

Your Trust News

Newsletter for the members of Peterborough and Stamford Hospitals NHS Foundation Trust

Season's Greetings to all Trust Members

Help your hospital to go Smoke Free

Peterborough and Stamford Hospitals NHS Foundation Trust is stubbing out smoking by 1 January 2007 and is asking local communities to help encourage smokers to get into the habit of not lighting up on, or near, its hospital sites.

All NHS organisations are required to become completely smoke free by the end of the year and, whilst the Trust has had a No Smoking policy in place since 1997, we are introducing some new measures to ensure we are completely smoke free.

The new measures include:

- Establishing a 15m no smoking zone around each of the Trust's hospitals
- Removing smoking shelters from Peterborough hospital sites
- Supporting members of staff trying to quit through free advice and nicotine patches
- Supporting and advising patients trying to quit
- Promoting the no smoking policy to staff and visitors to the Trust through a series of events

Smoke Free project leads Christine Wilkinson, director of nursing and Christine Tolond, director of human resources, said: "As the Trust has had a very robust no smoking policy in place for more than ten years, the vast majority of patients, visitors and staff will not really notice anything different when the new policy comes into effect – even smokers.

"The main differences will be outside the entrances to our hospitals or in one of our car parks. Currently people light up in these areas and are allowed to smoke in the designated shelters, but in future they will have to wait until they are at least 15 metres beyond our site boundaries.

"This measure has been introduced deliberately to move smokers away from our front doors. It is inappropriate for a healthcare organisation to have patients and visitors walking through a cloud of smoke to gain access and this has been the cause of several complaints. The litter associated with smoking also creates a very poor first impression of a hospital where cleanliness is of paramount importance.

"People now accept they cannot smoke on aeroplanes, in most public buildings and increasingly pubs and restaurants; so smoking on or near a place of healthcare is not acceptable.

"We will be providing advice and support for staff and patients who smoke. Staff in particular, need to think about the fact that smoke lingers on clothes so they should be mindful of smoking immediately prior to starting work and should never smoke whilst in uniform. We will be reminding patients that smoking can lengthen healing times and can cause complications following surgery.

"Hospitals are a community resource so we would also like hospital users and visitors to help us keep our hospitals smoke free. If anyone sees somebody smoking on a hospital site we would ask that they politely remind them of the policy or inform a member of staff. There will also be new 'speaking' and other signs in place to remind everyone."



Disability Issues

We are currently reviewing our arrangements so that we work with patients, staff and visitors who have disabilities to ensure that our services meet these needs. This builds on the work that we have already done with

our existing Disability Advisory Group. If you have a disability and would like to be involved in these issues please contact Rachel Powell on 01733 874000 and ask for extension 8996.



If you know someone who would like to become a member they can register on 01733 343221

Message from Chief Executive

Dear Member,

This is my last letter to members as I shall be leaving the Trust at Christmas and will be joining the new Cambridgeshire Primary Care Trust in the New Year.



In August I told you that the Trust's financial position was improving and we were trading just in the black. I am pleased to say that seven months into the financial year the Trust is running at a £700,000 surplus. This is great progress at a time when NHS finances elsewhere are incredibly stretched and has not been achieved easily. Everyone in the Trust has had to do a lot of rethinking about the way we deliver services to reduce our costs without compromising on quality.

Sometimes this is a difficult judgement so we welcome comments and criticisms from users of our services to help us get it right. We have an active Patient and Public Involvement Committee, which meets regularly and is open to anyone who is interested in the general running of the hospital, and we have many patient involvement groups for those with particular interests. There is also an independent Patient and Public Involvement Forum which has powers to inspect the Trust and report to the Local Authority Health Overview and Scrutiny Committees. Finally, the Trust's own Governing Body, the majority of whom is elected by our

members, has a direct say in the way the Board of Directors run the Trust and in our plans for its future.

All these groups contribute to the discussion and thinking about how to improve services and meet growing demand and public expectations within the tax funding available to us.

If you would like to find out more about any of these groups, please contact the members' helpline on 01733 343221.

Looking ahead to the New Year our plans for the new hospital should be considered by the Strategic Health Authority for the East of England in January. We hope they will be approved and recommended to the Department of Health and the Treasury so that building can start soon after. This process has been running on a little longer than originally planned but if we can commence the building work early in 2007 we would expect to be using the new hospital in 2010.

Thank you for continuing to support the Trust and I would like to take this opportunity to wish you a Happy and Peaceful Christmas season.

Yours sincerely,



Chris Banks

Trust's team wins national competition

Peterborough and Stamford Hospitals NHS Foundation Trust's Service Improvement Team has won a major national public services competition.

The 2006 Top Team competition is organised by the Public Services Management Network in partnership with the Improvement and Development Agency, Harvey Nash, Deloitte, The Times Public Agenda and SOLACE. It recognises the achievements of individual teams within public sector organisations.

Paula Gorst, director of operations, said: "We are absolutely delighted to have won the 2006 Top Team competition – a major public services event.

"To win the competition is a great accolade and a tremendous achievement. It is a reflection of the hard work of both the team, past and present, and all the operational departments within the Trust and primary care that have worked with the team during the last ten years.

"As good as this win is for the team and the Trust it is worth remembering that the Service Improvement Team's primary goal is to improve services for patients, so any successes have a real benefit for our local communities."

The final took place at Kensington Town Hall. Each team



presented to the judges and an audience for 15 minutes and then faced questions.

The Trust's Service Improvement Team is responsible for analysing how the Trust can improve services for patients and make their hospital experience the best it can be. At the same time it also looks at how to improve efficiency in the Trust and takes a lead on helping departments to implement the changes.

The Team's submission, that helped it gain a place in the finals, focused on the challenges it has faced since it was launched ten years ago, its achievements and its plans for the future.

If you know someone who would like to become a member they can register on 01733 343221 **Audio CDs now available**

Governors' pages

Your Survey Responses

Thank You

We would like to thank all the members that gave their views in the last newsletter. We also offered to put responses into a draw with the prize being a tour of the hospital. Our thanks go to those who included their names on their responses – we have now drawn out two respondents who will be offered a tour of the hospital with Chris Wilkinson, director of nursing.

Results from your feedback are summarised in these pages.

Your Priorities

A range of different priorities were identified. They fell into the groupings on the pie-chart shown below:

Our analysis shows six areas as clear priorities.

- Patient care issues highlighted the need to provide care that respects patients' individual needs (whether they are elderly, disabled or have specific cultural or religious beliefs) and the need to ensure that patients are assisted with eating at mealtimes.
- Staffing issues highlighted strong support for our staff. Issues raised under this category and under wider communications issues also included the need for clear information on what can be complex issues for patients (e.g. waiting times, individual care).
- Parking issues were of concern including the availability of parking and price.
- Hospital cleanliness was also raised as a matter of concern and the need to be clear on work being undertaken to reduce infections.

- Stamford Hospital was clearly supported by responses with the need to keep services local.
- Waiting times and making sure these are minimised was also a key issue.

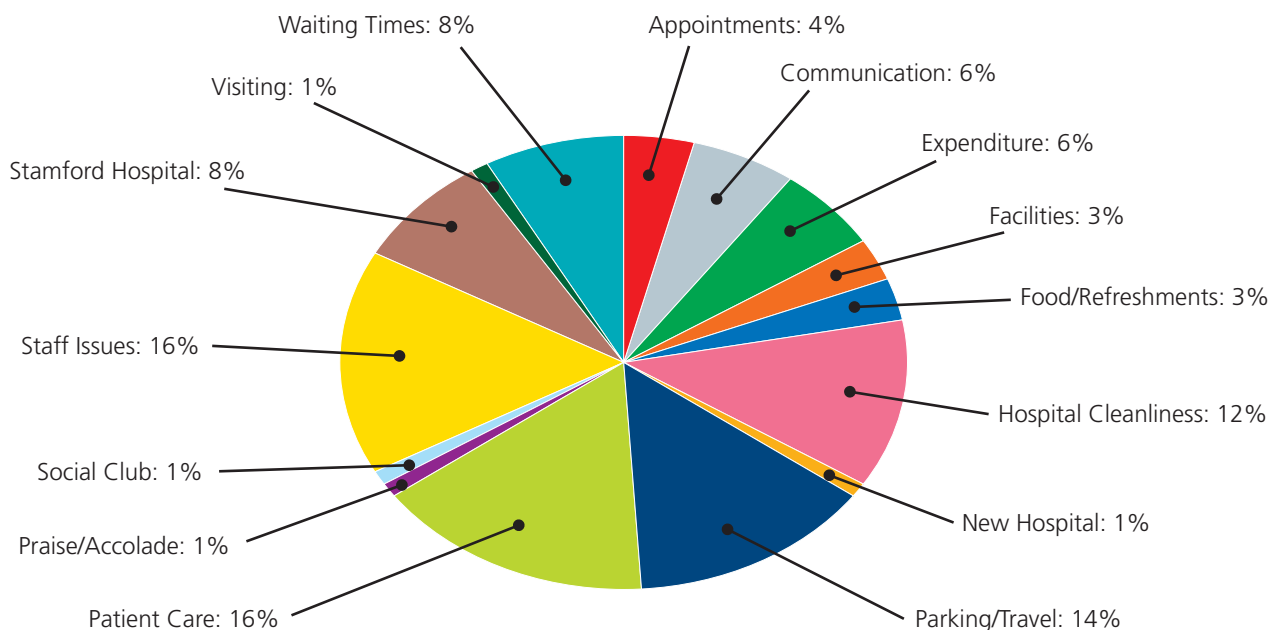
In order to address these issues with you, the following three newsletters will provide further information on what is being done to secure progress in these areas.

Your Membership

The majority of respondents felt that they were happy with the communications and activities offered to members, and were happy to feed in comments and opinions in the way you do so now. We will therefore continue with our practice of asking for feedback. The following issues were also raised:

- Communication by e-mail – if you would like communications to be with you via e-mail please contact the members' helpline on 01733 343221.
- Further opportunity for involvement – there are a range of ways in which you can be involved in the hospital, through volunteering or sitting on specialist groups. When we know we have specific groups that are looking for more members we let you know through the newsletter, but if you wish to get more involved or have a particular interest please contact our members' helpline on 01733 343221 detailing areas that you would be interested in being involved in and also how you would like to be involved e.g. as part of a hospital committee, as part of a group getting views from patients, or in general volunteering duties. Your details will then be passed on to our Director of Nursing.

Give Us Your Views



You are invited to the following meetings in public

Board of Governors Meeting – Wednesday 3 January 2007, 4:00pm,
Conference Room, Edith Cavell Hospital

Open Meeting of the Board of Directors – Tuesday 6 February 2007, 2:00pm,
Committee Room, Edith Cavell Hospital

To confirm your attendance, please contact the members' helpline on 01733 343221



Meeting Feedback

Annual Public Meeting – 21 September 2006

As previewed in our last newsletter, our annual public meeting was held in September. This was a good opportunity for members of the public to meet the directors and governors of the Trust and our thanks go out to those who attended. The session had presentations from all the executive directors regarding progress and developments in the year on service provision and performance, the new hospital development, staffing, financial issues and also a look forward to the coming year. The formal annual report and accounts were received by the governors and the appointment of the external auditors of the Trust was also approved for the following year. There was the opportunity for questions and answers, and there was an interesting debate concerning how new treatments are introduced into the health service.

Board of Governors – 10 October 2006

The most recent meeting of our Board of Governors was held in Stamford Hospital. We covered a range of issues including the Trust's new Smoke Free policy, updates on current operational issues and processes for governor involvement.

We were also pleased to welcome new members to the Board of Governors following the elections held in September. Our new governors are:

- Peter Morrison (public)
- George Dickens (public)
- Rubina Hussain (public)
- Sam Shippey (public)
- Sandra Woodhouse (public)
- Sue Friend (staff)
- Angela Broekhuizen (staff)

Since the meeting we also have an

additional new governor who has replaced Mike Jenkins.

- Meb Datoos (public)

Best wishes go to Mike and all of our fellow governors who have recently stood down – Keith Smith (staff), Bob Woolley (staff), Katrina Wilson (staff), Rob Donlevy (staff), Liz Phillips (staff).

We would be delighted to see any of our members at our next governors meeting to be held on 3 January 2007, 4:00pm, Conference Room, Edith Cavell Hospital. Please note that it would help with our arrangements if you let us know in advance that you will be attending – you can do this by phoning the members' helpline on 01733 343221.

Contact a Governor

If you would like to contact a governor or you would like someone to visit your group – please contact the members' helpline on 01733 343221.

Questions and Answers

This section gives you the opportunity to ask questions and get answers from the Chief Executive or any of the Trust's Directors. If you would like a question answered in the newsletter please contact Kerry Pettitt on 01733 875844 or e-mail foundation.trust@pbn-tr.nhs.uk.

Q: Why do we have such long waits for audiology services?

A: We acknowledge the long waits for our audiology services. These increased considerably with the introduction of digital hearing aids. We are now working with the primary care trusts, audiology services and our local patient and public involvement forum to reduce the waits and improve the service. Waits have already reduced to 34 weeks, and should be a maximum of 30 weeks by Christmas.

Paula Gorst, Director of Operations

Q: What is happening with services at Stamford?

A: You will hopefully have seen local press coverage in Stamford and Peterborough that has detailed our current work. Under the government's *Our Health, Our Care, Our Say* programme we have been working with the local GPs and Lincolnshire Primary Care Trust and have submitted a bid for equipment to support the delivery of diagnostic and ante-natal care in Stamford. This has been supported by the Strategic Health Authority that covers the Stamford area, and we are currently awaiting a decision from the government. We have also all been working together to see if we can develop an innovative management arrangement for Stamford that involves the local community and GPs. We have a Stamford Hospital Development Advisory Committee that includes a wide range of individuals from the Trust, the Stamford Town Council, GPs and the Primary Care Trust to oversee this development. Maria Stafford, public governor, is also a member of this group and Maria feeds back directly to the Board of Governors.

Paula Gorst, Director of Operations