

The Governors' Newsletter

Trust Matters

April 2019



Better Together

**NEW CEO AND
CHAIRMAN
JOIN THE QEH**

Contents

Introducing our new CEO, Caroline Shaw	3
Welcoming our new Governors.....	3
Launching our new Falls Support Appeal	3
New book takes the fear out of radiology	4
SERU success story.....	5
QEH's Stroke Unit ranks in the top 10.....	5
Day in the life of our Volunteers.....	6&7
Celebrating the hard work of our new registered nurses.....	8
Midwife community hub launch.....	9
CQC prompts positive changes	9
QEH Critical Care invention could save lives	10
Text service reduces missed appointments.....	10
Question and Answer.....	11
Local community shows its support for QEH	Back cover

Get in touch!

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

Write to: The Queen Elizabeth Hospital, Gayton Road, King's Lynn, Norfolk PE30 4ET

Telephone: 01553 613613

Email: CommunicationsQEH@qehkl.nhs.uk

 TeamQEH  @TeamQEH

Welcome

In this edition of Trust Matters we highlight creative innovation on pages 4 and 5 and creative invention on Page 10. The booklet featured on page 4 helps young children cope with imaging procedures and be less frightened by them. You can look at it on the hospital's website.

Another innovation described on the next page has enabled the Trust to continue to offer elective surgery to a group of patients who might have had their surgery cancelled due to bed shortages, and has therefore helped us greatly reduce last minute surgical cancellations, which are so difficult for patients and so frustrating for staff.

The creative invention on page 10 speaks for itself and we are very proud of the many contributions the critical care team has made to patient safety.

We feature a day in the life of a volunteer at the Queen Elizabeth hospital and you may be surprised to read how many there are and how many hours of work they give to the Trust. If any reader wishes to be a volunteer after reading this, they should contact Paul Holley-Smith who manages this service (paul.holley-smith@qehkl.nhs.uk; **01553 214687**).

Readers in Wisbech will be aware of the big investment going into the North Cambs hospital. The first phase is nearing completion, and the new midwifery unit will open in April. We report on this on page 9.

Finally, I would draw your attention to the open evening on the subject of prostate cancer on May 9th, to which interested members of the public are invited. You need to register that you wish to attend by contacting Mary Denmark on **01553 613142** or email mary.denmark@qehkl.nhs.uk

Jonathan Dossetor
Public Governor



Introducing our new Chief Executive Caroline Shaw

New Chief Executive, Caroline Shaw has joined The Queen Elizabeth Hospital.

Mrs Shaw, an experienced and respected leader in the NHS, will be working with staff to drive forward improvements to ensure the QEH is delivering a high standard of care for patients. She joins the team from Nottingham University Hospital NHS Trust, where she was

Deputy Chief Executive and Chief Operating Officer.

Mrs Shaw said: "I have seen that I am joining a very busy, dedicated team who are providing and supporting the delivery of care in our hospital and local community.

"I now want to ensure that all that hard work and effort is supported and focused appropriately so that we can ensure that together we are improving care, improving outcomes and improving lives."

"We are better together and so I will be working with staff to ensure that what we deliver is right for patients, right for stakeholders and for colleagues as well.

"I will be meeting with as many members of staff and key partners as I can over the coming weeks."

Caroline started her NHS career as a nurse before moving into midwifery and has more than three decades' NHS and leadership experience working at Trusts around the country, including Leicester, Nottingham and Manchester.

Congratulations to the newly elected Governors

Nine newly elected governors and two re-elected governors started their term of office from 1st February:

- Jenny Brodie (Cambridgeshire) re-elected
- Simon Clarke (West Norfolk) re-elected
- Ann Easton (West Norfolk)
- Patrick Kavanagh (West Norfolk)
- Alan Maltby (SE Lincolnshire)
- Sue Robinson (SE Lincolnshire)
- Chaz Scholefield (Staff Non Clinical)
- Dan Todd (Staff Non Clinical)
- Dale Welch (Breckland, North Norfolk & Rest of England)
- Kenneth Wicks (West Norfolk)
- Ant Wilson (Staff Clinical)

Please visit the website to see profiles for all of our governors www.qehkl.nhs.uk/ (under the Get Involved tab)

QEH Falls Support Appeal launched

The Hospital is working with Your Local Paper on its latest fundraising campaign.

The Falls Support Appeal is aiming to raise £35,000 to buy specialist falls prevention and management equipment such as monitoring systems, which include alarms and sensor wired under-pads for beds and chairs as well as devices used to move and lift patients of all ages.

Included are scoop stretchers, transfer boards and inflatable hover mattresses to help lift, safely, patients who have fallen. Ways to donate are shown opposite:



- Online: www.justgiving.com/qehkl-FallsSupportAppeal

• Send a cheque payable to Falls Support Appeal to Laurence Morlaàs, Fundraising Exec., QEH, Gayton Road, King's Lynn PE30 4ET

- Fill in a coupon in Your Local Paper
- Give sponsorship money from event participation

Gift Aid sponsorship and donations forms as well as appeal posters are available from Laurence Morlaàs or to download from www.qehkl.nhs.uk/ fundraising. For further information please email: laurence.morlaas@qehkl.nhs.uk or ring **01553 613373**.



Sally's book takes the fear out of radiology machines for children

Helping children to be less afraid of radiology machines has been the inspiration behind a new book penned by a King's Lynn mum. Radiology Clinical Support Worker, Sally Nederpel is hoping 'Arthur Has An X-Ray' will make diagnostic tests less frightening for the hospital's young patients.

The book gives step-by-step descriptions of what will happen when children go for tests like Ultrasound, CT or MRI Scans as well as X-Rays.

The book is now being used in the Hospital's Radiology department and in Rudham Children's Ward, Roxburgh Children's Centre and the Emergency Department.

Sally (33), who has worked at the Hospital since she was 16, said: "I am really pleased with how the book has turned out and I hope that it takes away some of the anxiety for children when they come to radiology for tests.

"Generally children attend Radiology when they are either in pain or feeling unwell, so the large machines and their flashing lights can be frightening. We have had some children who have found it quite upsetting."

Sally created the book as one of her final assignments for the Health Studies Foundation Degree, which was funded by the Hospital as part of the 'Grow Your Own' programme to develop existing staff.

She felt it was important to use a real child rather than an illustration and asked her son Oli to be the model.

The book also contains QR codes, which will take parents and youngsters directly to websites, which will be able to provide more information on the procedures.

An electronic version of the book is also available on the Hospital's website.

SERU recovery success story

Some patients in West Norfolk are receiving their post-operative care in a new unit which has been developed at The QEH.

The Surgical Extended Recovery Unit (SERU) is caring for patients who need to spend a night in hospital following their procedure.

This 12-bed unit was introduced on the former Leverington Ward as part of the Hospital's plans to continue to run its programmed surgical programme as fully as possible during the busy winter months.

One of the people behind the development of this unit is consultant anaesthetist Dr James Stimpson.

He said: "Patients are always at the heart of everything we do, which is why we have looked for new ways of working to ensure that we can proceed with the operations that will make a huge difference to their lives.

"While it is still early days, we are pleased with the impact of SERU on the performance of the Hospital but most importantly, our patients."

Patients who have undergone inner ear procedures, breast surgery, laparoscopic operations and knee ligament repairs will be suitable to be treated in SERU.

The unit, which includes a male and female bay, will be caring for people who only need a single night's stay in hospital after their surgery.

SERU will also be staffed by our Theatre Recovery Nurses, who are trained to stabilize and bring people around after their operations.

During the overnight stay, patients will be supported to get back on their feet in order to recover fully at home.

Top 10 ranking for QEH Stroke Unit

The QEH is celebrating after being ranked as one of the top 10 stroke units in the country.

West Raynham Ward is the sixth best performing stroke unit in the country for its treatment and performance rates.

The unit has once again received an A rating from the Royal College of Physicians as part of its Sentinel Stroke National Audit Programme, which is an assessment of several key treatment areas.

Patients who are suspected of having a stroke are seen within two minutes of arriving at the QEH and receive vital thrombolysis treatment within 40 minutes, which can help patients to regain independence and mobility after a stroke, if it is given early enough.

Stroke Consultant and Acting Medical Director Dr Raj Shekhar and Ward Manager Tania Martins Henriques Afonso have put the success down to the unit's dedicated team of doctors, nurses, therapists and support staff.

Dr Shekhar said: "We are delighted with the ranking as it is a demonstration of the hard work put in by the staff on West Raynham along with reflecting the excellent team working arrangements with the paramedics along with colleagues in A&E and Radiology.

"This rating also reflects our determination to ensure that we see and treat patients early, to improve their outcomes and help them to go on to live independently."

The Stroke team is also working with West Norfolk Clinical Commissioning Group to run the first clinic in the region to help prevent people from suffering strokes.

Research has shown that some people who have an irregular or fast heart rate can go on to suffer a stroke, so Atrial Fibrillation clinics have been running for the last three months.

Dr Shekhar said: "The AF clinics are working really well and we hope it will make a difference to patients. So far we have changed the treatment of 90% of the patients we have seen so far."

A day in the life of a volunteer

Whether they are providing a welcoming smile over a cup of tea or supporting clinical staff in helping to get a patient home, volunteers play an important and varied role in life at the QEH.

The Trust is lucky to have nearly 300 volunteers, aged from 16 to 92, who are making a big difference to wards and departments across the Hospital.

Volunteers provide a wide range of support to help staff across the Trust by providing patients with refreshments and sandwiches, manning the League of Friends shop to delivering patients' medication to support ward staff. Last year, volunteers gave more than 34,000 hours of service to support the Hospital and its patients. Some of our volunteers have shared what an average day is like.

TERRY PARNELL – PHARMACY RUNNER

Terry Parnell was inspired to volunteer at the QEH to say 'thank you' to the clinical teams who have saved his life twice. In 2010, Terry had three heart attacks in three hours while he was on a train, at his GP surgery and at The QEH. He then went on to have a triple bypass operation at Papworth Hospital.

A year earlier, Terry had a ruptured appendix and ended up with peritonitis, which also resulted in an operation. He said: "This hospital has saved my life on two occasions and that spurred me on to volunteer when I became well enough.

I have volunteered purely and simply because of the treatment I received and the assistance given to me afterwards by the cardiac nurses.

"The amount of work put in by these people made me realise that I would like to give something back."



Terry had begun his volunteering career by supporting staff on the wards but two years ago he changed direction after losing some of his sight. Now Terry is one of the volunteers providing a new service to the Trust by becoming a Pharmacy Runner.

Within this role, Terry delivers patient medication from the Hospital's pharmacy to the wards. This service ensures that patients receive their medication promptly and it also saves hospital staff to collecting medication.

All medication is signed for by staff on the wards once it is delivered. Terry said: "It is a very busy role and I really enjoy doing it. One Friday recently I did 26,680 steps but the record was 32,800 steps on one shift!"



KEVIN BOWMAN – LEAGUE OF FRIENDS VOLUNTEER

Kevin Bowman has swapped babies for buns after becoming a volunteer at the League of Friends shop.

He retired in 2018 as Head of Midwifery and Associate Director of Nursing in Barnsley and is now enjoying life behind the till of the hospital shop to raise vital funds for the Trust's work.

Kevin starts his shift at 6:45am when he and his colleagues ensure the shop is clean and fully stocked with bread and newspapers, before the shutters open at 7:30am.

Kevin then serves patients, visitors and staff until his shift finishes at 12:30pm when he cashes up and hands over.

Kevin said: "It's amazing how much comfort you can offer to people as they pass through the shop. People from all walks of life, from young to not so young, thoroughly enjoy telling you wonderful stories of their life experiences.

You become the listening ear and welcoming face, perhaps helping them with their journey through the hospital. It's the interaction with all our customers that I enjoy most."



SHEILA CRASKE

The satisfaction of helping people is one of the reasons why Sheila Craske gives up her time in the Arthur Levin Day Surgery.

Sheila, who has a background in St John Ambulance, began volunteering in 2016 after being invited to join by a friend.

Generally Sheila's afternoon shifts start with checking what supplies have been left over from the morning and with a trip to the kitchen.

A key part of the volunteers' duties in Day Surgery is ensuring that patients have refreshments, so Sheila chats with the theatre staff to be clear about who is able to have a drink or sandwich.

A volunteer is also a friendly face to chat to people who are waiting or have had their operations.

She said: "I like helping people and the atmosphere there is fantastic, as we always have a laugh with the nurses and doctors.

"My only regret is my friend who suggested that I volunteer here is no longer with us to see me doing what she wanted to do."

7 celebrate success!

Dreams have come true for seven new Registered Nurses who have finally achieved their degrees after years of juggling study with the demands of working on the wards.

Helen Cameron, Samira Ayssi, Kerry Jones, Kristy Jupp, Kayleigh McCourt, Laura Delaney and Lauren West are now proudly wearing their blue uniforms after achieving a Nursing degree through the Open University or the University of Suffolk while working as Health Care Assistants.

The Trust is hoping to increase its levels of Registered Nursing staff by helping a number of Health Care Assistants to gain degrees through its 'Grow Your Own' Strategy.

Caring for her grandmother inspired Lauren West to become a Nurse and has achieved her ambition through the Open University. Lauren said: "It is an amazing feeling to have completed the degree and we do feel the responsibility of being nurses."

Being able to 'earn while you learn' has allowed Kayleigh McCourt to achieve her dream of becoming a nurse. She said: "This has been a massive thing as I have a family and

I would not have been able to do it by any other route. I had always aspired to be a nurse and I really enjoy my work."

Samira Ayssi joined the Hospital staff as a cleaner, while still holding down a retail job, before becoming a HCA in 2007. Samira took on the work-based learning course as she also has a family. She said: "I love helping people and knowing that I've made a difference is very satisfying. I love spending time with patients as it's very rewarding."

Helen Cameron has wanted to be a nurse since she was six and has worked hard to achieve that dream since joining the trust in 2012.

She said: "Being a nurse is something I always wanted to do but never had the opportunity as I have a family but the Trust has helped."

Kerry Jones had worked at the Post Office for a number of years but was inspired to become a nurse after watching QEJ staff care for her mum. She became a HCA at the QEJ in 2010 and went onto study for her degree.

She said: "All the staff who cared for my mum were so good it inspired me to get into the care industry. It feels fantastic to have completed my degree. I have met a lot of people who will be friends for life and the Clinical Educators have been really supportive."





CQC report prompts positive changes

Improvements are being made across the Hospital as staff work together to meet the concerns raised by Care Quality Commission inspectors.

The Trust was placed in special measures following an inadequate rating in September 2018. However, the Hospital was ranked as "good" in the caring category.

Improving the maternity facilities at North Cambs Hospital is among the improvements which have taken place since the autumn. Antenatal facilities have been moved into a redeveloped suite at the Wisbech site.

Other changes which have happened within the Maternity department includes the introduction of a Consultant-led team to care for women who are on the high risk pathway. This includes a weekly clinic and women having a named consultant.

The QEH had a further CQC inspection in March 2019 and will be sharing the findings and improvement plans when the report is published later in the spring/summer.

Midwife-led community hub launched

Midwives from The Queen Elizabeth Hospital Team will be providing clinics and classes within brand new facilities at The North Cambridgeshire Hospital, in Wisbech.

Around 350 women receive their antenatal and post-natal care from the 10-strong Blue Team at the North Cambs site. Blue Team Leader Ruth Macfarlane is thrilled with the new hub and is hoping to expand the services on offer.

She said: "The new Community Hub is a fabulous facility and it is going to make such a difference to the families using our services and also to the staff and the wider community.

"We are really excited to be the first local Midwifery Community Hub, which aims to provide the antenatal and postnatal care within one area to save women from travelling too far.

"The hub is beautifully decorated with the murals, which were donated by Friends of Wisbech Hospital, and the whole area is much brighter and lighter. I think the families are going to love it."

The new Midwifery Community Hub has five clinic rooms along with a treatment room and staff areas. It will continue to host all the current clinics, which are led by the midwifery or consultant teams.

Blue Team is also running antenatal classes to help expectant parents prepare for the arrival of their baby along with feeding workshops for new mums. The Wisbech team also supports the running of run post-dates clinics to help women who are overdue, with aromatherapy sessions.

The new Midwifery Community Hub is part of an £8 million revamp of facilities at North Cambs Hospital, which has been funded by Peterborough and Cambridgeshire Clinical Commissioning Group and Cambridgeshire Community Services.



QEH critical care invention could save lives nationally

An innovative device invented by King's Lynn doctors will be helping to save the lives of patients in Critical Care units across the country.

Dr Maryanne Mariyaselvam and Dr Peter Young developed the Arterial Glucosave to make a difference to both patients and the clinicians who are treating them.

The device has been engineered to prevent rare arterial line errors when glucose can be confused with saline by alerting the clinician and saving patients from receiving high-levels of insulin, which can lead to a number of serious complications.

This is the fourth device invented by doctors in The Queen Elizabeth Hospital's Critical Care Unit to

improve patient safety and will be manufactured after medical device development company, Medovate, has secured the exclusive rights.

Dr Mariyaselvam said: "We want to save patients from coming to harm but we also want to help doctors and nurses to undertake their jobs in a safe and efficient way. It is very exciting that our idea is going to become a reality."

Consultant Dr Young said: "This is a relatively rare error to make and following a number of incidents in hospitals from across the country, we wanted to engineer a solution to prevent this from happening.

"What we have done is put into place a simple procedure that gives the clinician a big warning when they are about to make that mistake."

Campaign successfully reduces the number of missed appointments

A text service and prominent campaign have helped to bring about a 2% reduction in the number of missed appointments at the QEH.

Patients now receive two reminders about their outpatient appointment and the opportunity to rebook following the introduction of the text service in October.

The Trust has also been running a prominent campaign within the Hospital and on its Social Media platforms to encourage patients to attend their appointments.

In 2017 the Hospital recorded 19,161 missed appointments across 51 specialities, which cost nearly £3 million.

Each missed appointment costs the NHS £150 and can result in a patient being discharged back to their GP.



Trust Matters

Questions & Answers

I was referred for a surgical consultation, but I feel the waiting time is too long. Is there anything I can do about it?

Discuss this again with your GP. 'Choose and Book' offers several providers and another provider may have a shorter wait. Sandringham hospital may be one of the NHS providers and is local of course. Other providers may involve more travel.

Why has the Medical Assessment Unit (MAU) disappeared?

The MAU has been renamed and enlarged, there is a new facility known as the assessment zone, and the name Terrington Short Stay has gone. So in detail:-

- The MAU has become the AMU (Acute Medical Unit) and has been enlarged by taking two bays from Terrington, (which was always an extension of the space of the MAU)
- Terrington ward as a name has disappeared and the 3 bays left from Terrington (after 2 bays given to the AMU) are now known as the 'Assessment Zone'
- The AEC (Ambulatory Emergency Care) unit has not changed and is across the corridor from the AMU.
- The Assessment Zone aims to take GP referrals away from A&E where they have often been seen in the past, to a dedicated assessment area. It is an extension of the Ambulatory Care (AEC) principle so that patients who are not ambulant may still be able to be diagnosed and treated without necessarily being admitted.

The telephone reminder service is annoying me as I have a mobility problem which prevents me getting to the phone quickly; it keeps ringing back if I don't answer it – what can I do?

Patients can opt out of the reminder service by ringing **01553 613400**

Healthcare event to focus on Prostate cancer

Prostate Cancer will be the focus of the next healthcare event, which is being organised by the Trust's Governors Council. Clinicians from The QEH along with representatives of community groups in the West Norfolk area will be taking part in the event on Thursday, 9th May, in The Inspire Centre from 6:15pm. If you would like to attend please email mary.denmark@qehkl.nhs.uk

Local community shows its support for QEH

Patients and staff at the QEH have benefitted from the fantastic support given by the community of West Norfolk and the surrounding area.

People of all ages have rallied around to show their support by making cards or donating Christmas presents to make a difference.

Youngsters from 2nd Dersingham Brownies have created beautiful cards to welcome the international nurses who will be joining the Trust later this year.

The unit along with members of the 1st Hunstanton Cub Scouts helped to make Remembrance Day for patients and staff on West Newton Ward by creating poppies.

While Christmas cheer was added to Windsor ward in December thanks to a special delivery of handmade cards by youngsters from the Windmill Federation.

A total of 250 Christmas cards were created by children from the Federation, which is made-up of Tilney St Lawrence, Terrington St John, West Walton and Walton and Walpole Highway.



Customers and staff from The Co-op Group ensured older patients had a present to open on Christmas Day by bringing in beautifully wrapped gifts.

By running cake sales, raffles and tombolas, the Co-op Group raised enough money to buy individual patients, chocolates and toiletries.

Students from Smithdon High School have also supported the hospital by voicing the feedback given by young patients, which is collected via the Friends and Family Test.



Get in touch!

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

Write to: The Queen Elizabeth Hospital, Gayton Road, King's Lynn, Norfolk PE30 4ET

Telephone: 01553 613613 **Email:** CommunicationsQEH@qehkl.nhs.uk

 **TeamQEH**

 **@TeamQEH**