

New Developments

In this issue of Trust Matters, we focus on some new developments at the Queen Elizabeth Hospital. It is well known that the environment in which elderly patients with dementia are nursed can make a big difference to their patient experience, and also help the nursing staff involved in their care. A major investment into a new ward with dementia friendly features is described by Catherine Morgan in this newsletter.

Further improvements are in the Accident and Emergency department (A&E), which has had an important upgrade in the children's area in the last three months among other things, and Suzan Robinson-Southey outlines what has happened there. This is part of a continuous process of developing A&E to meet modern demands, which has been on-going for the past 18 months.

Another improvement is the introduction of e-discharge, and an article by our Medical Director, Dr Beverly Watson, explains what this will mean for patients. As well as improving the communication between hospital and family doctor, this development will also be a further help in streamlining the discharge process, which can still take too long and which is something that the Trust

is determined to make as efficient as possible. Dr Watson explains how this change will shorten the wait for medication which is often the reason for delays in discharge.

We welcome your response to features in this newsletter. Please send to Mary Denmark whose contact details are below.

Jonathan Dossetor
Chair of Membership and Communications

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Write: FT Membership Office,
The Queen Elizabeth Hospital, Gayton Road,
King's Lynn, PE30 4ET.**



West Newton Ward

Dedicated dementia friendly ward near completion



West Newton ward, which will be dedicated to caring for older people, will further build on the Trust's dementia friendly credentials as well as enabling a hospital-wide ward refurbishment programme.

The major refurbishment includes an abundance of dementia friendly features to ensure patients feel more at ease, remain independent and have a reduced time in hospital.

The creation of the West Newton facility will also enable Necton ward to become a decant ward meaning the Trust can efficiently update wards across the entire hospital in the future.

West Newton will provide four bays, four private side rooms, two en-suites, and a lounge, kitchen/dining room, and sensory garden for patients, their families and carers to enjoy.

The Trust has always been committed to being dementia-friendly and we have facilities across the hospital to meet patients' requirements such as dementia friendly signage, adapted bathroom facilities, orientation clocks and dementia support workers.

The development of West Newton has provided an opportunity to further enhance those services. We are able to make adaptations which are only possible during a major refurbishment, for example, landscaping an outdoor space.

Some of the patient-focused facilities include colour-coded bays and visual aids on doors and walls to help patients find their way around and reduce confusion.

State-of-the art ambient lighting which can reduce agitation is being fitted in bays and seating areas.

Colour contrasting also helps patients pick out objects against backgrounds, such as hand rails and seating against walls while vinyl wood-effect flooring guides patients to follow the middle of corridors, avoiding knocking into objects.

West Newton is due to be complete by the start of June, with Necton Ward making the move at this time.

The dedicated dementia-friendly wards will be officially opened shortly after.

Catherine Morgan
Director of Nursing

News Update

Quality

We are pleased to be able to announce the refresh of the Trust's Quality Strategy. The strategy sets out the Trust's core values and quality objectives. It is not a completely new piece of work but what will be different is how we as an organisation take it to our hearts and allow it to shine through in every task we do.

Ensuring we provide a high quality patient experience every time, is our fundamental reason for being and why each and every member of staff comes to work. The values we have been aspiring towards were chosen by staff and patients and I feel that they are the right ones. However, we felt it necessary to add a new value of 'Responsibility'.

It links our existing values of pride, curiosity, courage and compassion and reinforces my continuous message - each and every one of us has a responsibility to ensure excellent patient experience in our work.

Our quality objectives are the basis of good patient care and there should be no excuse for getting these wrong.

Dorothy Hosein
Chief Executive

Taking responsibility

...ensuring excellent patient experience every time and adhering to our values.

Taking pride in doing a good job

...we are all part of a team and delivering well gives us professional pride.

Being constantly curious

...actively look for better ways to do things, innovating and improving.

Having courage to do the right thing

...being bold particularly when things go wrong.

Providing compassionate care

...dignity and respect at all times.

News Update

E-Discharge will help with seamless care for patients

Accurate, timely communication with GPs (and other health staff who access GP records) is vital if we are to provide care that is as seamless as possible for our patients. For many years, the standard discharge letter sent from QEH has been a hand written triplicate form, one for the patient, one for the GP and one for the hospital records. Since GP surgeries have been paperless for many years, the practices have to scan the discharge letter into their electronic records. There are very obvious problems with this system including the legibility of doctors' handwriting, the difficulty with triplicate copying and relying on the postal service in the event that the patient mislays their own copy of the discharge summary.

The majority of hospitals now communicate electronically with GPs, and QEH is finally set to join them. We have purchased electronic discharge (e-discharge) software from Sunquest. This is the same e-discharge system that is in use at the Norfolk and Norwich Hospital, providing the added advantage to us that trainees who have already worked in Norwich are familiar with the system.

Doctors will complete the e-discharge proforma, including any take home medication, on new ward-based computer terminals. The dispensary will be able to check the prescriptions from a base in the pharmacy, reducing reliance on porters and others to carry prescriptions around the hospital.

Once complete, the discharge report will be emailed to the GP practice and stored in the patients electronic records there. Of course it will also be printed for the hospital records.

Other advantages of e-discharge will include prompts to doctors to include specific follow up instructions, for example concerning anticoagulant drugs or following an episode of kidney failure, so there will be a variety of efficiency and safety benefits from introducing this system.

A project group, including a number of clinical staff, has been preparing for several months now and e-discharge will 'go live' on Stanhoe ward soon. We aim to have it fully implemented across all areas by the end of the year.

Dr Beverley Watson Medical Director



News Update

Emergency Department improvement journey well under Way

The final stage of The Queen Elizabeth Hospital's A&E department upgrade has just been completed.

Following recommendations made in a CQC report in 2013 the hospital has been working hard to improve emergency care for patients with more than £2 million spent over 18 months.

Suzan Robinson-Southey, Consultant Nurse, said: "We have just opened a wonderful new paediatric area. Children with injuries now have a dedicated play area with distraction toys and a nurse to help them and their carers feel comfortable.

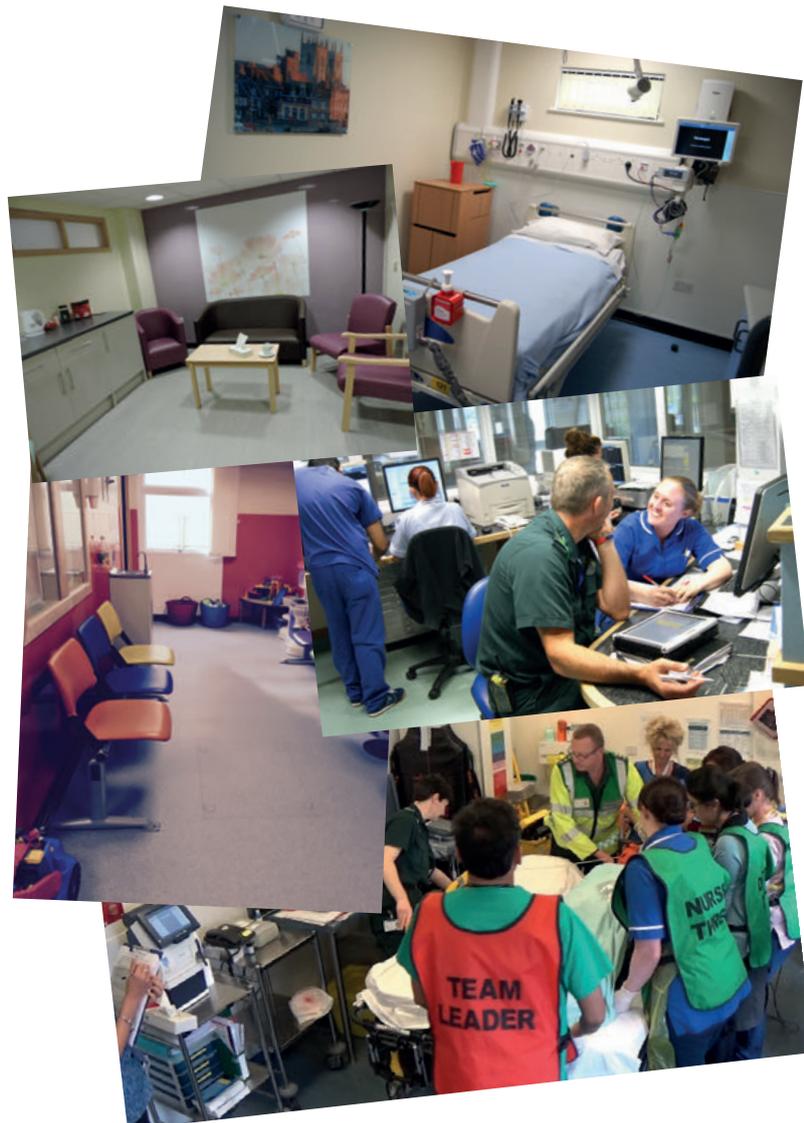
"We also have a private room for recently bereaved families to use, equipped with comfortable seating, tea and coffee facilities, and a telephone."

Suzan said: "Besides the physical changes which have happened in the department the Trust has offered staff further training to ensure the entire team can meet any patient's individual needs. Particularly training adult emergency teams to understand the needs and approach to young patients, and this will be ongoing as the emergency department journey continues."

With 600 square meters of space added to the department A&E now boasts a number of en-suite rooms, new observation bays, a re-organised resus area and additional offices to help paperwork be processed more efficiently.

Dorothy Hosein, Chief Executive, said: "All of the accident and emergency staff should be very proud of the changes which have been made to their department.

Suzan Robinson-Southey
Consultant Nurse Emergency



News Update

Car Parking

The work to increase the capacity of the Main Car Park by removing a number of grassed areas has been completed. The loss of the former Trust parking area off the northern end of the Main Car Park to the wind turbine means the aggregate space numbers have increased by a modest number, however the provision of sufficient staff parking spaces remain a challenge for the Trust.

Analysis of patient numbers for the first three months of 2015 shows that Monday became the busiest day of the week in March, with nine additional Monday clinics scheduled that month.

The enforcement contract with The Borough Council of King's Lynn and West Norfolk is going well. A meeting with the council to discuss the first full quarter of enforcement took place in early May 2015, however no major issues were identified by either party.

The procurement of new Pay and Display machines has been delayed, mostly due to additional work required to negotiate and agree a service provider for the card

payment option. This is not a straightforward issue as services and legislation are evolving all the time. The suppliers of our current machines (Metric) have been helpful in identifying the service needs of the Trust in this unfamiliar area.

The Pay and Display machine adjacent to the GUM building was broken into in March. £229.60 in cash was stolen and some damage caused to the machine, which remains out of order for the time being. Lack of evidence means there is little likelihood of catching the culprits. This machine is only used once or twice per day, therefore inconvenience to patients and visitors is minimal.

Chaz Scholefield
Travel Co-ordinator/Car Park Manager



Patient Participation Groups (PPGs)

Governors from the Patient Experience Committee now attend the PPGs in the majority of GP practices across the area of West Norfolk, North Cambridgeshire and SE Lincolnshire served by the Queen Elizabeth hospital.

Some of these groups are long established and are well supported; some are in their infancy. All aim to deliver interesting and informative programmes.

Governors attend by invitation and seek to keep participants up to date with developments in the hospital: everything from the measures being taken to prevent and control infection and the renovation and opening of a new ward to the provision of new wheelchairs and improvements

in the carpark. Equally importantly we invite you to share your experiences while visiting the QEH.

The feedback from patients, their families and friends is one important measure of the quality of care we provide. Your suggestions for improving our service are always welcomed at the PPGs. Details of venues and timings can be obtained from your local surgery. We look forward to meeting you there.

Esmé Corner
Lead Governor & Chair Patient
Experience Committee

To contact any of the governors please email FTgovernor@qehkl.nhs.uk or phone or write to the FT Office.

Diary Dates



Thanks to the work and enthusiasm of the QEH Stroke team and the Stroke Association, a highly successful well supported event was held on the 7th May. The event was for people who had suffered a Stroke or Transient Ischaemic Attack (TIA) and their family members and loved ones, and also members of the public who wished to learn more about modern stroke care.

Speakers were:

Dr Shekhar – Stroke Consultant, Dr Catherine Parker – Clinical Psychologist; and a collaborative presentation from Anne-Marie Hurst – Senior Physiotherapist; Keri Lewis – Occupational Therapist and Jane Veall – Specialist Speech and Language Therapist.

Thank you to everyone who attended.

'Wheel Appeal' Update

The appeal raises funds to pay for a 30 wheelchair fleet (at a cost of £800 per chair) to transport our patients – young and old - around the hospital. The campaign has been well received and supported by the community and we have reached 70% of our £24,000 target. The feedback from patients, carers and visitors is excellent.

We need to keep fundraising and invite you to support us: join the sponsorship scheme for £800, £400 or £200; send a cheque payable to 'Wheelchairs'; donate online: www.justgiving.com/qehkl-wheelchairs; organise, host or take part in a fundraising event; give sponsorship from events in which you are involved. Please contact Laurence Morlaàs, Fundraising Executive, 01553 613373 and help us to hit our target soon!



Governors' Council Meetings

These meetings are held in public and Foundation Trust members and members of the public are warmly welcomed. You should advise Mary Denmark at the FT Office if you wish to attend: Email: ft.membership@qehkl.nhs.uk or telephone: 01553 613142 as space is limited.

Meeting dates

- Thursday 23 July 2015 Governors' Council meeting at 2pm, refreshments at 3.30pm, Annual Members' meeting at 4pm
- Tuesday 6 October 2015 at 4 pm in the Conference Room at the Queen Elizabeth Hospital
- Tuesday 1 December 2015 at 4 pm in the Conference Room at the Queen Elizabeth Hospital
- Tuesday 2 February 2016 at 4 pm in the Conference Room at the Queen Elizabeth Hospital

Please check our website/contact the Foundation Trust office for any possible updates/amendments prior to attending these meetings.



Establishing a Sustainable Supply of Nurses Part 2

100 Staff attended a "Supporting You" event held in Restbite to showcase Trust services and local amenities



11 March

'Finders Fee' scheme being piloted from 1 April to reward employees who successfully refer staff for a registered nursing position.



Improved communications with ward managers to provide up to date staffing and vacancy information



Overseas recruitment plan adapted following feedback from nursing staff



Student Nurses Open Day to be held in May



Recruitment has been undertaken during April in Spain and offers have been made **13**

Further local recruitment events being planned in Kings Lynn and surrounding areas

Analysis of exit questionnaires to target key areas of high turnover



Nursing apprenticeship Framework being introduced for new and existing staff

Internal development programme being worked up to 'grow our own' nursing workforce



Rotations within the trust are available & ongoing discussions about rotation between acute & community care

Return to Practise Programme is run twice annually - currently advertising for September cohort

All newly qualified nurses undertake a 6-month preceptorship programme with guaranteed study days

Expectation of being fully established by early 2016

To be continued...

