

# the **pulse** <sup>NHS</sup>

Issue thirteen 2008

**Robot making  
life easier in  
pharmacy**

**Hospital Friends  
celebrate a very  
special birthday**

**THE CHANGING SKYLINE  
HERALDING A NEW ERA**

# The first word

by Chief Executive  
Nik Patten

WELCOME to the autumn issue of Pulse.

It has been a busy summer and the hospitals seem to be getting busier with increased demand from patients for both our elective and emergency services. While this is very positive in many ways, I can appreciate the additional pressure that some people are under. Thank you for maintaining our high standards in the quality of care we provide but also in making sure we achieve the guarantees that patients now expect.

I have recently spent some time visiting staff in both clinical and non-clinical areas across the Trust, which I found extremely valuable and wish I could do more often. Some of the visits also gave me a chance to introduce our new Chairman, Nigel Hards, to staff and Nigel plans to dedicate time in the future to meeting staff to discuss their issues and concerns.

Work is continuing at an impressive pace on the new hospital buildings and the first phase of the new Mental Health Unit, recently renamed the Cavell Centre, is due to open in November. This will allow the southern end of the existing Edith Cavell building to be demolished so construction can continue.

The Project Office plans to organise visits for staff involved in arranging the logistics of equipment and facilities in their new areas of Peterborough City Hospital. We are still some way from having a site that is safe for this to happen but will ensure all teams are involved as early as possible.

We have recently received our report from the Healthcare Commission regarding compliance with its Hygiene Code. Despite a positive result the Commission judged the Trust to have failed two of the 'Duties'. However these are not direct patient care matters and we are confident we will carry out the recommendations successfully within the six month time scale. Reports such as these are invaluable in helping us keep patient safety as our top priority, and we value all feedback.

I hope you enjoy reading this issue of Pulse.

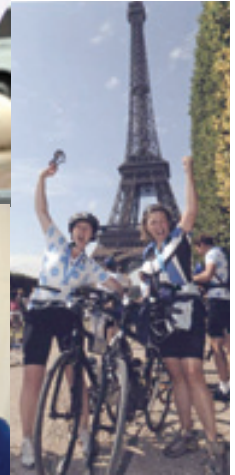
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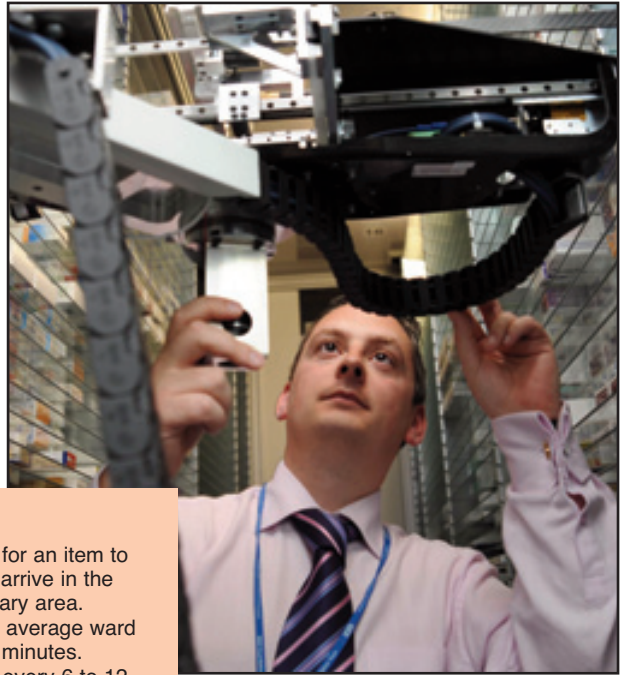
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### Staying upright

Awareness campaign to reduce fall casualties

# Robot arrives in Pharmacy



THE Pharmacy Department has been able to redouble its efforts to speed up the process of issuing medication to patients and improve stock rotation – thanks to a robot!

After many months in the pipeline, the hi-tech dispensing system – costing £220,000 - is now successfully up and running at Edith Cavell Hospital, saving on time as well as money for the Trust and its patients.

Capable of restocking itself through the night, the robot can dispense up to 80 per cent of inpatient, outpatient and discharge items – as well as most of the stock items required by wards and departments.

Already a success in other hospitals around the country, it is also hoped that the automated dispensing system (ADS) will permit clinical pharmacy staff to spend more time with patients on the wards.

## Robot facts:

- It takes 10 seconds for an item to leave the robot and arrive in the outpatients' dispensary area.
- The robot can fill an average ward box in around three minutes.
- It can pick one item every 6 to 12 seconds, compared with up to a minute to do the same job manually.

The robot will help to reduce the numbers of expensive agency staff needed to deal with the ECH Pharmacy workload and will also cut down on wastage.

Deborah Parsonage, Pharmacy Operations Services Manager, says that the robot will also eliminate many human dispensing errors.

She said: "We are delighted that the project is now working for the good of

ABOVE: Senior pharmacy technician (IT) Graham Davison with new hi-tech robot picking drugs .

the Trust, our staff and of course our patients.

Many hospitals have invested in this technology during the past three years and we value the opportunity to keep pace with change – particularly when it comes to competing with other Trusts in the recruitment of Pharmacy staff.

My thanks to everyone who has supported the venture and helped with its introduction".

# Woollies staff support children's ward

ENERGETIC Woolworths staff have donated £1,400 to the Trust's Amazon ward to help children with rheumatoid arthritis.

Ten staff from the King's Lynn store were sponsored by colleagues, friends and family to complete a gruelling sponsored assault course involving walking on tight-ropes, climbing cargo nets and rope ladders and flying through the air on zip lines.

Manager of Woolworths in King's Lynn, Angela Weldon, is grandmother to Morgan Weldon, who developed rheumatoid arthritis at the age of seven. Morgan is a patient of the Amazon ward which he regularly attends to receive treatment.

Angela said: "We're really pleased to have raised so much money and give children with rheumatoid arthritis and their families the chance to go on a trip together." Sue Hartley, Matron for Children's Services, said: "Every donation we receive makes a difference to children and their families. Woolworths has been extremely generous and we are very grateful for the donation which will mean we can now take the children and their families on a well-deserved day trip." Amazon ward treats around 20 children with rheumatoid arthritis and shares the care of these patients with Nottingham University Hospitals NHS Trust.



ABOVE: back row - Hayley-Belle Collins (staff nurse), Angela Weldon (Manager of Woolworths in King's Lynn), Carole Williamson (Woolworths King's Lynn), Sue Hartley (matron for children's services). Front left to right – Jensen Weldon, Georgia Moore, Jamelia Smith and Morgan Weldon.

*Pulse welcomes comments, views and letters from staff and patients.*

*Send to the Communications Department at Edith Cavell Hospital and we will print as many as possible.*

**Department of sexual health:**

I would like to thank the staff for their kind and sympathetic treatment at a difficult time. Their sensitive attitude made all the difference. Thanks again to the doctors, nurses and reception.

**Ward 6:**

Thank you from the bottom of my heart for the care and kindness you showed my mother during her recent illness, for your concern for her fears and for making her last few days on earth as comfortable as possible. Thank you too for your kindness and compassion toward me.

**Ward 3X:**

On behalf of my family, please accept our most grateful thanks for the great kindness shown to my mother and ourselves during her end of life care. My mother appeared to be restful and was attended to with the utmost consideration, professionalism and gentleness.

**A&E:**

Thank you so much for literally giving me my life back. Your utter dedication and knowledge is appreciated and it is not lost on me how hectic, traumatic and under pressure you are through no fault of your own. My life was literally in your hands as are so many every 24 hours – thank you, each and every day is precious to me.

**Amazon Ward:**

We are writing to express our thanks to all of you for the fantastic care given to our daughter during her recent stay. She, and the two of us, were treated with great professionalism and efficiency and it was very reassuring to know that she was in such safe hands. As you will appreciate, it was extremely stressful bringing her into hospital. The calm way in which the situation was handled helped greatly.

**ICU:**

We would like to convey our feelings with regard to the treatment of a family member, who received care from your



department. Brought in as an emergency into ICU, the care and attention she received while in your department was of the highest standard and quality. We could not fault your attention to detail, and your obvious 'gold star' standard of service and to us as a family unit. All your staff acted professionally, and were polite and very attentive to her and our needs. We thank you all from the bottom of our hearts that her son could say goodbye after rushing back to the UK from the USA. Your attention to detail and your nursing care and abilities are to be commended.

**Ambulance/ A&E:**

We called NHS direct and three paramedics arrived at the house. We were very glad to see them, and the treatment was carried out in a professional and cheerful manner. I was taken to A&E where we were greeted by the nursing staff. After two cups of tea for my husband and some water for myself I was able to go home, where thankfully, I've had no re-occurrence of the problem. Grateful thanks to all the team.

**Day surgery unit:**

I was impressed by the calm, friendly professionalism shown by everyone who was involved. I counted at least nine different people who looked after me in one way or another. There was a great sense of teamwork and commitment and I felt very secure and cared for. We hear so much criticism of the NHS in the media, that I thought I ought to write to record the fact that I, for one, have found the service excellent.

**A&E:**

My husband was admitted to A&E on Sunday. It was a very busy day and all the staff were rushed off their feet. But in spite of that, they were so helpful and friendly, and everything was organised and clean. We were really impressed and would like to thank you.

**Ward 6 & Isolation:**

I would like to thank everyone who was so kind to my husband, making sure he was comfortable and helping him to eat. The ward was spotlessly clean.



ABOVE: The team L-R: Ty Priestman, Maxine Newman, Colin Baker, Dennis Mlangeni, Geoff Mildenhall, David Ireland, Edward Payne, Debs Parsonage and Sue Jay.

# Talking rubbish...

## Waste management project

THE Trust is encouraging staff around the hospital to talk rubbish – all in the good name of recycling!

Earlier this year, the waste project team (made up of representatives from around the Trust) embarked on a project to look at effective and greener ways to deal with managing segregation, storage and collection of waste in the hospital.

The timing of the work is vital in linking with the infection control agenda, and follows a Healthcare Commission call to action over waste management – as well as complying with recently introduced waste

management legislation.

Sue Jay, from the Service Improvement Team is Project Lead. She says many people are grasping the recycling mantle at home with their domestic waste, and staff have already been asking how they can continue that ethos at work.

Sue told Pulse: "As a priority, we are looking at how we manage our clinical and confidential waste. We are involving staff and have set up action groups to take this work forward. The second phase, scheduled for winter 2008, will be to increase staff awareness of recycling and to try and increase our recycling by 10 per cent."

### Factfile

- Waste already recycled includes metal, batteries, fluorescent lighting tubes and wood.
- IT equipment that is past its useful life is recycled by a specialist national company.
- Old medical devices are recycled and resold, where possible, to veterinary surgeries and overseas health organisations.
- Technology and innovation means that clinical waste can now be treated and then recycled to make garden benches, fences and even parking bollards.



ABOVE: Squadron Leader Andy Evans, Lieutenant Colonel Rob Russell, Under Secretary of State for Defence Derek Twigg. Photograph courtesy of Peterborough Evening Telegraph.

## Ministerial visit to MDHU

The Ministry of Defence Hospital Unit (MDHU) welcomed Under Secretary of State for Defence, Derek Twigg, to the Trust in the summer.

The visit was part of a Peterborough-wide trip to meet the city's cadets and territorial and regular army soldiers, as well as medical staff.

At the Trust, Mr Twigg was shown around A&E and the Medical Admissions Unit at Peterborough District Hospital. He also met MDHU staff, and had the opportunity to speak to them about their roles and experiences.

Squadron Leader Andy Evans said: "We were delighted to show Mr Twigg the Trust. As well as seeing military staff at work in an NHS environment he also had the opportunity to talk to members of staff who have recently been deployed, or are due to be deployed, to countries such as Afghanistan."



# Visitors flock to hospitals' open days

THE 60<sup>th</sup> anniversary of the NHS was celebrated by the Trust this summer with open days at Stamford Hospital and Peterborough District Hospital.

Both hospitals bustled with visitors keen to experience a weekend packed with activities, information and behind-the-scenes tours.

Mayor of Stamford, Councillor Maureen Jalili, officially opened the event at Stamford Hospital on the Saturday.

And while children had fun trying on surgical gowns, bandaging teddy bears and having limbs put in plaster, adult visitors could find out more about the hospital's 180-year history and tour the phlebotomy department and operating theatres.

Thomas Judd-Cooper (8) from  
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Holbeach, said: "I liked the operating theatre and it was fun being hoisted up off one of the beds. But the best bit was checking how clean my hands were under the special UV light. They were very clean!"

The following day hundreds of visitors attended the Open Day at Peterborough District Hospital, which was opened by The Mayor of Peterborough, Councillor Pat Nash.

Children could bring cuddly toys to a 'teddy clinic' for a health check, while tours of physiotherapy, occupational therapy and sterile services gave visitors a chance to look behind-the-scenes.

Mark Bush, Public Governor, said: "It was wonderful to see so many

people at both events and see the overwhelming support people have for the hospitals.

"Everyone seemed to be having a good time and finding out more about the hospital in a fun and informal way."

# Hi-tech messaging service available

A NEW service helping to keep relatives in touch with patients at the touch of a button is taking off at the Trust.

With generous funding from Peterborough Pillpushers, an E-greetings card service was launched in the summer – and organisers are now preparing for the Christmas rush!

The service is being managed by the Patient Advice & Liaison Service (PALS), and gives relatives the chance to send a message or greeting to a loved one in hospital.

The message is sent via the PALS link on the Trust's public website, by following simple instructions, with the sender able to select a greeting card design.

PALS collect the emailed messages, which are printed onto coloured cards and delivered to the patient on the ward.

To date around 50 cards have been delivered and sent to patients in Stamford, the District and ECH hospital and the maternity unit – ranging from Get Well wishes, birthday messages



*RIGHT:*  
Kerry Coates  
with printed  
versions of  
the new  
E-greeting  
cards.

and many more.

And with Christmas not that far away, the team has designed some winter scenes to get ahead of the rush.

PALS casework support officer Kerry Coates said: "The service has really taken off and we are so grateful for the donation from Pillpushers.

"The cards are delivered to patients within 72 hours of us receiving the greetings and it is fast becoming a popular way for relatives to stay in touch." She added: "As far as we know, we are the only hospital locally to provide this services, although it is already working well in Leicester."

# SSD team picks up an accolade

THE team that ensures thousands of surgical instruments and medical devices are sterilised for clinical use each week has received a major accreditation.

The SSD – Sterile Services Department – is responsible for the decontamination

of all re-usable medical devices for the operating theatres, wards and various other departments within the Trust, as well as external customers.

And as part of a £500,000 structural upgrade, which included the reconfiguration of various rooms, creation of specialised gowning rooms and installation of a new air handling unit, the department was the subject of a major audit of its work, procedures, staff training and management systems.

The new accreditation - awarded for quality assurance by Lloyd's Register Quality



Assurance Ltd - means that every stage of the department's processing is monitored and audited, and all its work is subject to international and European standards.

Among the staff instrumental in the audit was deputy

manager Leigh Moore. He said: "This was a tough audit over three days which the department passed at the first attempt.

"Because the SSD has also opted for the Europe-wide Medical Devices Directive, this added quality mark means the Trust can provide instrument sterilisation to other organisations, such as GP surgeries. There will be annual inspections and spot checks to ensure that the Trust continues to keep its standards up. All the staff pulled together extremely well and the fact that the department received full accreditation at its first attempt is testimony to this."

## Preparing for festive frolics

IT may be a while until Christmas – but pre-festive frolics are already on the agenda for the Peterborough Pillpushers' panto.

With their latest offering just around the corner, rehearsals for the 2008 production 'Abdo Allo' are well under way.

For those familiar with the tone of the Pillpushers' panto script – they will know that the fund-raising show is not for the easily offended!

Key Trust figures will be featuring somewhere along the way, with jokes and double entendres, all in the best possible taste of course.

This year's production is loosely based around the hit comedy TV show 'Allo Allo' and there are bound to be the odd innuendos and dodgy foreign accents thrown in for good measure.

It will certainly have audiences rolling in the aisles and is showing from 9-11 December at 8pm in the recreation hall of the main nurses' home. Tickets £5 from Mary Bird ext 4852, David Truman ext 4640 or Stuart Terrington ext 4534.

## Give blood comfortably

WHILE for many patients, giving blood samples may be a necessity, it still isn't the most pleasurable of experiences.

However, thanks to a £6,000 donation from The Friends of Peterborough Hospitals – patients can give blood in comfort.

The cash has helped to buy three new reclining, manoeuvrable chairs for the phlebotomy suite to replace the worn out and dated static ones.

And one of the first patients to try out the new chairs was Trust chief executive Nik Patten, who had a blood sample taken as part of his annual health check.

Rosanna Errico, senior assistant technical officer and phlebotomy supervisor, said: "The new chairs will considerably improve patient comfort and help staff to improve care for patients."

"Before purchasing the chairs we trialled them for a week and the feedback, particularly from our regular patients, was very positive. They have found the new chairs to be very comfortable and those who need to lie down can now be manoeuvred easily at the push of a button."

*BELOW: Trust chief executive Nik Patten gives a blood sample in one of the new chairs.*



# Raise your glasses to the Friends

*For more than half a century, a dedicated team of fund-raisers has been working tirelessly for the good of the Trust and tens of thousands of patients. Pulse says Happy 60<sup>th</sup> Birthday to the Friends of Peterborough Hospitals.*

It was party time at the Trust this summer – not only to celebrate 60 years of the NHS – but to mark the anniversary of the formation of The Friends of Peterborough Hospitals.

Since it was founded in 1948, a massive £2 million has been raised by an army of volunteers and fund-raisers – with the cash providing much needed, and sometimes lifesaving, equipment and services for patients and staff.

As well as the fund raising and the donations, all the profit from the volunteer run shops at the District and Edith Cavell hospitals and the maternity unit are ploughed back into the Trust.

And to mark the impressive milestone and the fund-raising achievement, a birthday party – complete with one of Friends' secretary Moira Beattie's famous cakes – was arranged at the Trust.

Guests included Trust chairman Nigel Hards and chief executive Nik Patten, who were able

to congratulate many of the Friends members and volunteers.

Kevan Arbon, vice chairman of the Friends committee said the event was recognition to the 100 plus volunteers and fundraisers who make such a difference, and support the Friends' committee.

He said: "To mark this 60<sup>th</sup> milestone with such an incredible amount raised is a remarkable and impressive achievement. The committee would like to thank everyone involved."

"As with many businesses, the Trust has to work to budgets and funds cannot always be found for new equipment. This is when a request is made to the Friends for their support to finance the purchase of an item – and in most cases, they are able to help."

### Fact file

■ One grateful supporter left £51,000 to the Friends in her will – one of the largest single donations ever received. Some of this money was used to buy 20 intravenous pumps costing £30,000 – a number of which have been donated to Amazon ward.

■ Among the most unusual items requested and bought were four training decontamination suits, costing £1,800, for the Accident and Emergency department.

■ The Friends of Stamford Hospitals was formed in 1962, and became a registered charity in 1963. To find out more about the Friends of Stamford Hospital call 01780 764194 and leave your name and contact details.



*ABOVE: Raising cash at the NHS 60<sup>th</sup> anniversary celebrations this summer, members of the Friends committee and some volunteers staged a tombola with a giant teddy bear as one of the prizes.*



*ABOVE; Trust chief executive Nik Patten cuts the cake to mark the 60<sup>th</sup> birthday of the Friends of Peterborough Hospitals*

*ABOVE LEFT: The endoscopy unit has been among the more recent recipients of Friends' funding – £5,000 to buy a CO2 insufflator which helps to ease the discomfort of patients having a colonoscopy.*

*LEFT: Dedicated fund raisers Eileen and Roy Reedman have notched up 50 years' volunteer service between them. They are pictured here at the maternity shop.*







# Changing skyline heralds new era



ABOVE: Chief Executive Nik Patten with city MP Stewart Jackson.

**A**S time ticks on and the weeks and months pass by, the one-time dream of a new super hospital for Peterborough is quickly turning into a reality.

The landscapes at both the District and Edith Cavell sites are being transformed, as the construction of the £335 million Greater Peterborough Health Investment Project gathers pace.

During the past 12 months, the skyline of the Edith Cavell site has changed dramatically.

The steel framework of the new acute hospital, which in the summer was officially named Peterborough City Hospital after a public competition, is progressing rapidly, and the enormous scale of the new building is now clearly visible.

Due for completion by the end of 2010, Peterborough City Hospital will have 612 beds and will boast state-of-the-art facilities.

These will include:

- a hi-tech diagnostics unit
- an emergency care centre
- a women and children's unit
- a cancer unit, offering Peterborough's first radiotherapy cancer service

Plans are also progressing on the internal fit out.



Work is taking place in more than 50 per cent of departments, with the whole project resulting in the eventual demolition of the Edith Cavell hospital.

Dramatic changes are also taking place on the other side of the Edith Cavell campus, with construction of Cambridgeshire and Peterborough Foundation Trust's new mental health unit.

It is expected that the first patients will arrive at the 102-bed state-of-the-art purpose built facility, which has been named the Cavell Centre, at the end of this year, when the first phase is complete.

Trust Associate Director for the Project, Angela Broekhuizen said: "It's so exciting to see the changes each week, the days are flying past, before long patients will be occupying the new facilities for mental health, the demolition will have started to the southern end of ECH and the steelwork will have been

completed for the new City Hospital."

The landscape is also changing at Peterborough District Hospital.

NHS Peterborough's new City Care Centre is steadily nearing completion, which is scheduled for April 2009.

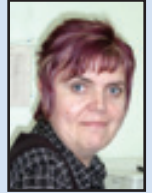
The site has received a huge facelift during the last two months as the building and interiors start to take shape.

Meanwhile commercial property consultant King Sturge is to lead a project to determine the best options for redeveloping the District Hospital site following the opening of Peterborough City Hospital. The project is expected to take around 18 months.

## Admin team rises to the challenge

WELL done to the Trust's administration and clerical staff, who have risen to the challenge of many changes within both the NHS and Peterborough's hospitals.

Paula Gorst, Director of Operations, said: "It has been a time of enormous change within both the NHS and the Trust itself and the administration and clerical staff have been a key part ensuring they are successful.



"As well as challenges such as meeting the 18-week referral to treatment national milestones there have also been changes in the way we work as an organisation with the introduction of the Clinical Business Units (CBUs).

"The administration and clerical staff are key to our patients receiving the best care and in many cases are the first contact patients have with our hospitals."

One of the areas to receive praise is the patient services department. Roz Allen, admission / appointments co-ordinator (pictured) said: "All the staff within my area consistently 'go that extra mile' and take great pride in their role. Our involvement in the patient's pathway needs to be as smooth as it can be for that patient, and that is our goal."

## Considering PDH site future

PLANS are underway to explore development options for the District Hospital site when Peterborough City Hospital opens at the Edith Cavell site in 2010.

The Trust has appointed commercial property consultants, King Sturge, to lead the project, which is expected to take around 18 months. Christopher Hall, Finance Director, said: "King Sturge will liaise with partners, including Peterborough City Council, to explore all the development options. The Trust needs to generate income from the development of the District Hospital site to help pay for the new acute hospital.

"We are in the early stages, but it is an exciting time for the city and together with our partners, we hope to find a good solution."

# Get yourself into the pink on 31 October

AS you may know, October is Breast Cancer Awareness Month – and national fund-raising campaigners are encouraging us to Wear It Pink on 31 October.

So – if you plan to sport pink

feathers in your hair – or even dye your hair pink – wear the latest shade in a pink fashion statement or plan something more wild and wacky, be sure to let Communications know in advance. Call ext 5201 or email

[debbie.dobedoe@pbh-tr.nhs.uk](mailto:debbie.dobedoe@pbh-tr.nhs.uk)

Also – why not come along and support the Breast Surgery Department at its stand in Queensgate on Monday, 7 October to help launch Breast Cancer Awareness Month?



*LEFT; Front L-R: Emma Green, Assistant Headteacher, Newark Hill Primary School, Jan Rezulski, Breast Consultant. Back L-R Kaitlyn Severn, Amber Yates, Lorraine Mann, Headteacher, Newark Hill Primary School, Chris Dunham and Claire Hall, Breast Care Nurse Specialists, Deborah Airey. Middle: Ross Hall.*

*BELOW LEFT: Front L – R: Esmae Bennett, Sophie Pike, Emily Steele, Kiera Bennett, Mr Abdullah, Breast Consultant. Back L – R: Christine Dunham & Claire Hall, Breast Care Nurse Specialists.*



*ABOVE: L – R Christine Dunham, Breast Care Nurse Specialist, Sandra Juggins, former Ladies Captain, Peterborough and Milton Golf Club, Mr Abdullah, Breast Consultant, Claire Hall, Breast Care Nurse Specialist.*

## Donations boost breast surgery funds

THE Department of Breast Surgery at Edith Cavell Hospital has received more than £2,500 from generous donations this year – and is well on the way to raising £5,700 to buy a state-of-the-art headlight for use during breast operations.

In May, sisters Kiera and Esmae Bennett and friends raised £133.89 by spending a day at school in their pyjamas to help mum, Julie, who had recently been diagnosed with breast cancer.

And on the same day a further £525 was donated by the Ladies Section at Peterborough and Milton Golf Club. Presented by Sandra Juggins, former Ladies Captain, the money was raised through raffles, charity days and a competition to see which club member could hit the most golf balls into a lake!

Then, in July, pupils and staff from Newark Hill Primary School presented the department with a cheque for £1,000, raised after assistant headteacher, Emma Green, was diagnosed with breast cancer.

Claire Hall, Breast Care Nurse Specialist, said: “We owe such a lot to the people who raise money for our department as it makes it possible to buy things we may not otherwise be able to.

“The new headlight has a more powerful beam than our existing light and it will make it easier for surgeons to see nerves and tissue in more detail.

“This is important when performing intricate surgery in small areas, such as under an armpit, and during breast reconstruction surgery.”

# Keeping everything in focus

THEY say a picture speaks a thousand words – and no more so than when it comes to the precise and valuable Trust service that is medical photography.

The department has seen a huge rise in the number of patients who have 'been in front of the camera' to help medical staff provide a speedy assessment and treatment of a medical condition.

And growing demand for the highly specialised service has led to the imminent opening of an additional studio at the Edith Cavell site, which will work closely with other departments like plastics and breast surgery.

Headed up by senior medical photographer Peter Murray, medical photography recorded 25,000 patient photos in 2007.

Peter (pictured) said: "The purpose of medical photos is to provide doctors with accurate, repeatable visual records to aid assessment of a patient's condition and outcome of treatment."

Currently, the biggest user of the service is ophthalmology, where specialist imaging equipment is used to

record diseases of the retina and anterior section of the eye.

The department receives the fastest turnaround of images compared to other clinical departments, due to the rapid transfer of images to the networked ophthalmic image database, which is highly beneficial to patients and consultants, given that eye diseases can sometimes change within a matter of days.

Another example of photography of patients includes taking images of them before and after surgery.

Peter explained: "For instance, a patient requiring surgery to a broken nose will have their face and nose photographed from different angles to show their cosmetic appearance to assist the surgeon in planning the operation - in combination with X-rays performed by radiology where required.

"The patient will have identical photos after surgery to show their appearance. The surgeon can objectively demonstrate to the patient that the



surgery has fixed their nose by showing the before and after photos."

The service also speeds up patient treatment waiting time, with half the digitally recorded images delivered electronically, and the other half printed for case notes.

The team uses its expertise in adapting technology not strictly designed for healthcare to produce photos and video, which are sometimes used for education and training. However, Peter's aim is that with the correct investment, the department can buy specialised systems to allow all images to be delivered via the hospital computer, and move away from the labour-intensive routine of printing – to further improve turnaround times.

## Bathroom facilities upgraded in Amazon

A £90,000 overhaul of the bathroom facilities for young patients and their relatives is now complete on Amazon ward.

During the last two years, a major refurbishment by the Trust and Maffit Construction has taken place to provide modern toilet and shower facilities on the children's ward.

The latest project to be completed is the new disabled toilet, funded by donations from The Harry Cureton Trust (which met half the cost) along with Maffit Construction.

This is the first purpose-built disabled toilet facility within the

Trust, and was designed with the input of patients and their relatives – including wheelchair user Christine Butt, whose son Henry regularly attends the ward.

Matron for Children's Services, Sue Hartley said: "We are extremely grateful to everyone involved, particularly Maffit Construction who donated a whole toilet room. The new facilities have made a massive difference."

Maffit Construction director Gabe Stokes added: "We are delighted to be associated with the refurbishment and thank the Trust for awarding us this work."



ABOVE: Amazon ward manager Erica Crust with the new bathroom facilities.

# What I do...

Julie Stokes, Transfer of Care Lead

I HAVE worked as a registered nurse for the hospital for 28 years and in my current role for the past 10.

My base is within the Transfer of Care Team office at ECH, however I am very rarely there as I cover all three hospital sites - so am often out and about on the wards.

My time is often spent liaising with various agencies both inside and outside the Trust, gaining information associated with problematic patient discharges and/or delayed discharges on behalf of wards or anyone else that may call me.

As the hospital site sits on the border of five local authority and PCT areas this doesn't always prove an

easy task.

I also have a list of patients that are classed as self-funding who require residential or nursing home care. In these cases I work alongside the patient and their carers to enable transfer, ideally to their first choice of home and one that can meet their needs. Once a week I liaise with social services team



managers outside the Trust to discuss our delayed transfer of care patients and there are always plenty of NHS continuing healthcare assessments or nursing assessments to fit in.

These occur when a patient has overwhelming health needs or palliative needs and may be entitled to funding from the NHS, as opposed to self-funding on social services. In these cases, I help them through the process.

People often say they wouldn't want to do my job but catch me on a good day and I'd say its one of the best in the Trust as I get to work alongside some fantastic people both inside and outside the Trust's hospitals.

# Looking to the future



ABOVE: Well done to the Trust's glaucoma community screening programme.

## Glaucoma team in the prizes again

WELL done to the Trust's glaucoma community screening programme, which has won another award for its work in the field.

The Trust's programme beat strong competition to be awarded third place at the national Allergan Glaucoma Achievement Awards, which recognises excellence in glaucoma management.

The team also received £3,000 which will be invested in new technology to help patients.

The community screening programme was launched in 2005 as a

joint project between the Trust and the Greater Peterborough Primary Care Partnership (now NHS Peterborough).

It has successfully improved the quality of glaucoma care for patients and provided them with greater choice. Patients can now be screened at the premises of community optometrists which means fewer people need to be seen in hospital. Susana Ramirez-Florez, consultant ophthalmologist and clinical lead for the scheme, said: "It is a great honour to be acknowledged as one of the leading innovative projects in the country."

WITH the opening of Peterborough's new hospital just a couple of years away – the Trust is already looking at how it will provide healthcare services beyond that time.

A series of workshops, development days and an exploration of aims and aspirations for the Trust have resulted in the creation of the 2013 Strategy.

The objective is for the Trust to be a major healthcare provider in eastern England, that is best for patients and great to work for.

The strategy also aims to promote the Trust as a key player in the city, with a recognised major role in the region.

Key aims include:

- eradicating hospital acquired MSRA by 2013
- establishing a thriving healthcare campus on the Stamford Hospital site
- to be in the top 20 of trusts in the national patient and staff surveys
- ensuring gateway services like maternity, A&E, out-patients and call centres become more customer-friendly - to maximise the regeneration potential of the PDH site

One of the immediate actions will be to establish a project board and project managers to focus on strategy implementation.

Pulse will bring you future updates on the 2013 Strategy, and find out how it affects staff in the target areas.

# Helping reduce falls casualties

FALLS among the elderly account for a high percentage of the workload for occupational therapist Abby Minter and the therapy services team.

The team is required to see and treat the many people who are admitted to hospital following a fall in their own home.

However, Abby and the team are adopting a 'prevention is better than cure approach' through in-house training, liaison with other healthcare agencies and the education of patients and potential patients themselves.

Abby said: "As part of this summer's National Falls Awareness Day on 24 June we staged a display at the District Hospital to give people an insight into how we can help if they do have a fall, as well as what patients can do to help themselves.

"It may be something as simple as ensuring they are wearing the correct footwear or are eating properly. We really want to build on our working relationship with other areas of the Trust, external healthcare and other agencies to try and make a difference in the community."

The team is also keen to bridge a gap in the falls service, and is taking part in the city's Falls Audit in the autumn, headed by Dr Deyo – consultant in medicine for older people - to share statistics and know-how.

"We have a dedicated and enthusiastic team, and do believe that we can make a difference simply by raising awareness of falls. "In turn, we aim to build up the confidence of those who are either vulnerable to falling or who have had a fall to literally, get back on their feet," she added.

## Work starts

WORK is under way on a £100,000 upgrade and expansion of the Trust's haemodialysis unit.

The work will mean more patients with long-term kidney conditions can receive their dialysis in Peterborough rather than travelling to Leicester and other hospitals.

The unit, situated on Ward 3Z at Peterborough District Hospital, is managed by The University Hospitals of Leicester, and provides care, treatment and dialysis for patients with kidney disease.

It currently has 11 dialysis stations. The expansion will include four extra stations which will mean the unit will cater for 90 patients per week.

Joan Tiplady, General Manager Medicine and Long term Conditions, said: "We are very pleased to be able to expand the unit on 3Z as it will benefit many patients during the course of a year. There are currently around 20 people from the city who travel elsewhere for their dialysis three times a week, so this will make a huge difference to their lives."

Work is due to complete in October.

### Factfile

- Around 30 per cent of people aged 65, and 50 per cent of those aged 85 and over will fall within the next year
- One person aged 65 and over dies every five hours as a result of a fall within the home
- For older people falls are the seventh most likely reason for a hospital admission
- 50 per cent of those leaving hospital will need services and the help of others due to their injuries
- There are 330,000 serious injuries on the stairs every year

## What I do at the weekend....

By Neil Hunter

Stores and materials management manager, District Hospital

EXPLORING sunken planes and night diving with only a torch beam for light may sound like a scene from an Indiana Jones action film.

But for Trust stores and materials management manager, Neil Hunter, it is part of his regular weekend hobby!

A recently qualified rescue diver, with over 100 hours dive time to his credit – not to mention some truly amazing experiences – Neil first took the plunge into the pastime after chatting to a friend.

He told Pulse: "I had often thought of taking up diving but never really had that push to do it. Eventually though, the appeal of being able to breathe underwater and explore an environment hostile to humans was too much so I



took the plunge so to speak.

"Talk to any diver and it is true when they say you never forget your first breaths of air underwater.

"I remember standing in a pool with all this gear on my back, a lump of plastic in my mouth, heart rate going 'ten to the dozen' and then you slowly put your head underwater and look at

all the other wide eyed faces staring back at you – unforgettable.

"By the end of that evening the equipment already felt like a part of me and I was walking around the bottom of the pool throwing various toys at the other trainees."

He added: "A few months later and after parting with some hard earned cash I found myself at that same point, bobbing about on the surface of the water, only this time it was on a lake in February!

"From that point on I haven't looked back. I have dived in ice-cold water, dived at night with only my torch beam for light, explored sunken planes, coaches and boats and even played a game of pool eight metres under.

"Diving offers a unique chance to be a visitor to a whole new world and experience some truly amazing sights and personally I love every second of it."

# London to Paris - on a bike!

IMAGINE being part of a 450 strong group of cyclists – bringing traffic to a standstill as you pedal along one of the most famous routes in Europe!

That's just what happened to Mandy Renton and Ann Bane, as they entered the final leg of the annual 300-mile London to Paris charity cycle ride this summer.

Cycling pals Family & Public Health General Manager Mandy and In-patient co-ordinator Ann completed the marathon cycle ride in aid of Action Medical Research – which has raised almost £500,000 from the event.

The duo took in the vast change of scenery and landscape along the route, starting from London to Dover and then from Calais through the French countryside and through the hustle and bustle of Paris and the famous Champs Elysees during the four-day event.

Their training began in earnest on New Year's Day 2008, when

Mandy and Ann completed the Green Wheel in Peterborough.

No stranger to cycling, running, and generally keeping fit, Mandy said: "Ann and I began running together last year, and it snowballed from there – then we started cycling. The London to Paris cycle ride was a wonderful experience, and one I am keen to repeat next year – so I am now looking to put together an NHS team."

"It was great to share the experience with Ann, and the image of 450 riders cycling up to the Arc de Triomphe and bringing the French traffic to a halt was amazing."

Action Medical Research raises money for a variety of medical causes, with this year's focus on pregnancy and premature birth.

If you would like to join Mandy for next year's event, email [mandy.renton@pbh-tr.nhs.uk](mailto:mandy.renton@pbh-tr.nhs.uk)



ABOVE: Mandy Renton and Ann Bane - beneath the Eiffel Tower.

## Going ga-ga at mat unit...

EXPECTANT mums and new parents have been going ga-ga over a Baby Show, organised by Peterborough's Maternity Unit.

Held in the nurses' recreation hall, the show was staged to raise money to fund the hospital's breast feeding counsellor service - which provides practical advice and skills for new mums - and parent class.

The show brought together companies and suppliers that specialise in products and innovations for babies and new parents.

Parents also had the chance to learn more about baby massage, and baby sign language.

There were also a number of raffles and prize draws, and the event raised £1,800.

Angela Chalmers, Infant Feeding Facilitator and organiser of the Baby Show, said: "The show was a huge success and we are really grateful to everyone who turned up to support us."

"We hope that all those who visited found the event worthwhile and interesting – and we thank them for helping us to raise the funds we need."



ABOVE: L-R Angela Chalmers, Infant Feeding Facilitator, Tina Baldry, Nursery Nurse and Nicky Griffin, Ward Manager of Victoria Ward (who helped to organise the show) at the maternity unit's baby show.