



Your Trust News

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

RECOMMEND A FRIEND

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

01733 343221

Drop in sessions

We are holding informal drop in sessions for members to speak to public governors about their role and raise any issues you may have on the development of our services.

These are being held on:

Thursday 15 June 2006

5:30pm - 7:00pm

Edith Cavell Main Reception

Tuesday 27 June 2006

4:30pm - 6:00pm

Stamford Hospital Outpatients

Governor Elections



Our public and staff governors are elected by our public members and staff members respectively. We are approaching the end of the term of office for half of our governors and will therefore be holding elections.

A formal notice will appear in the local press in early July detailing the number of posts for which elections will be held (at least seven public governors and four staff governors).

All members are eligible to stand for election as a governor – if you are interested in the role then we will be holding formal information sessions on the governors' role and the election process as follows:

Saturday
15 July 2006
10:00am – 11:30am
Postgraduate Centre
Peterborough District
Hospital

Wednesday
19 July 2006
6:00pm – 7:30pm
Committee Room Edith
Cavell Hospital

Wednesday
26 July 2006
3:00pm – 4:30pm
Stamford Hospital
Restaurant

Nominations will need to be completed by the beginning of August and voting will take place over the end of August/beginning of September. We expect to announce our results a week before the Annual Public Meeting which is to be held on 21 September 2006.

If you would like to attend one of the sessions please contact the members helpline on **01733 343221**



Members' Helpline
(01733) 343221

See back page for
Members' meetings

Trust Performance

– letter from Chris Banks,
Chief Executive

Dear Member,

I would like to take this opportunity to update you on the Trust's excellent performance in the last year on beating or meeting virtually all of the key national performance indicator targets for hospital trusts at the end of the previous financial year (1 April 2005 – 31 March 2006).

There are almost 40 targets, including A&E and cancer waiting times, patient booking times, infection control and financial management, set by the Department of Health and the Healthcare Commission that are audited and used as a snapshot to compare the performance of trusts around the country. The Trust also reports to the Foundation Trust regulator, Monitor.

The Trust draws its patients from a 35-mile wide radius of Peterborough and the targets cover the 300,000 clinic attendances (including A&E) and the 60,000 inpatient admissions that took place in the last year.

In all of the key target areas the Trust is performing well including:

- Nobody was waiting more than 13 weeks for a consultant outpatient appointment as at 31 March 2006 following referral by a GP (80 per cent wait less than eight weeks for their appointment)
- Nobody was waiting more than six months for elective surgery as at 31 March (82 per cent wait an average of less than 12 weeks)
- A yearly average of 98.9 per cent of people attending A&E were seen and admitted or discharged in four hours or less (target is 98 per cent)



- 100 per cent of patients suspected of having cancer were seen within two weeks of their referral (target is 100 per cent)
- In February (latest figures) 100 per cent of cancer patients had their first treatment within 31 days of the decision to treat (target is 98 per cent)
- In February (latest figures) 95 per cent of cancer patients had their first treatment within 62 days of their referral (target is 95 per cent)
- The Trust had only nine cases of MRSA bacteraemia for the year (compared to 16 for 2004/05 - placing the Trust in the top ten best performing trusts for infection control in the country)
- 100 per cent of people were allocated a bed on a ward within 12 hours following an emergency admission via A&E

Considering the financial position we started with, which has been unsettling for everyone, these results are a credit to the hard work of all members of staff from clinical teams to support staff working within a rapidly changing healthcare service. The improvement month on month throughout the year is really good news.

This year, out of 39 indicators there have been only two areas that have dipped below the national averages, while more than 25 have exceeded the national targets. Our financial performance was originally rated below average by the Foundation Trust Regulator but this has recently been upgraded following the on-going savings plan and efficiency work.

I realise the indicators only provide a snapshot of how a Trust is performing but they do demonstrate that despite all the concerns about the NHS nationally, the service in Peterborough and Stamford is generally very good and getting better.

There is also more encouraging news on the financial front too. We originally expected to make a deficit of £3 million in 2005/06 because of the last minute withdrawal of funds by the Primary Care Trusts. However, by the end of the financial year we had reduced the deficit to just under £1 million. Our financial situation would have been even better but the PCTs are disputing payment for some operations that they say we did too early. We are taking firm action to recover as much as we can.

The new financial year 2006/07 looks to be tough again because of an approximate five per cent savings requirement imposed on us by our funders – the Department of Health and the PCTs. But because of the actions we have already announced to control expenditure we are optimistic that we will have a more stable year financially.



Yours faithfully,

Chris Banks,
Chief Executive

Members' Helpline (01733) 343 221

Your Board of Governors

Who are we?

There are 24 governors of the hospital. 14 are members of the public, voted for by public members during March 2004. Six are members of staff, voted by staff members during March 2004 and six are representatives nominated directly by partner organisations that work closely with the Trust.

Public governors:

while there are 14 positions, currently there are three vacancies which will be filled at the next election (see below), together with four places where governors have completed their term of office. The current public governors (and where they live) are:



Moira Beattie
Netherton



Ken Craig
Orton
Brimbles



Arthur Critchley
Newborough



Sarah Dixon
West of City



Dennis Guttman
Longthorpe



Mike Jenkins
Wothorpe



Susan Mahmoud
Longthorpe



Keith Smith
Orton
Malbourne



Maria Stafford
Ketton



Bob Woolley
West of City



Ken Wright
Bretton



To be elected



To be elected



To be elected

Staff governors:

there is one vacancy to be filled at the next election (see below), together with three places where governors have completed their first term of office. The current staff governors are:



Dan Anandan
Stamford/
Surgery



Rob Donlevy
Clinical
Audit



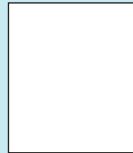
Roger Moshy
Radiologist



Liz Phillips
Medical
Service Unit



Katrina Wilson
Neurology



To be elected

Partner governors:



Angela Barr
Greater
Peterborough
Primary Care
Partnership



Paul Evans
Ministry of
Defence



Heather Hanlon
Volunteers



Mike Lilliman
Friends'
organisations



Graham Murphy
Peterborough
City Council



Martin Whittle
South West
Lincolnshire
Primary
Care Trust

What have we been doing?

We meet four times a year as a full board of governors and more frequently within committees. We have been active in terms of:

- making appointments of non-executive directors, considering their performance and setting their terms of service
- working with the board of directors on strategy including the requirement for financial control, considering the new hospital, raising a positive profile and needing to connect with the local community
- promoting the benefits of membership, serving the existing members and recruiting new members
- understanding the workings of the hospital and its strengths and weaknesses
- ensuring the Trust's constitution is updated to meet any changes
- considering the impact of national policies on the services of the hospital
- supporting the retention of a local Peterborough PCT to organise and commission our health care services
- learning from the experiences of other foundation trusts' governors and sharing good practice

We are also able to co-opt individuals to help us with any specific issues of concern, and we are pleased to let you know that at our last meeting we co-opted Geeta Pankhania, Head of Ethnicity and Health to help us on issues of involvement with our local ethnic and refugee communities.

Becoming a public governor – elections

Governors serve a standard term of office of three years – however to avoid any wholesale changes, the first terms of office for governors were staggered as two and a half years and three and a half years. This means that elections will be held in September this year and next year, there will be both formal briefing sessions for any members interested in the governor role and the election process as well as informal drop in sessions to meet governors (see the front page). If you are interested in the role and would like to receive a briefing pack which will include the election process, please ring our Company Secretary,

Jane Pigg on 01733 874174. These will be sent out towards the end of June.

Contact a governor

Each of the governors can be contacted via the PA to the Company Secretary, who is based at Edith Cavell Hospital, Bretton Gate, Bretton, Peterborough, PE3 9GZ, 01733 875424. She can pass on any details to all governors or to a named individual. However, please note that comments or complaints about services should be made through the Trusts Patient Services Department on 01733 874234 – this is in line with national requirements for handling such issues.

Meet a governor

If you would like to meet a governor or have a governor come and talk to a local group or organisation, they would be happy to arrange this – please contact the PA to the Company Secretary to organise this. Alternatively if you are interested in attending a governor surgery either at the hospital or at a local venue please contact us and we will arrange a local event.



Wheelchair appeal

Following the success of the equipment amnesty in June 2005, Peterborough and Stamford Hospitals NHS Foundation Trust has launched an appeal for people to return wheelchairs back to the District and Edith Cavell hospitals - with no questions asked.

Since the appeal was launched at the beginning of April, 13 wheelchairs, 38 Zimmer frames and various other items of hospital equipment have been returned.

People can still return wheelchairs and other equipment to the main reception of Peterborough District Hospital or the Edith Cavell Hospital

To arrange collection call: 01733 874898 (24-hour answer phone)

Sharing Best Practice Event 2006

Friday 7 July 2006

0900 – 1600

Recreation Hall
Nurses' Home, PDH

The programme will include presentations and posters sharing patient care developments from across the Trust including:

- 'Essence of Care' projects
- Clinical Leadership Programme
- Critical Care
- Service Improvement
- Infection Control

**There are
30 places
available**

**to members on a first
come first served basis.**

To book a place contact

Vicky Beale,

01733 875865



Audio-taped members' newsletters available

Audio tapes of *Your Trust News* are available on request. If you would like to receive a copy please contact Kerry Pettitt on (01733) 875844.

Update your details

Included with this newsletter is a form enabling you to update any personal information which may have changed since December 2004. Updating any changes will assist us when sending out election papers later in the year. If you do need to update any details please return the form in the pre-paid envelope provided.

Condolences

It is with great sadness that I inform you of the deaths of two of our public governors.

On behalf of the Trust, I would like to pass on our sincere condolences to family and friends of both John Horrell and John Dawson, they are sincerely missed.

Chris Banks
Chief Executive

Who's Your PAL? Feedback

The Patient and Public Involvement Forum (PPI) for Peterborough and Stamford Hospitals would like to thank the 240 Foundation Trust members who returned questionnaires.

Most patients who used PALS were very happy with the help they were given.

Trust members told us that PALS should be more conspicuous and accessible. There were occasions when patients needed to discuss a concern with someone and, as the Trust encourages most of them, initially spoke to ward staff. Despite all the posters and leaflets just more than a third of respondents knew about PALS.

Of those who suggested improvements in access to PALS:

- 96 percent would like to see a PALS letterbox in a prominent position on reception desks at Hospital entrances for messages to be left for the PALS team.

- 85 percent would like PALS team members to visit the wards albeit that staff do visit the wards as and when requested. At ECH they do have a set time each week when they pay visits to wards to talk to patients and staff.
- 75 percent would have preferred to talk to a member of the PALS team while they were still in Hospital. However as the length of stay is decreasing this is sometimes not possible.

The PPI Forum's report has been sent to the Trust and improvements are already under way. Copies of the report can be obtained from Cambridgeshire ACRE,

Tel: 0845 0093477



Q&A

Since the issue of 'Your Trust News' in February we have received several questions from our members relating to costs and services which we have answered below. If you have any questions you would like answered in the next newsletter, please either send them by post to the address below or email to kerry.pettitt@pbh-tr.nhs.uk Peterborough and Stamford Hospitals NHS Foundation Trust, Freepost 1417, Peterborough PE1 1BR



Q: Where does the hospital get its money from?

A: Our funding comes from primary care trusts (PCTs) who commission the hospital to provide certain levels of services for their patients; we are then paid for the amount of services we provide. This Trust's main commissioning PCTs represent Greater Peterborough, East Cambridgeshire, and Melton Rutland and Harborough. However, under new government policy, hospitals are encouraged to attract patients from outside the local area to increase their income. Whilst it is the PCTs that decide which services they wish to buy from hospital trusts and how much they wish to spend on services in any given year, it is important to remember that all this money comes from the public through taxes.

Q: What happens if there is more demand for services than has been planned?

A: We meet regularly with the PCTs to discuss the levels of service we are providing and also to ensure that this is adequate to meet waiting times and targets. If we anticipate additional demand we would ask the PCT to fund this. The PCT will then need to see if their funding from the Department of Health can cover the additional work. Emergency services will always be covered by funding and if PCTs have difficulties with payment for routine care it is our policy to continue to treat patients where we have given firm dates for attendances or operations. We are currently having discussions with the PCTs about how they can pay us for everything we do.

Q: How quickly can the hospital respond to changes in the needs for its services?

A: To meet any additional demand for services in future years, accurate forecasting and planning are vital to ensure that this is managed appropriately. The PCTs are responsible for doing this. In terms of our clinical staff, our consultants are paid on the basis of sessions undertaken per week and we negotiate our requirements with them. Our nursing workforce is also flexible, not only with some part-time staff able to increase their sessions but also with the operation of a nurse bank for staff who prefer to work more flexibly in their hours. Within our buildings we also have capacity to undertake additional work and we will also continue to look at more effective ways of working.

Q: Can local people influence how the PCT spends its money?

A: There are a number of ways in which local people can be involved in the decision making process of their PCT. Firstly there is a Patient and Public Involvement Forum for the PCT – this is an independent body which exists to represent views of patients and the public. While the group is made up of local representatives, they are administered by Cambridgeshire ACRE who are located at Unit 2, E-Space North, 181 Wisbech Road, Littleport, Cambridgeshire CB6 1RA or 0845 009 3477. The Local Authority also has a duty to scrutinise health services, and has a Health Overview and Scrutiny Committee which should be consulted if significant changes in healthcare are planned. We have asked the PCT to

ensure that the committee is consulted regarding any proposed changes to their investment in the hospital. The committee can be contacted through the Health Scrutiny Officer, Performance Management Division, Chief Executive's Department, Room 10, Town Hall, Peterborough PE1 1HG.

Q: What is the hospital doing to make sure that our services are secure?

A: In line with government policy (Patient Choice) the Trust is seeking to attract patients from outside the local area to bring in extra revenue. This in turn will help the Trust to maintain services for existing residents. We are also pleased that Peterborough is to retain its PCT rather than being absorbed in a new Cambridgeshire PCT.

Meetings in public 2006 Board of Director's meeting dates

- Tuesday 1 August - 2:00pm
Committee Room, Edith Cavell Hospital
- Tuesday 7 November – 2:00pm
Committee Room, Edith Cavell Hospital

Board of Governor's meeting dates

- Thursday 13 July – 6:00pm
St John's Boardroom,
nr Peterborough Maternity Unit
- Tuesday 10 October – 4:00pm
Stamford Hospital Restaurant

To confirm your attendance for any of the above meetings please contact 01733 875424