital to practice after they

have qualified.

"The hospital is becoming well-known for its high standard of education along with the good experience we provide to students. We are improving each year and hope this success will continue to rise."

Students are able to practice their clinical competencies within the Simulation Lab and Skills Room along with gaining vital experience in the wards and departments. Dr Mathialagan said: "A large number of patients are treated via the Acute Admissions Unit so we are giving the junior doctors and students experience across a wide spectrum of specialities."

One of the students is Robyn Wight, from the UEA. She said: "The team is friendly and happy to teach. If you need additional training, such as manual handling, there are people who organise that."

Cambridge Medical School student Michael Roshen added: "The doctors are very happy to help us and keen to go around and see patients with us. The experience has been good."

A new NHS apprenticeship scheme to help people achieve their dreams of becoming Registered Nurses received an excellent response at its launch.

The Queen Elizabeth Hospital, Norfolk and Suffolk Foundation NHS Trust (NSFT) and Norfolk Community Health and Care NHS Trust have joined forces on this project, which it is hoped will boost the number of nurses working in West Norfolk.

Up to 34 people have so far expressed an interest in joining the West Norfolk Cohort, which is a locally

based training scheme to allow Health or Social Care Assistants to achieve their dream career.

A total of 25 places are being offered on the 18-month higher apprenticeship, which is the equivalent of a foundation degree, with the chance to continue studying to become a Registered Nurse.

The scheme was launched with a series of presentations during an event in The Inspire Centre, at the hospital, on Saturday 4 March.



Val Newton, Deputy Director of Nursing; Alistair Nelson, Estates and Facilities Strategic Lead; The Duke of Gloucester; and Edward Libbey, Chair

Duke of Gloucester visits

Hardworking staff and dedicated volunteers welcomed HRH The Duke of Gloucester to the hospital during his recent visit to King's Lynn.

The Duke officially opened the two state-of-the-art surgical theatres by unveiling a plaque and also toured the transformed A-rated Stroke Unit during a visit on March 30.

His Royal Highness was welcomed by Chair of the Board, Edward Libbey, and Deputy Director of Nursing Val Newton.

After unveiling the plaque, The Duke spoke with A&E staff, who have performed well during the busy

winter period. Last year the department treated 59,902 patients.

His Royal Highness was also introduced to volunteers, governors and members of the League of Friends, who play an important role in the operation of the hospital.

Chair Mr Libbey said: "The visit from His Royal Highness celebrates what has been a tremendous year of successes achieved by the hospital and our staff.

"It was a great pleasure to share how far we have travelled in the last two years, which would not be possible without our staff who have worked tirelessly for the benefit of the hospital."



Sue Abdy, Consultant Anaesthetist, Zulfi Khan, Consultant Surgeon; The Duke of Gloucester and Edward Libbey, Chair tour theatres with QEH staff member.

Dressed for success

Older patients will be encouraged to retain their mobility and independence thanks to new practices which are being adopted on the wards.

Deconditioning Syndrome is an important issue facing older patients, who can lose the ability to do everyday tasks as a result of prolonged periods of inactivity.

Now nurses are encouraging patients, where appropriate, to take those first steps on the road to recovery by getting out of bed, getting dressed and to start moving.

Families and carers are able to help by bringing in a fresh supply of clothing and supportive footwear.

Patients are being asked to eat their meals in a chair rather than sitting in bed. They are also being encouraged to wash and dress independently.



Dorothy Hosein, Chief Executive with Gladys Newton

All bagged up

Emergency care for older patients could be transformed thanks to a new pilot scheme.

The Trust is working with 13 care homes in West Norfolk on the Red Bag Scheme, which was launched on Friday, March 17.

The Red Bags contain details of the patient's medical history, including current medications, along with personal belongings such as clothing and toiletries.

Developed from a successful scheme run by Sutton

Clinical Commissioning Group, it is hoped that the scheme will ensure that clinicians have the correct medical information at a stressful time along with improving ambulance handover times and communication with care homes.

The bags have been provided by the hospital's Charitable Funds and the League of Friends.



Edward Libbey, Chair, and QEH staff and care home partners with the red bags.



Doctors, nurses and therapists on West Raynham Ward, who have achieved the A rating.

Meet the Stroke A Team

Stroke care at the hospital is now among the top 20 per cent of services in the country thanks to the hard work and dedication of the doctors, nurses and therapists.

The Royal College of Physicians has awarded West Raynham Ward an A rating in the Sentinel Stroke National Audit Programme.

This programme assessed the hospital on several key areas, including the time taken to admit patients onto the unit, assessments and the administration of clot-busting drugs.

The team works closely with East of England Ambulance Service, which runs an early alert system to ensure the on call Stroke Nurse is waiting in A&E.

West Raynham is also performing above the national average by assessing, scanning and administering thrombolysis within 37 minutes of the patient arriving at the hospital.

The ward has received a make-over, which included the introduction of colour coded bays to prevent disorientation along with the creation of a reception and two meeting rooms.

Stroke consultant Dr Raj Shekhar said: "This is fantastic news for West Norfolk patients who are able to receive one of the most comprehensive stroke services, including stroke prevention as well as hyper acute stroke services."

Matron Milena Krasinska-Chavez added: "Stroke services take in so many different disciplines and would not exist without team work. The West Raynham team is fantastic and incredibly committed to their patients."

Final push for Excel Appeal

We have reached just over 90% of our £50K target. We have received excellent feedback from staff and patients using 'My Life' reminiscence therapy software packages (for those affected by dementia), the falls prevention monitoring systems and specialist recliner chairs. Please, help us to buy more equipment for other wards to support our frail and vulnerable patients.

Contact: Laurence Morlaàs, Fundraising Executive, 01553 613373 / laurence.morlaas@qehkl.nhs.uk / www.qehkl.nhs.uk/fundraising



Your questions answered

We regularly get asked questions, and wanted to share the answers with you.

If you have something you'd like to ask us, please email FTmembership@qehkl.nhs.uk and we'd be happy to help.

Q) I am finding it difficult to find a car parking slot when I come to the hospital especially in the afternoon, what do you advise?

A) We realise there are times when finding a parking space can be difficult. Approach the Civil Enforcement Officer for assistance, or if you are worried about being late for an appointment, contact PALs on 01553 613351 and they will alert the clinic that you may be late. Early afternoon is often the busiest time so if possible use public transport or get someone to drop you off. The Trust is aware of this problem and is looking at ways to increase the car park capacity.

Q) Does everyone need to wash their hands on entering the hospital now? What about the alcohol gel at the ward entrances, isn't that enough?

A) We do request that all visitors and outpatients wash their hands on entering and leaving the hospital. Norovirus and other organisms can come in to the hospital from the community, and alcohol gel does not kill them all. Alcohol gel is ineffective against Norovirus and C.difficile.

Hand washing with liquid soap, running water and thorough drying is the single most effective way to prevent the transmission of infection, ensuring the protection of not only our patients and staff, but also yourselves and your families.

Using the hand gel dispensers following hand washing as you enter and leave any wards/department is a good additional hygiene measure, and will provide you with further assurance. We would like hand gel usage to be an automatic action when entering and leaving any clinical area.

Look after your heart – the facts about Coronary Heart Disease

The Hospital Governors & Cardiology Team invites you to a healthcare event.

Thursday 18 May 2017 at the Inspire Centre, Queen Elizabeth Hospital King's Lynn, 6.30pm for 7.00pm start

Presentations:

- Dr Rajah Nata
Coronary artery disease – an overview of management, imaging and interventions
- Kate Sidell, Specialist Nurse
Pathways of care for a heart attack and how to reduce your risk

- Louise Knowland - Dietitian
Coronary Heart Disease - Eating to promote a healthy heart

Everyone is welcome and refreshments will be available at the event.

Please note there will be **free parking** on the evening for those attending this event, near to the hospital bus stop (next to the Inspire Centre).

If you wish to attend, please confirm your free booking with Mary Denmark to guarantee your place. By phone: (01553) 613142 or email: mary.denmark@qehkl.nhs.uk

We would be very keen to hear from you on any of the stories we've covered or ideas for the future. To get in touch:

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