

Sustainability

That word crops up several times in this newsletter and underlines the challenge of the next few years. Coming out of Special Measures as Edward Libbey our Chairman explains was a great achievement by all the staff, but complacency is not appropriate as some areas still require improvement and the improvements we have already made need to be sustained.

Sustainability of high quality care at the ward level is only part of the challenge though and Dorothy Hosein draws attention to the larger picture where a process has started to change some aspects of the delivery of care to models that are financially sustainable while not losing any of the high quality and excellence that is there. This is a longer term ambition and emerges from the Contingency Planning Team analysis of the local health economy which took place last year.

Two major developments are described in this issue. Firstly the opening of a midwifery-led birthing unit, something that mothers have been requesting and which has been happening in other hospitals in our region. This should be open by the end of the year, and being sited next to the consultant unit, in the

the event of complications does not sacrifice patient safety in any way, while at the same time giving mothers a more homely and less clinical experience. Secondly as Beverley Watson describes, e-discharge is now a reality and has been initiated across the Trust during September, and is welcomed by both Trust staff and our General Practice colleagues alike.

Jonathan Dossetor
Chair of Membership
and Communications
Committee

Email: mary.denmark@qehkl.nhs.uk,
Phone 01553 613142 or
Write: FT Membership Office,
The Queen Elizabeth Hospital, Gayton Road,
King's Lynn, PE30 4ET.



News Update

Tangible change and positive reassurance

It is a rewarding and exciting time to work at The Queen Elizabeth Hospital and the past few months have seen much of our hard work over the past year rewarded.

As I am sure you are aware, in July Monitor, our regulator, removed the Trust from 'special measures'. It did so upon the advice of the Care Quality Commission (CQC) who found significant improvements during its most recent inspection.

This is a major achievement and a credit to all staff at the hospital who have worked so hard to bring about and embed the changes they knew would improve patient experience and care.

For me one of the things I found most striking was the report's recognition of the huge changes and improvements that had taken place across the Trust. It recognised the work of staff at all levels to bring about a shift change in culture and operations which now stands us in good stead to succeed in the future.

Leadership was a clear issue and the report recognised it as a significant area of improvement. It recognises the impact that Dorothy Hosein has made as Chief Executive, both in her laying out of plans to address the CQC's concerns and her engagement with staff right across the hospital. It also recognises the improvements that have been made to both the makeup and operation of the Board. Thirdly it recognises how well our corporate value of responsibility is embedding within the organisation. All our staff are taking responsibility for leading the organisation forward together.

We have enormous support across the community and the community should expect nothing less than an excellent service in return. This green light for leadership provides the community we serve with reassurance that we are in full control of the running of their local hospital and are able to build on the improvements already made. They can feel reassured that the next stage in this journey will be to move from 'requires improvement' to 'good'.



As we move forward there will of course be changes. The Board recently welcomed two new Non-Executive Directors (NEDs), Maureen Carson and David Thomason.

Maureen is well-known to many in the Hospital and is a familiar face. She has worked in the NHS for 30 years and though she was brought up in Scotland almost all her NHS career has been in Norfolk.

David Thomason recently retired as Borough Treasurer and Deputy Chief Executive of King's Lynn and West Norfolk Borough Council where he worked for over 30 years. We welcome them both.

We have also said goodbye to two NEDs, Heather Farley and Joss Trout. I thank them both for their enormous dedication to the Trust as it went through the particularly difficult past two years. They provided insight and rigour to the Board and to their work within the hospital. We will miss them both and wish them well in their new ventures.

In talking to both the CQC and to Monitor, our regulators, they recognise the scale of our achievements at a time of acute pressure across the whole of the NHS. At the end of the day I want the Queen Elizabeth Hospital to be seen as an exemplar of what excellence can be and how determination can achieve it.

Edward Libbey
Trust Chair

News Update

Safety and sustainability at the heart of plans for the future

Health services in West Norfolk will be transformed under new plans agreed by The Queen Elizabeth Hospital and West Norfolk Clinical Commissioning Group (WNCCG).

A West Norfolk Health and Care System Sustainable Transformation Plan has now been signed by both organisations following findings by a recent Contingency Planning Team (CPT) exercise.

While the Trust continues to ensure an excellent standard of care and positive experience for every patient we are also focusing on how we achieve and sustain an excellent standard of care in the future.

We are already well underway with our plans to create financial stability and drive clinical efficiencies with robust financial planning in place, as was demonstrated by achieving our target end of year financial position for 2014/15.

Our new clinical strategy will also see us maximise clinical effectiveness and improve quality of care for patients.

One of the key elements of the Sustainable Transformation Plan is that it sets out the governance structure which will ensure we will achieve what is needed. This will be headed by a joint committee with an independent chair which will be responsible for ensuring all obligations are met.

Solutions identified by the CPT process included finding alternative models of care, reducing spend on prescription drugs and improving frail and elderly care for patients with long term conditions.

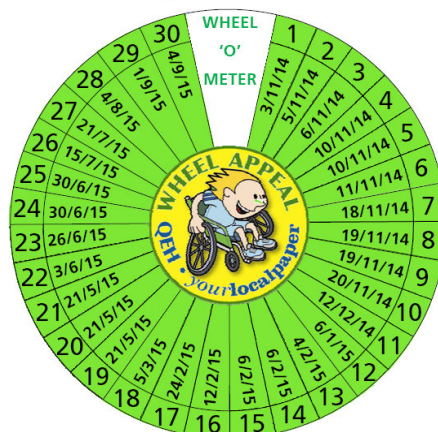
Dorothy Hosein
Chief Executive

'Wheel Appeal' hits target

Thanks to the generosity of donors and fundraisers the appeal was completed in 10 months.

The partnership with Your Local Paper has been very successful - it generated £24,000 to buy a fleet of 30 wheelchairs to transport our patients around the hospital.

**Appeal launched 31st October 2014
for 30 wheelchairs
THANK YOU!
£24,000 target reached
4th September 2015**



News Update

Midwife-led Birthing Unit



The Queen Elizabeth Hospital has commenced the building of the New Midwife Led Birthing Unit (MLBU) and we are very pleased that it is planned to be opened by the end of the year.

Work is already progressing to create a 3 room unit alongside the existing Delivery Suite with its own entrance. The rooms will be very different from the existing Delivery Suite rooms and have a welcoming and warm ambience. Each room will be decorated differently and 2 rooms will incorporate birth pools with soft lighting and couches not hospital beds.

The women using the MLBU will be offered a “low-tech” experience from the midwifery staff and will also be planning an early return back to their home with their new baby so the staff are wanting to provide a ‘home from home’ feel to the unit. The ethos of an MLBU is normality, supporting the woman to have her baby as naturally as possible with little intervention. The use of birth balls, mats and low level couches instead of a delivery bed all helps women to be active in labour and feel more in control of their experience.

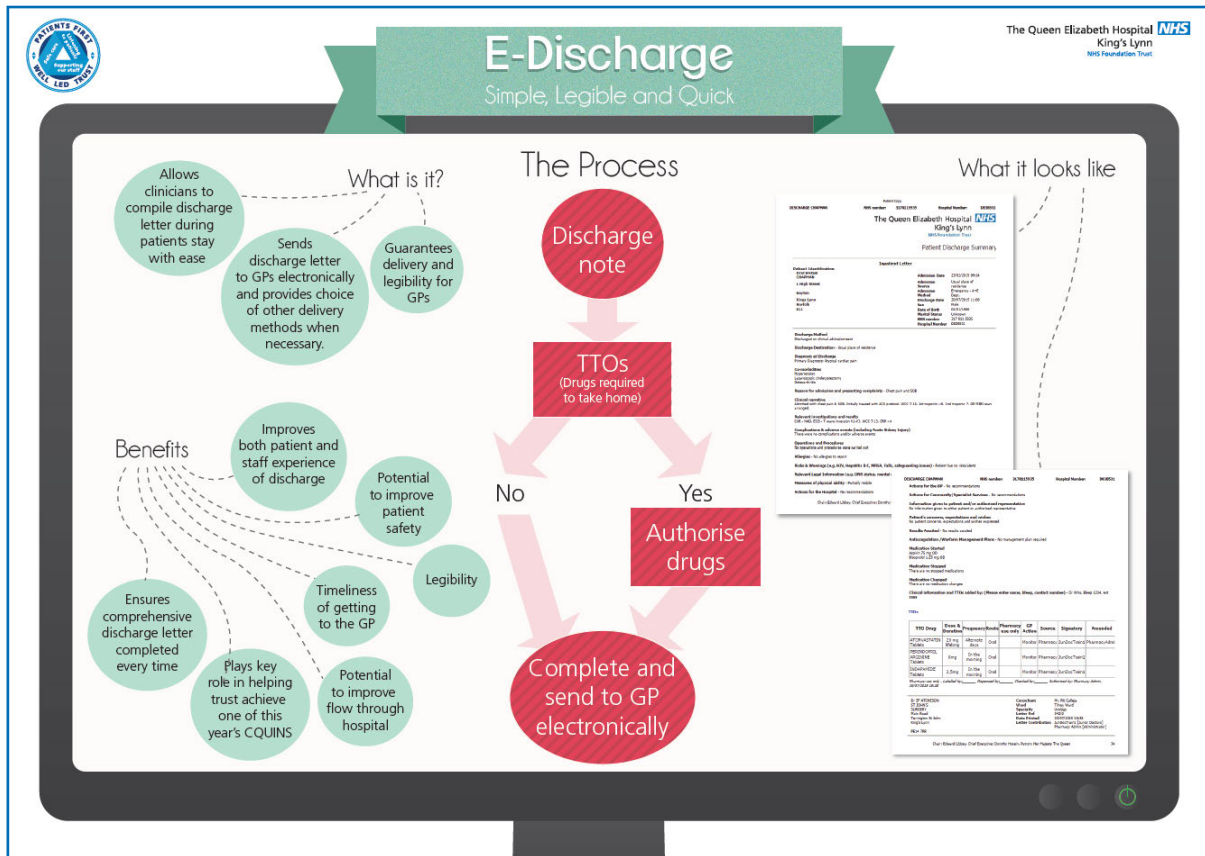
All our neighbouring Trusts currently provide this option for women and it is positively evaluated by the families that use this alternative birth choice, a “low tech” birth but close to a consultant unit should there be a need for a more intensive level of care. We are hoping that 500-600 of our women will choose to have their babies in our MLBU in 2016.

So far the unit has not been named and we are keen to hear what suggestions others may have for this new facility. The artwork in the rooms will incorporate some wonderful pictures of our local beaches and coastline and we feel that the unit should be given a local theme.

Catherine Morgan
Director of Nursing

News Update

E-Discharge



Electronic Discharge summaries are now being used across almost all areas of the Queen Elizabeth Hospital. The change means discharge letters to GPs are now simple to create, always legible and with GPs within hours.

The QEH has chosen the Sunquest ICE discharge system. This is the most widely used e-discharge system in the NHS and is used by more than 60% of acute trusts.

GPs had wanted to see e-discharge implemented for some time and the roll out has been welcomed by them.

There are currently 36 practices, which represent nearly 98% of our discharges, enjoying a faster, more user friendly service from us.

When the system was piloted on Stanhoe ward it proved so successful that staff didn't want to stop using it. As a result their week-long trial turned out to be permanent and they became the pioneers of e-discharge.

E-discharge is just one of the many improvements we are making to ensure excellence in every aspect of patient care and experience.

Beverley Watson
Medical Director

News Update

Coming up... Governor Elections - December 2015

We value all our Foundation Trust members but we recognise that some may wish to take a more active part than others. One way you can get involved is to put yourself forward for election to our Governors' Council. If you are interested in standing as a public or staff governor, please contact our FT membership office (contact details below).

The elections process begins in December and newly elected public and staff governors will be in place by 1 February 2016. You must be a member of the Foundation Trust before you can stand for election (all staff are automatically members).

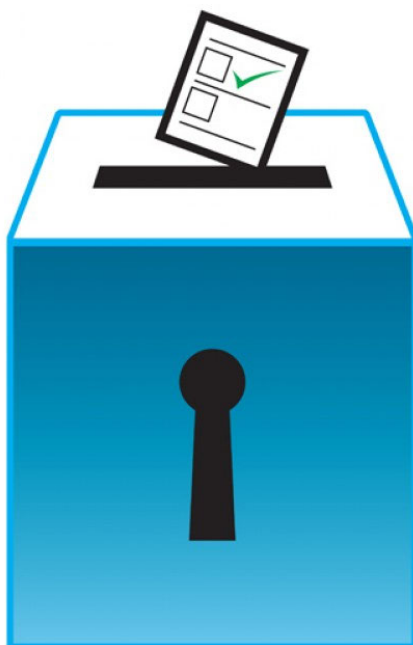
You don't need any special qualifications, but you will need an interest in the development of services at the Trust together with a commitment and ability to represent members and the wider public. We provide an induction programme and training for governors. The Governors' Council meets six times a year and there are also committee meetings for governors with special interests.

Governors have a key role in the Trust and make sure we are accountable to the community we serve. Governors have a number of statutory responsibilities, such as appointing the Chair and Non-Executive Directors to the Board.

We will be holding one or two special events in November where you can meet some of the existing governors; learn more about being a governor and hear about the election process involved. Please contact the FT Office to find out when these events will be happening.

If you're interested in attending an election meeting, please contact the FT office to let them know and to obtain directions. You can phone on 01553 613142; e-mail: FTmembership@qehkl.nhs.uk or write to: FT Office, The Queen Elizabeth Hospital King's Lynn, Gayton Road, King's Lynn, Norfolk, PE30 4ET.

Edward Libbey
Trust Chair



Diary Dates



Please help us to keep in touch with you by email

We have had to delete a number of email addresses off the system because recently sent emails have been returned – undeliverable. Please email FT.membership@qehkl.nhs.uk to update your email address, not forgetting to include your full name and postcode for clarity. Many thanks.

New 'Excel' fundraising campaign

Look out for our new fundraising campaign. The Excel Appeal aims to raise funds to help us deliver excellence in every aspect of elderly care.

If you'd like to get involved in helping to raise money to benefit our patients, please contact Laurence Morlaàs on 01553 613373 or at laurence.morlaas@qehkl.nhs.uk.



Governers' 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

- Tuesday 1 December 2015 at 4pm in the Conference Room at the Queen Elizabeth Hospital
- Tuesday 2 February 2016 at 4pm in the Conference Room at the Queen Elizabeth Hospital

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

The Governors' Council composition – revisited

The Governors have reviewed the composition of the Governors' Council.

Some changes were agreed by the Governors' Council at its meeting in October, to make the Council more representative of the patients, members and the public served by the hospital:

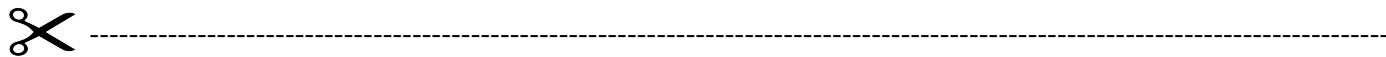
- The amalgamation of North Norfolk, Breckland and the Rest of England, with 2 Governors to elect
- A decrease in Cambridgeshire representation from 4 to 3 Governors, to elect
- An increase in SE Lincs representation from 1 to 2 Governors, to elect
- Maintaining King's Lynn and West Norfolk representation at 9 Governors to elect

These changes would see the public represented on the Governors' Council as follows:

Current		Revised	
Public constituency area	Number of governors	Public constituency area	Number of governors
West Norfolk	9	West Norfolk	9
North Norfolk	2	Cambridgeshire	3
Breckland	1	South East Lincolnshire	2
Cambridgeshire	4	North Norfolk, Breckland & Rest of England	2
South East Lincolnshire / Rest of England	1		
Total elected governors	17	Total elected governors	16

You are invited to comment on the Governors' Council proposals by 22 November 2015. Please return the slip to the PALS office or the address below:

The Foundation Trust Office
 The Queen Elizabeth Hospital, King's Lynn, NHSFT
 Gayton Road
 King's Lynn
 Norfolk PE30 4ET



Name Foundation Trust Member Number.....

I support the proposed changes to the Governors' Council

I do not support the proposed changes to the Governors' Council

Comment:

