

Issue one 2006

NHS

the pulse

It's official

New cardiac
x-ray suite
is now open

Success

Crime reduction
plan delivers
good results

Art in our hospitals



Adding local colour

First word

by Chris Banks
Chief Executive



8



16



10



14

Inside this edition...

4 **Thank you to staff**

Long-serving Trust staff are honoured for their dedication

16 **Art in the hospital**

Budding photographers help to brighten the lives of staff, patients and visitors

7 **New hospital**

The latest developments in the health investment plan

17 **Cancer targets**

Trust success in meeting national cancer targets

10 **All in a day's work**

We follow the day of A&E lead nurse Celia Kendrick

21 **Travel options**

The latest initiatives to improve hospital parking

12 **X-ray suite**

A state-of-the-art facility to improve patient care

24 **Happy to help**

Young volunteers in the Trust

The way forward

THETrust has announced an update to the financial savings plan it started last year.

The two-year plan was launched in November 2005 in response to the need to secure a sound financial footing in the face of major changes within the NHS both nationally and locally.

It builds on a plan which is already well underway and is designed to get the Trust fully fit for the future.

For the first nine months of this financial year the Trust has run within its budget and went into the final quarter £0.5m in deficit - a far better position than at the same time last year.

However, the Primary Care Trusts (PCTs), who pay for everyone's hospital care, have indicated they wish to reduce the amount of services they buy from the Trust by around £3 million. This will hit the Trust in the final quarter of this financial year.

Work has been continuing on the plan since its launch and the Trust has identified a number of efficiency savings that can be made while maintaining standards of clinical care.

Trust chief executive Chris Banks explained: "As part of the savings plan 185 posts have been identified as potentially at risk. Around 85 are from management, support and administration posts and 100 are from clinical posts. The Trust will work with members of staff at risk and their union representatives to find suitable alternative positions within the Trust.

"From the ward closures last year all ward staff were

successfully redeployed. This was achieved because of vacancies which arose due as approximately 400 staff leave the Trust voluntarily each year."

The latest savings plan will also see a reduction across the Peterborough hospitals of around 60 beds during the next two years. The way the Trust works will change because of the trend towards more surgical procedures as day cases, reducing lengths of stay in hospital and a reduction in patient referrals from GPs as PCTs invest more in care in the community.

A great deal of work will also take place to improve systems and procedures in order to increase efficiency and further reduce costs, like the creation of a centralised admissions booking centre for example.

Dr Clive Morton, Trust Chairman, said: "As we said when we launched this plan, the whole way healthcare is provided is changing and if we do not respond to it the consequences will be dire in the future.

"We have looked closely at where we can make further savings while maintaining high standards of clinical care and making sure patients are not adversely affected. I would like to be clear; we are not proposing savings that will be of detriment to patient care in either quality or the speed of treatment – doing so would make no sense and would not benefit patients or the Trust.

The savings plan will reduce running costs by four per cent annually and create annual cost savings of approximately £6m from March 2008.

“ We are not proposing savings that will be of detriment to patient care in either quality or the speed of treatment – doing so would make no sense and would not benefit patients or the Trust. ”



LEFT: Staff have been shaking off the flu thanks to the Trust's vaccination programme

Trust staff reap benefit of flu jab programme

STAFF from around the hospitals are reaping the benefits of the Trust's flu immunisation programme.

A total of 863 staff were vaccinated during the series of clinics in November and December, with the programme targeting high risk areas like ITU, A&E, neonatal and medicine for the elderly.

Claire Brown from occupational health said: "Immunisation of health care workers reduces transmission of influenza to vulnerable patients, and is an important aspect of winter planning in the healthcare environment."

Figures show that the number of staff off sick during early winter with cold/viral illnesses were; October 205, November 128 and December 146.



A thousand thanks

LONG-SERVING members of staff, dedicated volunteers and training achievers have all been honoured at the Trust's inaugural long-service awards ceremony.

Staff from across Peterborough and Stamford hospitals have been recognised for their many years of commitment and service to healthcare locally, as well as being praised for their achievements on a range of NVQ training.

This is the first time that the Trust has linked all the presentations into one ceremony - held recently in Peterborough.

Trust chief executive Chris Banks and deputy chairman Geoff Clubbe presented certificates for staff long service awards for 25 years; volunteer long service awards for five, 10, 15 and 20 years; and to recipients of NVQ training awards.



Patients benefit from Friends

PATIENTS in Stamford can now benefit from the latest donation made by the Friends of Stamford Hospital.

The Friends raised £1,500, largely made possible by a generous contribution from the Inner Wheel of Stamford Rotary Club.

These funds have been used to purchase a 24-hour blood pressure monitor for use in the hospital outpatients department. Consultant physician, Dr. Michael Dronfield, accepted the equipment on behalf of the hospital during a presentation at the outpatients department.

The equipment was presented by Gill Scott, chairman of Inner Wheel, accompanied by members of the committee.

He said "We are very grateful to Gill Scott and other members of Inner Wheel for their generosity. The monitor will be used by staff in the outpatients department at Stamford Hospital to assess patients' blood pressure intermittently over a 24 hour period."





HEART patients are now reaping the benefits of the generosity of the Peterborough Yacht Club.

The club raised £2,220 at its charity day by organising boat trips and lunches. The proceeds from the day helped to buy essential heart monitoring

Sailors raise funds to help heart patients

equipment for the Trust. Pictured receiving one of the monitors is Melissa Fisher, sister on

the angiography suite, with Eddie Hird, Peterborough Yacht Club chairman, John Crisp, treasurer and Eric Rollings, charity day organiser.

Babies to receive scans via Telemedicine

FAMILIES of babies needing heart scans are being spared a journey to London - thanks to a pioneering teleconference style of treatment now available in Peterborough.

A £14,000 telemedicine machine has recently been installed at Peterborough District Hospital.



The specialist equipment - which works by means of two screens and two cameras connected to a heart

scanner - is linked to Great Ormond Street Hospital in London. Peterborough neonatal unit is one of only three in the Eastern Region to have this facility. Between 10-15 babies are expected to benefit from the service each year.

Trust consultant paediatrician, Seif Babiker, (pictured left) said: "The equipment will enable us to do live heart scans (echocardiography) which will be viewed by cardiologists at Great Ormond Street, by way of a live conference, who will then advise on further treatment."

Parents will also have the opportunity to communicate directly with the cardiologist, who will be able to explain the heart scan to them and provide prognosis.

Seif added: "This equipment will save time and money.

"Babies no longer need to go all the way to London to have their scans."

Theatrical thanks for panto cash

THE cast, crew and everyone involved with Pillpushers have said a massive thank you to everyone who supported their hilarious production of Sickago.

Once again, the Pillpushers team had them rolling in the aisles - and covering in the back row - with witty words and satirical sketches.

Takings from tickets sales have topped £2,500, some of which will part fund the 240 new and much more comfortable chairs in the recreation hall.

Wards and departments are invited to make bids for a donation for the purchase of non essential equipment. All bids will be considered at the annual general meeting on 28 February.

Pillpushers' Mary Bird said: "We'd like to thank everyone once again for their support of the show, which was great fun to perform.

We look forward to distributing the proceeds in the very near future."

Script writers are already planning to pen the 2006 production.



Keep us in the picture

IF you have a story idea for Pulse - don't be shy, tell us about it. Either contact the communications department at Edith Cavell Hospital on ext 4110 or via email to jason.hill@pbh-tr.nhs.uk

the **pulse**

letterbox

Pulse welcomes comments, views and letters from staff and patients - whether it's a thank you, a question you would like an answer to or comments about Pulse. Email communications at Edith Cavell Hospital and we will print as many extracts as possible.

A&E: The ambulance men were kindness itself, both at the scene and throughout the journey to hospital. At PDH, the doctors, nurses, porters and radiographer - and especially the nurse who even managed to make me laugh through a fog of pain and shock - everyone gave me exceptional attention. Please all of you accept my heartfelt gratitude.

Surgery: I was recently a patient for major surgery and was treated later in the intensive care unit, surgical recovery unit and ward 5Y. I wish to place on record my very grateful thanks to all concerned at PDH who touched my life in any way during my stay in hospital. I was treated with the greatest respect and professional courtesy, and although the operation was not the complete success I had hoped for, I know that I received the best treatment possible in the circumstances.

Clinic 10: Arriving at the clinic, 10 minutes before my appointment, I received a bright cheery welcome from the young lady on the reception desk who processed my details and asked me to take a seat in the waiting room. I had barely sat down before I was called into the treatment rooms, where, feeling more than a little



apprehensive, I was immediately put at ease by the nursing staff who explained in detail the various tests and assessments that were conducted swiftly and efficiently. The whole process was conducted in a calm and professional manner that could not have been improved upon.

Endoscopy/5Y: I would like to express my thanks to everyone concerned. I really could not have received any better treatment throughout my many visits to the endoscopy department prior to my

operation. Thanks also to the wonderful nursing staff of intensive care, 5Y and surgical recovery unit - not forgetting the ward doctors and physiotherapy staff. My grateful thanks to everyone.

Rheumatology: Whilst it came as a shock to discover I have diabetes, I am grateful that your clinical tests found this. I am happy to say it is slowly coming under control. May I thank you most sincerely for your excellent care and kindness to me which has been much appreciated.

A very special thank you

Medical: I want to say how much we appreciate the care and kindness we were shown by all the staff but particularly the young RAF nurse who, with her gentle, but thorough questions was very kind and understanding of the pain my wife was in. She was then followed by an excellent doctor, and then another who told us his diagnosis. She is at home and progressing very well. Thanks again, we are very grateful for your excellent service.

Surgery: Thank you very much for all the care and kindness you gave me during my recent operation. It is so good to be mobile and free from pain.



ABOVE: A glimpse of what parts of the new hospital will look like.

Plans given approval

Trust welcomes council decision



St Clair Armitage,
project director

THE proposals for the new acute hospital and the mental health unit – part of the Greater Peterborough Health Investment Plan (GHIP) - have been approved by city council's planning committee.

St Clair Armitage, project director, said: "We are very pleased that Peterborough City Council has granted planning consent to the acute hospital and mental health unit elements of the Greater Peterborough Health Investment Plan (GHIP).

This follows the proposals for the Integrated Care Centre and ambulance station being approved in October."

He added: "It is a great achievement to have reached another stage in GHIP. A great deal of hard work, by the city council, all of the trusts involved and by the PFI consortium, Progress Health, has gone into successfully negotiating this latest phase of the overall scheme and we can now move forward to the next stage.

"This involves detailed progression of the contract proposals with Progress Health, and a continuation of the affordability assessment and gaining approval for the scheme from the Strategic Health Authority and Department of Health.

"This is the normal process with any large PFI project.

Assuming everything is satisfactory in these



areas we would hope to achieve financial close in spring 2006."

“

Assuming everything is satisfactory we would hope to achieve financial close in spring 2006

”

Course to help Trust diabetes staff

A NEW course to support the development of the diabetes care technician role is now available.

The joint education programme has been developed with the Trust, the Greater Peterborough Primary Care Partnership, Norfolk, Suffolk and Cambridgeshire Workforce & Development Directorate, the Open University, Luton HEI and Homerton.

The course consists of IT and diabetes theory

and practical diabetes care clinical skills and it is now available. It is suitable for health care assistants, diabetes carers and expert patients.

Trust service improvement manager, Mimi Hills, said: "Nationally there has been a remarkable response with over subscription in the first intake, whereby 100 extra places were made available to cope with the increased demand and a waiting list of 150 wanting to do the course." For details, call Mimi on ext 5796.

Save your energy

“

Simple things like turning off the lights when you leave the office, turning off the photocopier instead of leaving it on standby and turning down the radiator when it gets too hot instead of opening a window all help save energy and money

”

SAVE energy - save money! That's the message to encourage all staff to become more energy conscious.

Spearheading a campaign to help cut unnecessary waste and reduce the Trust's electricity bill is estates manager Ty Priestman.

Ty, with the support of his team, is issuing a series of top tips and fascinating facts to staff, showing them how easy it is to save energy.

Although it is still too early to estimate the actual monetary savings, Ty hopes that everyone will play their part to help reduce waste.

At the moment, the average monthly electricity bill for Edith Cavell Hospital is £18,700 - and £35,000 for Peterborough District Hospital.

Ty told Pulse: "Since we've been including the energy saving tips in Factsheet, we've seen a great response from staff who seem to be taking the issue on board.

"Simple things like turning off the lights when you leave the office at night, switching off the photocopier instead of leaving it on standby and turning down the radiator when it gets too hot instead of opening a window all lead to savings both in terms of energy and money."

Other measures introduced by estates have included installing occupancy detectors instead of light switches in many of the changing rooms and toilets.

Stickers reminding staff to turn off lights are also being supplied, and energy saving lightbulbs are available for those who want them.

Ty added: "It's really about awareness and we want to get people on board. We hope to report back on our progress in the next issue of Pulse.

"Thank you to my team, and to those staff who are already becoming more energy conscious and thinking about their actions."

If you would like to know more, or get involved, contact Ty on ext 5203.

PICTURED: Trust estates manager Ty Priestman shows energy saving lightbulbs are a bright idea.

Did you know...?

- Lighting an office overnight wastes enough energy to heat water for 1,000 cups of tea.
- Energy saving light bulbs use 75 per cent less electricity and last up to 10 times longer than standard bulbs.
- If left on for 15 minutes, a fluorescent tube uses more than 500 times more energy than the energy needed to restart it.
- You can safely turn off the white light switches in the corridors at Edith Cavell Hospital as the adjacent red light switches are linked to a generator which restores power in the event of a power failure.



Friends recognised for long service

The Friends donations have included cash for special tabards worn by staff on drug rounds.



LONG-SERVING Friends of Peterborough Hospitals have been recognised for their many years of dedication to raising much-needed funds for wards and departments around the Trust.

The roll of honour included volunteers who have given their time to the Friends for the last 15, 20, 25 and 30 years. Each was presented with a certificate by Trust chief executive Chris Banks at a special ceremony.

Meanwhile, the Friends are also celebrating a huge achievement during the past financial year - having purchased a range of equipment totalling a staggering £84,000 for Peterborough's hospitals.

Friends shop supervisor Lisa Chambers said: "The Friends do a fantastic job, and their presence in the hospital shops is a vital one, not only to provide an excellent service to staff, patients and visitors, but in playing their part in raising much needed funds for areas around the Trust. Keep up the good work!"

The list of donations this year includes: Reconditioned wheelchairs - £1,000; Paediatric specialist trolley - £1,768; Baby scales in A&E - £635; Art in Hospital project - £5,000; Blood pressure monitors on medical wards - £2,543; Six pumps for the acute pain service - £15,000; Colonoscopy training model - £1,108; Drug tabards - £660; ECG machine for A&E - £5,600.

BELOW: Long serving Friends of Peterborough Hospitals receive their certificates from Trust chief executive Chris Banks (centre). Pictured left to right Anne Gray, Win Vincent, Ray Vincent, Jean Ayres, June Sexton, Peggy Fish and Yvonne Cotterill - notching up a collective 165 years.



A&E team addresses national conference

THE Trust's A&E department played a crucial role in an international conference, attended by over 360 delegates, at the end of last year.

A&E lead nurse Celia Kendrick and staff nurse Sergeant Neil Hipkiss were invited to give a presentation at the Royal College of Nursing, emergency care association annual international conference in Chester.

The presentation entitled 'Major Incident Training Made Easy' explained how to achieve most of the necessary training in-house - and highlighted the kind of training to deliver to each group of staff.

"I had already been asked by the RCN to do some work with them on major incident planning on a national level, and after our presentation Neil and I were asked if we'd write the training chapter of the RCN guidance on major incident management," said Celia - who also sat on an 'expert' panel for a discussion on emergency planning and the management of major incidents to the conference.

A day in the life of.... A&E lead nurse Celia Kendrick



Working at the sharp end

THERE aren't many people who relish the thought of working on New Year's Eve in A&E. But having notched up 26 years with the Trust, it has become part and parcel of A&E lead nurse Celia Kendrick's role. Not only does she manage more than 50 nursing staff, but the emergency planning nurse role involves making sure the Trust has an effective major incident plan and that all staff are adequately trained for their roles. Alongside her current roles, Celia also does a 12-hour clinical shift most weeks in A&E - either as shift co-ordinator or as an emergency nurse practitioner.

Start of shift

My day starts with checking the post, emails and voicemails, and checking for any breaches of the four hour journey target during the last 24 hours, and reviewing any that could have been avoided. I then start work on any work to be completed that day which might be doing staff JRDs, answering complaints, monitoring sickness absence, updating policies or

guidelines within A&E for example.

Mid morning

I liaise closely with the shift co-ordinator all day helping to make sure that any problems with particular patient journeys are addressed, ensuring the right skill mix is available during the next few shifts, and solving any clinical or non clinical issues that arise. I also liaise with the other senior staff, particularly Jean Nixon, our senior nurse who also acts as clinical educator in reviewing the educational needs of staff and developing internal training programmes or courses in conjunction with Homerton college. If the shift is short of staff or the department is exceptionally busy then I don an apron and go and help in majors, minor injuries or in the resuscitation room.

Midday

The emergency planning nurse role takes me across the region to represent the Trust at county or regional planning meetings with the other emergency

services and health providers. It involves delivering a lot of teaching across the Trust for speciality areas and the 'Resuscitation & Major Incidents' nursing team in A&E help with this. I work closely with the major incident secretary and Sgt Neil Hipkiss who also works on emergency planning with me, to publish amendments to the plan and make sure all the action cards are in the right place and up to date. The team also helps me maintain the equipment for use within the Trust and for those who go out to incidents.

Mid afternoon

There are always changes to be made to the plan or exercises to arrange and evaluate. Currently we are working on new plans to cover pandemic flu, the evacuation of Trust sites and incidents involving radiation. All three involve consulting with senior management, other departments within the Trust and ensuring we match both the national emergency planning guidance and the new Civil Contingencies Act.

Painting marks Edith's anniversary



AN oil painting of nurse Edith Cavell has been donated to the Trust - commemorating the 90th anniversary of her death.

The original work of art was generously donated by a member of the public, Maureen Butcher, and is now proudly displayed in the outpatients department at the Edith Cavell Hospital.

Chris Wilkinson, director of nursing (pictured right) received the painting on behalf of the Trust.

“

One of the best

Trust praised as a good employer

We are confident that we provide good support, training and development for nursing staff and go the extra mile to be a good employer - but it is always good for this to be recognised by an independent body.

”

THE Trust has been named as one of the best places in the UK to work as a nurse - according to a national survey.

It has been included in the first Nursing Times Top 100 Employers survey, and is the only Trust in the county to feature.

Trusts that entered the awards were questioned on a number of themes, including family-friendly policies, flexible working, healthiness of workplace, equal opportunities, level of staff involvement, and training and development.

After the Trust responded to the questions, the process then involved members of staff answering a postal survey about how strong they feel the nursing voice is within the organisation.

The amount of training and development they receive, whether they have a personal development plan and how confident they feel a flexible working request

would be taken fairly also formed part of the survey.

The judging panel praised the Trust for being a visionary one which 'motivates people to maintain a high standard of care, according to its staff.'

Trust director of nursing, Chris Wilkinson said: "We are delighted to have made the Nursing Times Top 100 employers list. We are confident that, as an organisation, we provide good support, training and development for our nursing staff and go the extra mile to be a good employer - but it is always good for this to be recognised by an independent body. "As the survey, and our inclusion in it, relied heavily on positive staff feedback, it is even better."



The Trust is continuing to build on its cardiac services in Peterborough - with a state-of-the-art X-ray facility which will transform the lives of thousands of heart patients.

New x-ray suite great for patients

“

As well as being able to accurately assess and treat more than 2,600 people a year in the suite, we are also saving patients from having to travel to Papworth Hospital - the nearest place to offer this facility

”

EVERY year, thousands of patients in the Trust's catchment area are forced to travel to Papworth Hospital near Cambridge for treatment.

But thanks to a new hi-tech £2 million x-ray suite, they can now be treated virtually on their doorstep and saved from the inconvenience of a journey along the A14.

The state-of-the-art angiography suite has recently been unveiled at Edith Cavell Hospital - and has the capacity to treat 2,600 people a year.

It is equipped with a special x-ray machine which allows medical teams to take images of intricate blood vessels in the heart.

This means doctors can carry out a detailed assessment of patients with suspected heart conditions - as well as provide therapeutic treatment for patients with other illnesses, such as cancer.

It also boasts a main treatment room, a recovery room with six beds, utility and preparation rooms, offices and a staff changing room.

Once up and running to full capacity, the new facility will be able to treat or investigate around 50 patients every week.

Paul Crockatt, Trust radiology informatics manager, said: "We are delighted that after several months of planning and organisation, the new suite is now officially open.



ABOVE: A tour of the facility - Dr Jon Perry (right) and Barry Fry.

Peterborough United FC, Barry Fry - who has first hand experience of being treated for a heart condition - along with members of staff, the Trust executive team and trust governors.

The first patients have already received treatment in the suite.

Matron Lorraine Archer said the service will help meet the demands of the county's growing population. She said: "This is a fantastic new development for Peterborough and we are very proud to be able to provide this service locally.

"Cardiac angiography consists of a long, flexible tube which is passed into

an artery. Fluid is injected into the catheter whilst taking a series of x-ray pictures called 'angiograms'.

"These pictures give the medical staff important information about any narrowing in the coronary arteries and how severe they are. The results of this test will indicate whether the patients need to be referred to Papworth to undergo further investigations or treatment."

The patient

THE opening of the new suite has already met with approval from those benefiting from the service - the patients.

David Spencer, chair of the cardiac patient and public involvement group, said: "As someone who has benefited from angiogram investigations at Papworth Hospital recently, I am pleased that with the opening of the new angio - suite at Edith Cavell Hospital, such essential procedures affording a similar high degree of medical skill and patient care, can now be offered at a more local level.

"This facility will enable patients within the catchment of the Trust to undergo cardiac investigation with minimum discomfort caused by excessive travelling.

"Operating the suite will further enhance the excellent provision of care offered by our Cardiac Services, and of that the Trust can feel justifiably proud."



ABOVE: Matron Lorraine Archer with David Spencer, chairman of the cardiac patient and public involvement group.

LEFT: Dr Susan Grey is assisted by Barry Fry in officially unveiling the new suite

"It is the first time that one of the Trust's hospitals has

had this type of equipment. As well as being able to accurately assess and treat more than 2,600 people a year in the suite, we are also saving patients from having to travel to Papworth Hospital - the nearest place to offer this facility."

The suite was officially opened by owner of



ABOVE: The £2 million state-of-the-art angiography suite at Edith Cavell Hospital.



Putting the focus on Trust hygiene

SINCE the on-set of winter, the Trust has been stepping up its infection control message with a series of patient and visitor information stands to raise awareness.

Staff were able to give advice about all aspects of infection control practice and hand hygiene.

The distribution of hand gel samples was used as part of the awareness message.

Other topics covered were the winter D&V virus (Norovirus) and clostridium difficile. For the latter, the opportunity was taken to launch the new policy and a patient and visitor information leaflet.

The Trust has also celebrated a clean bill of health following a visit by the Healthcare Commission, alongside its own in-house audit.

The Healthcare Commission inspected beds, lockers, floors, walls, kitchens, bathrooms, toilets, equipment in various wards at the Trust's hospitals.

The in-house audit scored 81 per cent - an improvement from the 70 per cent scored in February 2005.

Infection control sister, Christine Powell, said: "We were pleased to note that the results of the inspection and our own audit were similar, but realise that there is still lots of work to do.

Action plans have been devised and acted upon by matrons, ward staff managers, hotel services and our cleaning contractor."

The audit is due to be repeated in February and the Trust expects to see a further improvement.

Hand hygiene was also re-audited in October 2005 in 42 areas throughout the Trust, and stood at 92 per cent - up on the 85 per cent recorded in April.

Recognised for helping improve working lives

AFTER many months of hard work and dedication by staff - the Trust is celebrating its success in achieving the Improving Working Lives Practice Plus (IWL) accreditation.

IWL forms part of the Standards for Better Healthcare assessment (which replaces the star rating system).

The Trust is one of only 40 acute trusts to be accredited to date and this achievement reflects views expressed by staff.

Louise Barnett, assistant director of human resources, said: "I would like to personally thank everyone involved for their hard work; for contributing ideas to the IWL groups, sharing evidence, attending focus groups and meeting validators.

"IWL practice plus is part of an ongoing journey and the next step is to work with our IWL groups to shape the way forward and build on our success so far."

Glaucoma screening

Programme sees major growth

“

Up until October 2005, more than 300 patients had been seen in the community, saving them a visit to the outpatients department

”

CELEBRATING a successful first year, the glaucoma screening programme has gathered pace since its introduction in February 2005.

The aim is to establish dedicated screening facilities for patients in the community, to avoid visits into hospital - and nine specially trained optometrists are now part of the programme in and around Peterborough.

Latest figures show that up until October 2005, more than 300 patients had been seen in the community, saving them a visit to the outpatients department and in turn releasing valuable outpatients appointments.

A patient satisfaction survey (sample of 100) indicated patients were happy to attend a specially trained optometrist for their glaucoma screening appointment, the majority of whom waited less than four weeks for their appointment.

Members of the Trust's service improvement



team have been helping to promote the screening programme throughout the hospitals and in the community - thanks to some in-house designed posters.

ABOVE: Susana Ramirez Florez, consultant ophthalmologist (academic lead), and clinical nurse manager Daphne Broome with the first service improvement poster.



LEFT: Outpatients department healthcare assistant Sue Robinett with the Keep Warm, Keep Well handbook.

Keeping warm is so vital

KEEP warm, keep well - that's the message from the NHS this winter - and one which Peterborough and Stamford Hospitals are helping deliver to patients. A national guide has been produced by the NHS, containing advice, information and helpful tips on how to beat the winter blues by staying safe and warm in your home.

It includes information on heating your home, keeping healthy and details about the financial benefits that can help with heating bills.

Hundreds of copies have been distributed to outpatients departments, accident and emergency and other areas around the hospitals.

Prints charming



HELPING to keep staff, patients and visitors in the picture around the Trust - the successful Art in Hospital project has now completed an impressive display at the Edith Cavell Hospital.

An official ceremony to mark the end of the popular scheme saw the last remaining giant prints take pride of place in two of the busiest corridors at the Edith Cavell Hospital.

Some 67 stunning photographs of Peterborough and the surrounding area, its people and its wildlife, now grace the walls for the enjoyment of all patients, staff and visitors.

The photographs have been donated by members of the Peterborough Photographic Society and Deepings Camera Club and the project has been co-ordinated by Adrian Stone, general manager for surgery, on a voluntary basis.

The cost of creating the prints was met by staff fundraising at last year's Dragon Boat river race - which raised more than £3,000 towards the project - and by the Friends of Peterborough Hospitals.

Adrian said: "The selection of prints on display was chosen by a panel of patients, visitors and staff. I would like to thank all the contributors who gave up their time to assist us.

"They have worked hard and we think the pictures are impressive. We have had some positive feedback from visitors and staff.

"The therapeutic effects on patients of art in health care premises is well known, and we hope the photographs will be enjoyed for years to come."

This is the second stage in the project following the placement of photographs in Peterborough Maternity Unit earlier this year.



*ABOVE:
General
manager for
surgery Adrian
Stone with
one of the
many pictures
at ECH.*

Meeting cancer targets

CANCER patients in and around Peterborough and Stamford are being referred and treated within nationally-imposed guidelines - according to the latest figures.



We are absolutely delighted with the results, and our heartfelt thanks go to everyone who has helped to make this possible.



The Trust is continuing to meet, and in some cases exceed, cancer waiting time targets.

During the past year, the Trust has consistently met all national targets, particularly the 14 day target for all urgent suspected cancer referrals to be seen.

This is in addition to meeting waiting times targets concerning acute leukaemia, breast, testicular and children's cancers.

From last month (December 2005) a series of new targets, for all cancers, must be met:

They are:

- 95 per cent of urgently referred patients who go on to be diagnosed with cancer are to be treated within 62 days of the referral
- 98 per cent of cancer patients (including those not urgently referred by their GP) are to be treated within 31 days of the decision to treat.

With the support of all the clinicians and other staff involved with the patient pathway - the target has been achieved ahead of time.



Linda Horisington and Chris Grant view the results target figures.

During the period July-November 2005, the Trust reported 100 per cent compliance against the 14 and 31 day targets, and 98 per cent against the 62 day - meeting and exceeding the required national standard.

Assistant general manager - cancer & specialist services, Rebecca Hardy said: "We are absolutely delighted with the results, and our heartfelt thanks go to everyone who has helped to make this possible.

"Earlier in the year, we devised an action plan to raise awareness of the targets and our ultimate aim of meeting them.

"We worked with clinicians and lead clinicians from each tumour site to see how the patient's journey time could be reduced, and to encourage a focus on pro-actively managing the patient's pathway.

"We were also able to gain a lot of information by auditing the journeys of 10 patients to identify any bottlenecks in their pathways."

Lyndsay Carter (pictured) is currently working for the Trust as lead cancer and palliative care nurse.

Her background in cancer and palliative care nursing is extensive, and she has worked as a district nurse, a community and hospital Macmillan nurse and also most recently as a lung cancer clinical nurse specialist.

Lyndsay's main focus in this new role will

be to work with clinicians across the Trust and within the Greater Peterborough Partnership to ensure the effective delivery of nursing care for cancer patients, and to support the advancement of patient focused care.

Additionally her role includes providing support to the Cancer Patient Involvement Group and developing patient information and patient/carer involvement.



Improving the patient's journey



THE service improvement team is working together with teams across the Trust to ensure crucial patient-focused work continues. Efforts to further improve the patient journey - whether medical or surgical - are running alongside the team's vision to increase efficiency and cost-effectiveness through Peterborough and Stamford hospitals. The team is currently focusing on four key areas:

Booking and Choice

TOP LEFT: Choose and Book gives patients greater say over when and where they are treated - and appointments can be made directly with the GP.

AS from December the Trust expected to achieve a 100 per cent rate in its traditional booking method, where patients are able to choose the date and the time of their hospital appointment or procedure.

Alongside this is the Choose and Book scheme - a government initiative which is currently being rolled out across the country.

It is designed to offer patients more involvement in taking decisions and making choices about their healthcare - including radical changes to how appointments are booked.

The current process of organising an appointment to see a specialist through the GP, and then being allocated a date and time by the hospital, is often a lengthy process.

Through Choose and Book, the patient can fit the appointment in with their lives by choosing the date, time and hospital at which to be treated. This can be done electronically at the GP's surgery, by telephone or online. Several GP surgeries will be using this system for a number of specialities as part of a pilot programme.

LEFT: Working on medical admissions - ward manager Sarah Moore with Dr Andy Timperley.

Medicine

Many procedures have been changed that will improve patient care and reduce a patient's length of stay in hospital. Better planning of discharge from hospital is being enhanced by the use of 'predicted date of discharge' - to provide forward planning of a patient's stay and subsequent discharge from hospital at a particular time of day, including at weekends.





LEFT: The pre-assessment service is up and running. Nurse Linda Berry chats to patient Joyce Crabbe.

WARD 1Z, the Medical Admissions Unit (MAU), is playing a huge role in this area. Dr Andy Timperley is currently working with the ward teams and managers to improve patient flows through 1Z and to the specialist wards.

A dedicated MAU pharmacy technician will help to speed up the process of prescribing and dispensing medication during the patient's admission, as well as on their discharge.

Further changes have been made to the MAU clinical team. Previously, an on-call consultant who is on call for three or four days at a time has seen patients as part of his/her daily rounds.

Andy explained: "This meant there has been no continuity of consultant lead on the unit, and patients have had to wait up to 24 hours to see a consultant, although, they will have been seen by the junior and middle grade doctors in the meantime.

"In the immediate future I, along with a specialist registrar, will work on the MAU offering early senior review of patients. This will be in addition to the on-call physician."

Also, Dr Helen Kapila has been spending several sessions per week on the MAU - focusing on the medicine for the elderly patients - looking after their care and discharge, which has avoided unnecessary lengthy hospital stays for some of the more vulnerable patients.

Surgery and theatre utilisation

By changing surgical patient flows, the length of a patient's stay in hospital can be reduced - where appropriate.

Procedures to look at patient admission and discharge times will help to reduce unnecessary time in hospital for patients.

Day case surgery is becoming increasingly popular. In April 2005, 71 per cent of operations were performed as day

cases at the Trust. That has since increased to 74 per cent.

The development of the pre-assessment centre service at the Edith Cavell, Peterborough District and Stamford hospitals has also led to better time management for both patient and clinicians.

This service should help to reduce the number of patients whose operations are cancelled and patients who cancel their operation - and to ensure that they do not need to be admitted to hospital until nearer the time of their surgery.

Theatre utilisation is also a key area. The ongoing success of the day treatment centre and the procedure room allow main theatre space to be freed up for inpatient care.

Administrative processes, to support patient care

Work is currently on-going, and the aim is to further streamline the patient's journey

by providing a re-organised administrative support. In the future, it is hoped to reduce the number of clerical teams patients have contact with.

Associate director, service improvement,

Paula Gorst, said: "The team is currently at full strength and enjoying excellent working relationships with operational teams.

"The future size of the team will depend on the requirements of the service improvement programme. We currently have a mix of part-time and full-time staff from clinical and non-clinical backgrounds."

For information contact Paula Gorst on ext 4771 or any member of the service improvement team on ext 5040.



“

For the first nine months of 2005, the figures showed that crimes against property tumbled by 65 per cent, compared to the same period in 2002

”



Major reduction in reported crime

THE Trust has seen a dramatic reduction in criminal activity across its hospital sites in recent months.

The site services team - which monitors on-site security - has reported a significant drop in the number of reported incidents.

This is largely thanks to the introduction of comprehensive CCTV cameras and access control systems which began in early 2003.

Trust site services manager Greg Stansfield told Pulse: "For the first nine months of 2005, the figures showed that crimes against property tumbled by 65 per cent, compared to the same period in 2002.

"For instance, reports of staff having items stolen were reduced from 47 down to only seven last year, while vehicle crime -

once our major bugbear - has dropped by 70 per cent."

Site services officers Andy Selby and Roger Butcher, who investigated many of the incidents that used to occur, say that closer liaison with the police and promoting security awareness among staff has played an important part in the overall improvement.

Greg added: "The recent conviction of a member of the public for an assault on one of the Trust's staff seems to indicate that the courts are now taking the

NHS zero tolerance campaign very seriously.

"Extensive coverage of this case in the local press will hopefully send out a clear message to all those who believe they can abuse our staff and get away with it."

The courts
are now taking
the NHS zero
tolerance
campaign very
seriously

Chris and Ruth are **unsung heroes**

CONGRATULATIONS to two members of the clinical & life support services unit - who ended the year as unsung heroes!

Chris Royle, clinical lead respiratory/PORT physiotherapist and Ruth Day, nurse consultant, pain management were each presented with their award by general manager Di Sheppard.

Chris, who is based in the therapy services department at Peterborough District Hospital was nominated for her attitude to 'remain calm headed in any situation and always manages a smile, no matter what the pressures', and for her constant support and positive outlook to the whole department.

Ruth (pictured), who works in the chronic pain management department at Edith Cavell Hospital, was praised for her efforts which 'have always gone above and beyond the call of duty' as well as her work as a valuable team member and her sterling efforts to produce a detailed report on pain management clinics.





LEFT: Free bus service cutting the cost of travel. Bus driver Joseph Somers with staff users Alex and Maureen Brown.

Positive feedback

Bereavement: The intensive care bereavement team has received very positive feedback following its first memorial service for friends and relatives of patients who have died on ICU within the last 18 months. Around 100 people attended the service in the hospital chapel - introduced by critical care service manager Sarah Goode and led by Trust chaplain, Rev David Parkes. The team anticipates holding the service on an annual basis.

Well done: Congratulations to acute coronary syndrome sister Karen Wilkinson who has successfully passed her advanced clinical assessment course, which allows her to assess and fully examine patients who are admitted with cardiac conditions.

Courses: A series of moving and handling link persons courses are planned for 2006. To find out the dates and to book your place, contact senior administrator Francesca Marseglia on ext 8680.

Helping to keep the Trust on the move

THE number of cars parking illegally at Peterborough's hospitals has dropped dramatically - following the introduction of council parking attendants.

Warning stickers and the threat of a £60 penalty charge (reduced to £30 if paid promptly) has deterred many motorists from embarking on the potentially dangerous trend of illegally parking their cars, and causing obstruction to traffic flows.

Regrettably, the majority of the warnings issued to date have been on vehicles belonging to staff who have not renewed their permits or persist to park illegally.

The move is part of the Trust's award-winning travel options initiative launched last summer - which is implementing a range of schemes to encourage staff, patients and visitors to use public or other modes of transport rather than driving to the hospitals.

Other schemes already introduced include:

- A free staff bus service between the Edith Cavell and Peterborough District hospitals
- The launch of a car sharing scheme for hospital staff
- A subsidised weekly 'megarider' bus ticket for staff travelling to and from work

- Dedicated registered voluntary drivers spaces for those providing patient transport
- Increased parking charges for staff, patients and visitors, with these extra funds supporting other travel initiatives

Under the initiative, there are further plans to boost facilities around the Trust for staff who cycle to and from work, provide additional disabled parking and introduce patient-only parking areas and extra drop-off bays.

Trust facilities general manager, Gerry McIntyre, said: "Working with Stagecoach and Peterborough City Council we had introduced these new services which provide our staff with more options for their journey to and from work, and when travelling between hospitals.

"We have introduced the council parking attendants as we have seen a potentially dangerous trend of people parking illegally. Since we started the campaign, we have seen the number of illegally parked cars drop dramatically, thus allowing better traffic flows for emergency vehicles."



MDHU staff honoured with medals

SERVICE personnel from Peterborough's Ministry of Defence Hospital Unit (MDHU) were among those honoured at a recent medal presentation ceremony at RAF Wittering. The MDHU's commanding officer, Wing Commander Andrea Quinn, accompanied the guest of honour for the ceremony, Commodore Frank Reed of the Royal Navy. Commodore Reed presented medals to MDHU service personnel who have served on operations in Iraq since 2003 and also presented two long service and good conduct medals to two RAF sergeants, who had qualified for the award after completing 15 years exemplary service.

BELOW: MDHU service personnel at the awards ceremony.

PROFILE

Squadron leader Andy Raper (pictured) has a passion for football and music. Pulse catches up with him following his recent return from a tour of Iraq.

Name: Squadron leader Andy Raper

Job title and where based:

Clinical facilitator/quality manager based at the MDHU at Peterborough District Hospital.

What does your work involve?

I am responsible for the military staff nurse practice development rotation programme. Each nurse rotates on a six monthly basis across the medical, surgical and orthopaedic units. This allows newly qualified staff the opportunity to gain broad general experience and develop their clinical competencies. I also act as the quality manager, making me the point of contact between the Trust and the MDHU with regard to clinical governance.

Tell us about your recent tour of Iraq.

I have just returned from my second tour of Iraq. I was attached to an army field hospital and was their air evacuation liaison officer - responsible for organising the aeromedical evacuation (AE) of any patients that needed to come back to the UK for further medical management. This involved preparing patients prior to transfer and ensuring they were fit to fly. I also gave advice to the Medical and



Nursing staff with regard to clinical issues.

What are your hobbies?

I am very interested in music, particularly choral works and brass bands. I sing tenor in a church choir at weekends and also play the cornet. I used to play for Stamford Brass Band but I have had to put my cornet playing on hold due to work commitments. I also follow the progress of Sheffield United Football Club. I am originally from Sheffield and that is where I did my psychiatric and general nurse training.

What is your favorite childhood memory of Christmas?

The routine of visiting all my family around Sheffield and opening my presents - obviously! Boxing Day was also the day to go to football. (The Boxing Day massacre is quite famous in Sheffield and never mentioned in our house as Wednesday beat United 4-0).

What are your hopes and dreams for 2006?

I hope to remain at the MDHU in Peterborough and continue in my current role. Some stability would be nice but dashing off at short notice is part and parcel of my work. I would also like to spend as much time as possible with my wife and son (my home is in North Yorkshire). I want to complete my Diploma in Health Care Practice at the University of York and make some firm plans for the future as my current terms of service are due for review soon.



Housing help is now close at hand for key workers

HEALTH and social care staff are among those benefiting from a new Peterborough housing development aimed at helping key workers gain a foot on the property ladder.

The £2.4 million scheme by Nene Housing Society is providing 25 high specification homes for shared equity ownership and rent.

This allows first time buyers and key workers - like Trust healthcare assistant Alison Martin - to get onto the housing ladder by purchasing part of their home and renting the rest from Nene.

The scheme at Hartwell Way, Westwood is particularly convenient for Alison - one of the scheme's first residents - because of its close proximity to the Edith Cavell Hospital and easy walking distance to the district hospital.

She said: "The key worker scheme has allowed me to move into a fantastic brand new two-bedroom home and I'm delighted with the property.

"I currently work on 3Y at the district hospital, and while the bus goes by my house, it is still only a 30 minute walk if I'm feeling energetic - so it is convenient for



both hospitals.

"The scheme itself is a fabulous one to help key workers like myself either get a foot on the property ladder or find accommodation which is convenient to their workplace."

Christine Tolond, Trust director of human resources, said: "The new homes are excellent.

"The proximity of the scheme to the Edith Cavell Hospital is excellent, providing NHS and other key worker staff with homes close to their place of work."

Combating obesity

WITH the government highlighting obesity as a national priority - work on raising awareness of what has been recognised as a serious public health issue continues locally.

It is estimated that two out of three adults are now overweight or obese. And based on figures for Greater Peterborough - it is estimated that 22 per cent of the population (that's 46,387 people) are obese.

And the problem is not restricted to adults. Obesity and weight problems in children are also common. In the East of England, 22 per cent of boys and 27 per cent of girls aged between two and 15 are overweight or obese.

Jean Hughes is the consultant dietician in obesity management, based at the Greater Peterborough Primary Care Partnership.

She said: "The figures are alarming, not only the number of people in the area who are obese - but the number of children who are also overweight.

"It is important that we raise

awareness of good and healthy eating habits, and highlight the many health risks that are associated with obesity and being overweight." Jean and her team are planning an awareness campaign in the spring - and Pulse will bring you all the details.



A closer look at the work of young volunteers in the Trust

Volunteer Claire joins the staff

DRAWING on her own experiences as both patient and hospital volunteer, Claire Squires has an inspirational story of how helping others in her spare time led to a permanent post with the Trust.

After ill health forced her to put her dreams of a career in music on hold, Claire is now well enough to combine her passion and studies with a full-time post as a receptionist on Amazon ward.

She has been involved in voluntary work for the past three years, while studying for her A-levels - working with special needs students helping them to achieve their potential.

Claire - a recipient of the Millennium Volunteers Award - said: "I realised I had gained so many positive skills and inspirations from voluntary work I wanted to continue to be a volunteer alongside college studying music, dance and drama.

"So I became a volunteer on Amazon Ward spending a few hours most weeks using my skills. It was one of the best decisions I ever made and was very rewarding but it was more than this as it gave me an opportunity to give something back



after spending many a time there during my own childhood."

Claire says she particularly enjoyed working with the teenage patients. She added "The transition from the children's to the adult wards can be very bewildering and I could relate really well to some of their worries as I had dealt with the same progression a few years earlier myself."

Claire is now continuing with her song writing and instrument exams, and hopes to pursue a music therapy career in the future.

*ABOVE:
Volunteer
turned
member of staff
- music lover
Claire Squires
with patient
Gareth Morson*

Experience is proving invaluable

VICTORIA Honour is an 18-year-old student - working as an Amazon ward volunteer in preparation to attending university to study children's nursing.

She said: "The experience I'm gaining while working on a voluntary basis is proving to be invaluable in preparation for my chosen career.

"I thoroughly enjoy talking to the children and making their stay in hospital as pleasant as possible. My time here is well spent both in terms of the assistance I can be to the children, and the joy they bring to me."

■ Aspiring doctor Michaela Moores (18) reaps the rewards of volunteering on various wards around the Trust - including

the renal unit and orthopaedics. She said: "Volunteering is an activity I wish I had begun earlier. I have such good fun helping out, and the support I receive from staff is brilliant.

"As I am there as an extra pair of hands, I often end up with unusual jobs and errands to do - and as a prospective medical student, the learning opportunities are immense."

If you would like to find out more about becoming a hospital volunteer, contact 01733 874848 or 875138.

RIGHT: Helping to make a young patient's stay in hospital as pleasant as possible - volunteer Victoria Honour.

