

# Foundation News

AUGUST 2008



## Keeping you informed about our Trust

**Introduction by Chairman Sukhdev Sharma**

I am pleased to welcome you to the fourth edition of Foundation News. On July 5th, the NHS celebrated its 60th anniversary. It's a fantastic achievement for health services and was chance for us to reflect on our progress and achievements in Calderdale and Huddersfield and look to the future. We are embracing the opportunities

of working alongside local people to help shape hospital services. Your council members have become increasingly involved with Trust staff and they are having a real influence on key areas of our business, for example, involvement in the development of our annual plan, and as welcome observers at our board meetings.

In this edition you will find an invitation to attend our Annual General Meeting, news of our excellent achievement in meeting the 18 week referral to treatment target and the official opening of the Huddersfield Family Birth Centre. I hope that you find your newsletter interesting and informative.

## Modernising healthcare

**THIS SUMMER saw the final major changes in our hospital services as part of moves to modernise healthcare to face the challenges of the future.**

Work has been underway throughout the year and this August the following changes were completed:

- The centralisation of consultant-led maternity care at Calderdale Royal Hospital
- A paediatric assessment unit at Huddersfield Royal Infirmary and centralised inpatient paediatric care at Calderdale Royal Hospital
- The centralisation of care for sick and premature babies at Calderdale Royal Hospital
- The continued planning for the final services to be relocated from St Luke's Hospital, Huddersfield, over the next few years

### New birth centre

The new Calderdale Birth Centre opened at Calderdale Royal Hospital to improve and modernise its midwife-led services.

The new unit has six rooms and another with a birthing pool and all rooms have ensuite facilities. The colour schemes, fittings and soft furnishing are modern and add to the homely environment.

One room has a birthing sling, which uses gravity to aid a smooth birth. Also available are birthing balls, birthing stools and aromatherapy. Gas and air will be on hand for pain-relief in every room in the unit.

### Extended and improved care for babies

The neonatal unit at Calderdale Royal Hospital has been extended and completely renovated and is now the most modern unit in Yorkshire.

It will be the fourth largest unit in the Yorkshire Neonatal Network- caring for babies from both Calderdale and Kirklees, and the work has ensured



New: our neonatal unit

that the hospital trust retains level two status, which means that we will be able to continue to deliver intensive care to babies locally.

The work has taken more than three months and the unit is now able to house six intensive care cots and 20 special care cots.

Improvements to the unit have included:

- Upgraded air-conditioning.
- Improved lighting with individual dimmer switches over each cot area to allow staff to meet the developmental

needs of preterm babies.

- Upgraded intensive care facilities to meet the most recent hospital building standards for neonatal units.
- Four improved mother and baby rooms with facilities for partners to stay overnight.
- A new parents' sitting room with tea and coffee-making facilities.

Around £100,000 has been invested in new equipment including ventilators, infusion pumps, oxygen saturation monitors and breast pumps. The unit will also house the breast milk

bank, which stores donated milk that is screened and then used to feed the at risk premature babies.

The first major changes took place last year when Huddersfield Royal Infirmary became the centre for emergency surgery, planned complex surgery and emergency paediatric (children's) surgery. Calderdale Royal Hospital became the centre for planned inpatient orthopaedic and general surgery and home to a dedicated women's unit for breast and gynaecology inpatients.



**Unveiling: staff Maria Jdrzejczak and Lucy Thomson with Garrick Graham and Dev Sharma**

## State-of-the-art scanner unveiled

FOUNDATION Trust council member Garrick Graham officially opened a new scanner suite at Huddersfield Royal Infirmary. Mr Graham is a former consultant surgeon and former chairman of the Huddersfield NHS Trust.

The suite includes a new £230,000 isotope scanner, which replaces a 12-year-old model and provides much

clearer pictures to ease diagnosis. It has two cameras compared to the previous single camera and is used to assess the function of internal organs such as kidney, liver and gall bladders and to detect possible tumours.

Mr Graham said: "The amazing improvement in technology over the years combined with the skills of all the staff make this a tremendous

facility for the patients at Huddersfield Royal Infirmary. I am very proud to be invited to dedicate the suite to our staff and our patients and to the culture of partnership between clinicians and managers in the Trust."

The new suite is part of ongoing investment in inpatient care at the Trust this year – the year that the NHS celebrates its 60th anniversary.

## Highlights

### MARCH

#### Our hero



**Hero: Andy Lockey with Health Secretary Alan Johnson**

Dr Andy Lockey, head of accident and emergency at the Trust, was the runaway winner of a people's vote to find the NHS local hero. He collected his award from Health Secretary Alan Johnson at the gala NHS Yorkshire and Humber awards evening at Sheffield City Hall for his work with a successful seatbelts campaign in Calderdale. Mr Johnson said he hoped the campaign – which has already saved lives and reduced injuries – should be rolled out nationally.

### APRIL

#### Brilliant effort towards 18 weeks

Thanks to a huge amount of effort all round, we have achieved the first milestone towards meeting the 18-week standard.

At the end of March, 85 per cent of our patients had received treatment within 18 weeks from GP referral. This will increase to 90 per cent by December.

The 18 weeks standard touches all of our systems and processes and all staff – admin and clerical staff, medical secretaries, operating department practitioners, radiographers, nurses, medical staff and many more – have pulled together to deliver this tremendous improvement to our patients' experiences.

### MAY

#### Pamper day



A special pamper day for ladies who have been affected by gynaecological cancer was held at the George Hotel, Huddersfield on Monday May 19. Past and present members of Daylight – a support group for women who have been treated for gynaecology cancers – were pampered with mini-facials, cosmetic advice and relaxing reiki therapy treatments.

## YOU'RE INVITED ... TO THE AGM

**Wednesday 1 October 3pm  
Bertie's Banqueting  
Rooms, Elland**

See page 3 for more details

Medicine for Members



THE EXCLUSIVE Medicine for Members events remain extremely popular with you.

In April Dr Jo Dent, consultant medical oncologist presented ‘developments in cancer care’. She spoke about changes and developments in cancer care, improved screening programmes, advances in drugs and treatments and increased survival rates. She also shared her views on the importance of clinical audit and the added value of patient involvement.

Members have commented that the lecture “was spoken in a language that people can understand”, “all of it was helpful”, “it gave an insight into the role of the oncologist and the oncology department – excellent.”

In June, Dr John Naylor, consultant in elderly medicine, took members on a journey of ‘care of the elderly’ from the inception of the NHS to the present day. He gave an overview of the services provided for elderly people, the falls assessment process and the work of the falls team, and explained the importance of early medical intervention for stroke patients.

Members have said that the event has “provided a better understanding of care for elderly people”, and they found it thought provoking, enjoyable and revealing.”

*Dear Leander*

*I have been to several informative Medicine for Members events and have found them all to be greatly rewarding. The topics are very varied, informative and interesting.*

*Robert*

We are currently planning a new programme of events for next year. Please let us know if there is a particular topic that you would like to be included by contacting the membership office [www.membership@cht.nhs.uk](mailto:www.membership@cht.nhs.uk) or calling us on 01484 347342.

A number of recent events have been oversubscribed. So if you have booked a place at any of our forthcoming events, but can no longer attend, please let our membership office know, so that your place can be offered to another member.

Election update

AS A valued member of the Trust, you will have received a letter and information about the Membership Council elections.

There are eight public and two staff vacancies on the Membership Council this year.

Briefing sessions were held over the summer for prospective council members to find out more about the role.

Postal voting among members is currently underway. Jan Freer, membership director said: “Please remember that one of the key benefits of being a Foundation Trust member is your right to vote in council member elections, so make your vote count.”

The results of the election will be announced at the AGM on October 1st.

Welcoming our new members

COUNCIL members and Trust staff have been out and about recruiting new members! Recruitment campaigns at Northbridge Leisure Centre, Forest Cottage, Illingworth, Rastrick Bowling Club, Deighton Carnival, Kirklees Council and Noor Mosque, Thornton Lodge attracted more than 250 new members.

Special thanks to council members Allan Templeton, June Richardson, Jim Hainsworth, Jan Roberts, George Richardson, Carole Hallam and Trust

staff Stuart Sandys, Zoe Mason, Leander Stones and Caroline Wright.

The head of patient and public involvement Angela Bradshaw said: “We are delighted with the response from people and welcome our new members to the Trust.”

**Recruiting: Leander Stones, Zoe Mason, Stuart Sandys and Tricia Rankin at Northbridge Leisure Centre**



Official opening for popular birth centre



**MPS Barry Sheerman and Kali Mountford jointly unveiled the plaque at the official opening of the Huddersfield Family Birth Centre at Huddersfield Royal Infirmary, on Friday May 23rd.**

The birth centre has celebrated more than 150 births since it opened its doors at the beginning of March.

MP Kali Mountford, said: “I want babies to be born in Huddersfield and in as natural an environment as possible. Congratulations on making this a home from home.”

MP Barry Sheerman said: “This is a beautiful innovation. This is fantastic hospital with a great history. It is one

**Celebrations: above, Council members Peter Naylor, George Richardson and Jan Roberts at the birth centre opening. Right, at the official opening: Diane Whittingham, our Trust's Chief Executive pictured with Barry Sheerman, MP for Huddersfield, and Kali Mountford, MP for Colne Valley**

of the top Trusts in the country due to the staff. It is only when you come to somewhere like this that you realise what wonderful people we have in the NHS.”

Council member Jan Roberts said: “The enthusiasm, drive and commitment from the midwives is fantastic and feedback so far from women who have given birth at the centre in superb.”

**‘Congratulations on making this a home from home’**



## You're invited... AGM – 1 October 2008 starting at 3pm

THE Calderdale and Huddersfield NHS Foundation Trust is holding a combined Annual General Meeting (AGM) and Membership Council AGM, on Wednesday October 1. The event will be held at Bertie's Banqueting Rooms in Elland, and will start at 3pm. Tea and biscuits will be available from 2.30pm.

As a valued member of the Trust, you are invited to attend the event.

Council members Lesley Longbottom, Dot Rayner, George Richardson and Allan Templeton have helped to plan this year's meeting, and are keen to make sure that it is interesting, informative and inclusive.

The format of the afternoon will be as shown in the table on the right.

You are welcome to attend all, or specific parts of the meeting.

Please indicate your preference, when registering your attendance.

**Places are limited because of fire and safety regulations, so you will need to register your attendance by contacting Kathy Bray, board secretary on 01484 347186, Leander Stones on 01484 347342, or you can e-mail [membership@cht.nhs.uk](mailto:membership@cht.nhs.uk) no later than Wednesday 24 September, please.**

**3pm**

### Formal Trust AGM

To approve the Trust Annual Accounts – April 2007 to March 2008  
To approve the Annual Report – 2007/08  
To receive the Annual Plan 2008/09  
Questions and Answers

**3.30pm**

### Membership Council Members AGM

To announce the Election Results and appointment of new Council Members  
To approve Amendment(s) to Constitution  
To receive an update from the Membership Council Sub Committees

**4.30pm**

### Marketplace

A range of displays, information and interactive health stands will be on show, and there will be an opportunity to meet your council members.

#### Interactive health stands will include:

Alcohol awareness – know your units  
Hand hygiene – how clean are your hands?  
Advice on stopping smoking  
Meet the stars of our Celebrating Success 2008 event

**6.30pm**

Close

## Highlights

### JUNE

#### Celebrating success



**Celebration: Sian Bloomfield, Bev Waller and Bernie Coll – the IV team**

Each year we take time out to celebrate the innovation and dedication that leads to improved care for our patients. In 2008 the overall winner was the IV (intravenous) team. The team tours both hospitals advising staff on the best procedures for inserting cannulae (tubes inserted into patients) as a way of reducing infections.

### JULY

#### Top Award



**Award: from the left: Jacque Gerrard, Paula Dickinson, Janet Russell-Cox, Helen Shallow and Gina Augarde**

The team behind the birth centre at Huddersfield Royal Infirmary won a top innovation award in London. The award was presented by the health minister Ann Keen MP. Their entry highlighted the work with local women which went on before the opening of the birth centre in March in a bid to make sure the centre matched their needs.

# Celebrating 60 years of the NHS



**Main picture** Angela Bradshaw, head of patient and public involvement presents FT member Fran Thompson with a birthday bouquet from the Trust for her 60th birthday  
**Top right:** Council members, from left, George Richardson, Allan Templeton, Lesley Longbottom and Ann Nicholas look on as Garrick Graham cuts the cake at HRI  
**Middle right:** our chairman Sukhdev Sharma cuts the cake at Calderdale with catering staff in their 1940s special floral pinnies and headscarves  
**Bottom right:** Hospital radio – from left, Dave Falkingham, Andrew Halmshaw and Richard Parry



## JULY 5th marked the 60th anniversary of the NHS and our council members, staff, members of the NHS Retirement Fellowship and hospital radio teams got "in the mood" to celebrate.

Music from the 1940s and 1950s was played on hospital radio and proved to be a huge hit with patients.

Catering staff entered into the spirit of the celebrations by creating a 1940s atmosphere in the staff dining rooms at the Huddersfield Royal Infirmary and Calderdale Royal Hospital, serving up special lunch-time menus from the era.

Foundation Trust council member and former consultant surgeon Garrick

# NHS 60

Graham rounded off the celebrations at HRI, using his surgeon's skills – and a big knife to cut the cake.

At Calderdale, our chairman Sukhdev Sharma, cut the cake and posed for photos with catering staff in their 1940s special floral pinnies and headscarves.

Angela Bradshaw, our head of patient and public involvement said: "The diamond anniversary celebrations of the

NHS are a perfect opportunity to reflect on the enormous progress made in healthcare in Calderdale and Huddersfield and to look forward to working with our council members, staff and partners to shape health services in the future."

### Fran's special birthday

Foundation Trust member Fran Thompson celebrated her 60th birthday on 5th July – the same day as the NHS. Fran is full of praise for the present day NHS. In recent years she has received treatment at the Huddersfield Royal Infirmary and at Chapel Allerton Hospital, Leeds. "Today's NHS is much improved.

I have received wonderful care and treatment from my GP, doctors and nurses in the rheumatology department at the Infirmary, and ambulance staff – the whole NHS family.

"Patients of today are much more informed and involved in their care, and doctors and nurses are very approachable."

Fran recalls having her appendix removed at the Huddersfield Royal Infirmary when she was 12 years old. She said: "I remember the rows of metal cots, and being made to eat tapioca. Being in hospital in those days was a long, frightening experience."

## It's a mystery



**Mystery shopper: FT council member Dot Rayner with senior radiographer Yvette Morris**

**By Dot Rayner  
Membership Councillor**

THE PLACE where I used to work had "mystery shoppers" – people who pretended to be customers and ask particular questions to help us understand how customers felt when they were with us, and how we could improve things.

I have a long-term condition, which means that I use the Trust's diagnostic services regularly, so when "customer service" was being discussed at a diagnostics and therapeutics meeting, I offered to be a "mystery shopper" and report back on my experiences of X-ray and the blood clinic. Sometimes, I just sit in the waiting area, observing how long people wait to be seen, how staff talk to them, what people say about the service while they're waiting and so on, but if I have to go for an X-ray or blood test, I give informal feedback on how I was treated.

My comments have been used to highlight things which matter to patients but are easily overlooked when staff are busy. Obviously, there's a limit to what "mystery shopping" is appropriate in a hospital, but it can be a useful addition to the findings from Patient Focus Groups and Patient Experience and Treatment (PEAT) Inspections.

# Tackling infections

INFECTION prevention and control is a top priority for our Trust.

Visitors to Huddersfield Royal Infirmary and Calderdale Royal Hospital will have noticed that we have stepped up our campaign to raise awareness about how everyone can help us to reduce infections.

Life-size models of a matron have been introduced into hospital main entrances to help spread the word about hand hygiene and remind everyone to use the alcohol handgels when they enter and leave wards and wash their hands after going to the toilet.

Director of infection prevention and control David Birkenhead said: "We know that infection is a major public concern and we want to reassure our patients and the public that we are doing everything possible to tackle it. We want to get across the message that reducing infection is everyone's responsibility, including patients and visitors, and we are raising awareness about how everyone can contribute."

A real team effort will help us tackle these infections and bring about benefits for most importantly our patients, but also our staff and visitors."

And recent figures suggest that together our campaign is working. For the first three months of this year the Trust recorded five cases of MRSA bacteraemias (bloodstream infections) compared to nine in the first three months of last year and clostridium difficile (CDiff) cases were down from 59 to 41.

## Membership council links to divisions

### Children and women's services (CWS)

- Lesley Longbottom
- Brenda Mosley
- Peter Naylor
- George Richardson
- Jan Roberts
- Janette Roberts

### Diagnostic and therapeutic services

- Jim Hainsworth
- Bernard Pierce
- Dot Rayner

### Surgical and anaesthetic services

- Garrick Graham
- Lesley Longbottom
- Brenda Mosley
- Bernard Pierce
- Janette Roberts

### Medicine and elderly services

- Ann Nicholas
- George Richardson
- Jan Roberts
- Allan Templeton
- Lesley Longbottom
- Bernard Pierce

### Estates and facilities

- Bernard Pierce
- George Richardson
- Janette Roberts
- June Richardson

# Focus on improving our services

COUNCIL members have been actively involved in supporting the Trust's strategy and business planning process. A series of focus groups were held in the autumn and spring, at which service managers and clinicians presented their plans to members. Members were asked to comment on the plans and to identify

anything that they felt was missing, as well as top priorities for the coming year.

Key themes which emerged from the sessions included the importance of attracting and retaining the best staff, improving staffing levels on the wards, improving access to blood tests and x-rays, and more effective discharge procedures.

The themes have been incorporated into the divisional business plans with a view to continuously improving the Trust's services and our patients' experiences.

Jan Freer, director of organisational development said:

"The focus groups provided an excellent opportunity for the membership

council to begin to understand the views of members and provide the link between the membership and the Trust. Our members understand that this is a continuous process and will be a vehicle that they can use to have their voices heard in order to shape the Trust's plans over time."

# Top marks from patients



## TRUST staff have received a well-earned pat on the back from the 2007 inpatient survey.

In it 93 per cent of our inpatients surveyed said the care they received was either excellent (42 per cent), very good (36 per cent) or good (15 per cent).

And our patients put us in the top 20 per cent of Trusts in the country for:

- Confidence and trust in doctors (89 per cent)
- Confidence and trust in

nurses (88 per cent)

- Privacy during treatment (93 per cent)
- Staff answering questions about a patient's treatment or procedure (86 per cent)

Areas where our patients felt we could do better included the amount of information we provided about their condition in the accident and emergency departments.

Trust chairman Sukhdev Sharma, said all staff should be proud of the

results. "This year we have treated just under 100,000 inpatients – the most patients ever – and we always try to make sure they receive the best treatment from us at all times."

Medical director Yvette Oade said: "Every one of the results contained in the inpatient survey is of interest and importance to us. We are never complacent and will continue to listen to patients and work on those areas where improvements need to continue."

'This year we have treated just under 100,000 inpatients – the most patients ever'

## Word from the Council Members...

"As a publicly elected member of the council for our NHS Foundation Trust I have found my involvement with the divisions very interesting and worthwhile. My links are with children's and women's services and medicine and elderly services. Without exception I have found Trust managers very willing to listen and act on ideas or concerns raised at meetings. I have also learned a tremendous amount about how things work. I believe that working together, exchanging views in such meetings and with a wider audience through focus groups and medicine for members events will help to improve services for us all."

**Jan Roberts, council member**



"Since being elected by the public as a membership councillor in 2006, I have gradually become more involved with the various sub-groups and reference groups. I find it very interesting and a fundamental part of what the Foundation Trust is all about. I feel I have gained more knowledge and "what works and where" so to speak. I have met up with some very interesting staff and public who always have lots to say! Being a membership councillor has provided me with an opportunity to actually do something very worthwhile within my constituency and beyond."

**Lesley Longbottom, council member**



Janette Roberts and Bernard Pierce recently spent a day at the Calderdale Royal Hospital observing how hospital services operate on a day-to-day basis. They visited the catering department, domestic services and the hospital laundry.

"We were given an overview of the running of the hospital. This gave us insight to the complexity of supplying the heating, lighting and ventilation for such a large building – services that are taken for granted but are so essential for the smooth running of the hospital.

Meeting the catering staff helped our understanding of the provision of food in the hospital, the ways it is prepared and the constraints that



affect the service. The staff stressed their commitment to providing a good service for all patients at all times and took any complaints very seriously and tried to rectify them as soon as possible.

Staff in domestic services showed us the latest cleaning methods in the hospital, which can only be described as very thorough.

Visiting the laundry made us realise how important these "behind the scenes services" are to the smooth running of the hospital.

Overall, our impression from just one day was of a dedicated hard working team of people whose role is to maintain the hospital to high standards so that the clinicians can focus on their role for the benefit of the patients who are central to the whole service."

**Janette Roberts, council member**

## Get in touch

If you would like to get in touch with a council member, or would like to find out more about services provided by the Trust, please contact the membership office on 01484 347342, via e-mail [membership@cht.nhs.uk](mailto:membership@cht.nhs.uk) or by post to the Membership Office, Calderdale and Huddersfield NHS Foundation Trust, Freepost HF2076, The Royal Infirmary, Lindley, Huddersfield, HD3 3LE.

## Your details

We try to keep our members' database as accurate as possible, but do rely on you to tell us about any changes. Please let us know if you change your name, address, telephone number or e-mail address, so that we can update our records.