

# Pulse

Issue 14, February 2012

## Foundation Trust - the journey continues

The consultation period for our Foundation Trust (FT) application ended on 16 January, after a marathon 70 meetings with staff, stakeholder and the public. We received 1,284 responses to our consultation and would like to thank everyone who took the time to attend a meeting or submit their views.

### What happens next?

The board will be presented with the consultation feedback in February and will use the feedback to consider changes to the constitution.

Our FT application will then be sent to the Strategic Health Authority for comment before being submitted to the Secretary of State for Health. The application then moves to Monitor (the independent regulator of Foundation Trusts) who sanction the final authentication.

### MEMBERSHIP - we need your support!

As part of our FT application, we want to encourage as many local people as possible to join the Trust as members and help shape the future of their local NHS services.



Nick Harvey, MP for North Devon signs up as a Member and lends his support to the Trust's membership campaign

Although staff are automatically opted in as members, we would also urge you all to ask family and friends to show their support for the work of the Trust by joining too as members.

**If every member of staff signed up one member, we would achieve our initial targets.**

Members will take an active part in shaping our future and can be involved in as much or as little as they would like – from simply receiving information to

actively taking part in focus groups and workshops.

Members elect the Council of Governors that will hold the Board to account when we become an NHS Foundation Trust and are eligible to stand as Governors themselves.

More information and membership application forms can be found at [www.northdevonhealth.nhs.uk/ft](http://www.northdevonhealth.nhs.uk/ft) or paper copies are available in most outpatient or reception areas. Alternatively you can telephone the membership office on 01271 313 971.

### Jac Kelly appointed as Chief Executive

Jac Kelly has been appointed to the substantive post of Chief Executive of the Northern Devon Healthcare NHS Trust.

Jac Kelly was previously the interim Chief Executive of the Trust. A formal, external recruitment process to appoint a substantive post-holder was required to comply with the governance requirements of achieving NHS Foundation Trust status.

Roger French, Chairman of the Northern Devon Healthcare NHS Trust says: "I would like to take this opportunity to congratulate Jac on emerging so strongly from a highly-competitive field of applicants. The Trust will continue to benefit from Jac's leadership and vision for improving our service to patients.

Jac Kelly, Chief Executive adds: "I'm delighted to be able to continue working with such a great team of people. The run up to achieving Foundation Trust status is an exciting time as it will give people a greater say over their local NHS services.

## Encouraging organ donation at NDDH



0300 123 23 23  
[organdonation.nhs.uk](http://organdonation.nhs.uk)

Sarah Rundle is the Trust's Specialist Nurse in Organ Donation and works closely with the Clinical Lead for Organ Donation, Dr Andrew Walder; supporting clinical staff with referral of all potential organ donors.

Sarah explains: "As part of my role I liaise with medical teams around the country who have patients waiting on the transplant list."

Dr Graham Farrar took over the chairmanship of the Trust's Organ Donation Committee earlier this year.

Graham was only weeks from death when a donated heart became available. Graham had a heart transplant at Harefield Hospital NHS Foundation Trust one of six specialist Transplant Centres across the UK

Graham says: "I am alive today because somewhere a family at a time of extreme grief found the courage and generosity to recognise that a positive contribution could emerge from the death of their loved one."

To sign up to the organ donation register at [www.organdonation.nhs.uk/ukt/RegistrationForm.do](http://www.organdonation.nhs.uk/ukt/RegistrationForm.do)

Call: 0300 123 23 23



Sarah Rundle

## British Red Cross helping patients after a stay in hospital

# Red Cross 'Home from Hospital' Service launched

Red Cross volunteers are providing help and support to patients discharged from hospital under a new scheme the Trust has launched in partnership with the British Red Cross. The 'Home from Hospital' service provides patients with support at home with the aim to help them regain their confidence and independence and prevent re-admission to hospital.

The service will run initially for 12 months, with Red Cross volunteers on hand for a period of up to six weeks for each patient; assisting with day to day tasks such as shopping, collecting prescriptions and generally helping patients rebuild confidence after an accident or illness.

**Karen Jupp, Operational Manager of the Pathfinder Team** which facilitates patient discharges at North Devon District Hospital explains:

"We are delighted to launch this scheme with the Red Cross. Most of our patients want to get home as soon as possible and the Home from Hospital service will benefit patients that need some extra help with day to day tasks which will in turn help them regain their confidence and independence.

"This new service does not replace NHS care, but helps fill a recognised gap in support for some patients after they leave hospital".



**John Towers, Senior Service Manager at the Red Cross** said: "We're excited to be starting up this new service for people in the North Devon area. Sometimes it's only something very small - such as making sure there's food in the cupboards, or having a chat and a cup of tea - that prevents re-admission to hospital. By preventing unnecessary hospital admissions we are also helping to save vital NHS funds.

"Red Cross volunteers are highly trained and ideally placed to ease the transition from hospital to home, helping to build confidence and resilience, aid recovery and reduce isolation."

It is anticipated around 400 patients will benefit from the service over the 12 month pilot period. These will be patients who have been admitted to hospital following an illness and

patients will be identified by the nursing teams whilst on the wards at NDDH or in one of the five community hospitals in northern Devon.

The Red Cross already provides the service in other parts of the South West, where thousands of people have been helped by trained volunteers able to support them in a range of practical and emotional ways when they return home.

It is hoped if the initial pilot is successful, the scheme will be rolled out on a permanent basis.

To find out more about volunteering opportunities with the scheme, contact Devon volunteer support officer Rosalyn Pascoe on 01392 353276 or Jen Kirk, Home from Hospital Service Co-ordinator on 01271 318080.

## Careers Day at Crediton

Staff from Crediton hospital were flying the flag for the NHS last month when they attended a careers day at Queen Elizabeth School. Polly Jordan, student nurse student nurse on placement at the hospital, also attended the event along with a team of nursing staff.

The day provided an excellent forum to extol the virtues of the hospital to the local community as well as highlight the excellent standards of patient care delivered by members of the multi-disciplinary team of staff. It was also a valuable opportunity for staff to meet, enthuse, inspire and motivate would-be student nurses.

Pamela Scott, ward sister at the hospital, said: "At the end of the evening the team left feeling proud of our vocation and to be employed at Crediton hospital. It has re-energised us and reminded us of why we all chose nursing as a profession. We hope these young people felt the same!"



## Day in the life of a complex care team co-ordinator, Honiton & Ottery St Mary



**Complex care teams (CCTs) work with people in the community who have complex health and social care needs and receive care from a range of health and social care professionals such as nurses, social workers, occupational and physiotherapists and GPs. They aim to support people to live independently at home wherever possible.**

Pulse met Jacky Roberts, complex care team co-ordinator for Honiton and Ottery St Mary and asked her about a typical working day...

### 8.30am

No two days are the same, but my first job is always to check emails, telephone and fax messages. I receive a list of people who have been admitted to the RD&E or our local community hospitals which I check to see if anyone is already known to the team. Today an Adult Community Services (ACS) occupational therapist (OT) was working with a lady who has been admitted to the RD&E. I contact the onward care team to inform them that we know her and they will forward me the onward care

summary which I copy onto the Social Care records and alert the OT. The OT will then liaise directly with the RD&E to plan appropriate discharge with any assistance I can offer.

### 10am

Today is the monthly Combined Predictive Model (CPM) meeting – a tool we use to predict risk of hospital admission for anyone in the cluster. I meet with two Honiton GPs and the community matron and discuss the patients who are identified by the list as being at high risk of admission. If appropriate, these patients will then be discussed at our multidisciplinary core group meeting later in the week to plan how extra support can be provided to prevent hospital admission and support the patient and their family for longer in their own home.

### 12.30pm

Each week I attend the discharge meetings at both our community hospitals and today's is at Ottery St Mary. This is a multidisciplinary team meeting, including the hospital matron, physiotherapist, OT, community psychiatric nurse and voluntary representative to discuss and plan for people coming out of the hospital. In preparation for the discharge meeting I research the social care records to establish if the patient is already known to the CCT and any services they are already receiving in the community. We decide that a patient needs a care manager to assist with discharge so I take the referral and put this directly onto the Honiton/Ottery ACS waiting list.

### 2.30pm

Back in Honiton my first job is to check emails and telephone messages. I have a telephone message from a GP who has requested a face to face assessment for one of their patients as their care needs have now changed. I contact the GP to ascertain full details and put this directly onto the waiting list. I have received an email from the reablement co-ordinator attaching a list of the reablement team's caseload which I cross reference with the ACS waiting list: we work closely together to eliminate duplication of referrals. The rest of the day is then taken up with actions from the CPM meeting and the discharge meeting; responding to e-mails and telephone calls and discussing patients with colleagues in the CCT.

### 5pm

A busy day and time to go – before doing it all again tomorrow.



## Salaried dental service deemed 'excellent' by patients

Impressive 98% of patients rate the overall quality of our salaried dental services as 'excellent'. The results came out of a recent patient satisfaction survey.

The Trust's salaried dental service provides around 22,000 appointments each year to urgent care and special needs patients in the two main dental access centres in Exeter and Barnstaple.

Patients repeatedly referred to clinicians and staff in the service as 'excellent' and 'brilliant'. Overall, urgent care patients waited for less time on arrival than in 2009.

Special care patients were similarly impressed with the service, with 74% of respondents scoring their individual experience as 'excellent' and a further 26% as 'good'.

Over 81% of all Special Care patients waited less than 15 minutes to see their clinician, once they arrived in the department.

As well as the overwhelmingly positive feedback to the survey, a number of areas of improvement were identified from the patient's comments. Two of the key themes were to:

- Improve communication with patients, both before their appointment and during their appointment
- Ensure prompt and efficient referral of patients back to general dental practitioners to reduce our waiting times for new referrals.

## Colleagues bid farewell as top eye surgeon retires

Staff in the Ophthalmology Department at North Devon District Hospital have paid tribute to Andy Gibson, Consultant Eye Surgeon, who retired in January after 30 years service to the NHS.

Mr Gibson launched the Ophthalmology Department in 1982 and together with Miss Bridget Enoch, has overseen its development into a large multi-disciplinary team providing a comprehensive eye service for increasing number of local patients.

His tenure saw many real developments in eye care, the most significant probably being technological improvements in cataract surgery that have improved outcomes for patients and shortened recovery times.

He also contributed significantly to the wider hospital in his role as Chairman of the League of Friends and of the Local Negotiating Committee.

Helen Hancock-Martin, speaking on behalf of the eye nursing team, said: "It has been a pleasure to work with such a caring gentleman and he will be greatly missed by staff and patients."

Karl Whittaker, a consultant colleague, added: "One cannot overstate the high esteem in which Andy is held by all of us. He leaves us with a successful and thriving department which is well-regarded by medical colleagues and patients alike.

"We will do our very best to build upon his legacy. We are enormously sad to see him go but wish him a very happy retirement."

Dr Alison Diamond, the Trust's Medical Director, said: "Andy has played a fantastic role over the years in leading a department that has seen real developments in the way patients are treated. A huge number of people in northern Devon have benefited from the excellent care that Andy and his team have provided, and many, many staff have benefited from his wisdom and patience. We wish him all the best for a well-deserved retirement."

Mr Gibson enjoys dancing, DIY and travelling, hobbies which he hopes to pursue with even greater vigour in the future.

## South Molton team play part in national work to improve life for older people

The Complex Care Team for South Molton has been playing its part in national research to improve quality of life for older people.

CCT members took part in a workshop *Ageing in the Community*, arranged by the Young Foundation, a national organisation that aims to foster social innovation.

The Foundation's researchers have spent time alongside older people in both London and the rural South West, to see how they adapted to the ageing process. The focus was on areas

such as hospital admission, recovery, care, management of conditions, mobility and use of technology.

A number of people known to the South Molton CCT provided case studies for the project.

Yvonne Reed, CCT Co-ordinator, who was at the workshop, said: "The Young Foundation are clearly a very forward-thinking group. I attended out of a desire to extend my knowledge and appreciation of Complex Care Teams and in particular how they could better use the voluntary sector - to acknowledge it as a viable option rather than a last resort when medical intervention was not appropriate or could not meet the need.

"It did show that sometimes one has to think 'outside the box', for example with the 'Share My Garden' scheme, matching up someone who loves gardening with a local garden (or part thereof) where they could grow their own fruit and vegetables.

"I think the workshop reinforced the importance of exploring ways of ensuring that our older community feel valued for who they are, and enabling them to live as independently as they would wish."

The CCT includes a voluntary sector rep, who plays a vital role in the overall service for local people.



## Staff earn national recognition for excellence in NVQ qualifications

Two staff members have earned the prestigious Medal for Excellence from City & Guilds for their outstanding work in gaining National Vocational Qualifications (NVQs) during 2011.

Lesley Yeo, from the Torrington District Nursing team, won her award after achieving a Level 3 in Health and Social care.

Emily Beer, based in the Audiology Department at NDDH, won her award after achieving a Level 3 in Customer Service.

Both are among the 100 or so medallists chosen by City & Guilds judges from the tens of thousands of people around the country who earned their NVQs last year. They will be awarded their medals locally by the Trust and are attending a ceremony in London on 15 March to see if they win one of nine top Lion Awards for educational achievement.

The latest two successes take the Trust's total number of Medals for Excellence to 10 since it became an assessment centre in 1993.

## Accesspoint: a new and exciting way to access information about training

AccessPoint is the Trust's new and easy way to access all of the latest training information you need from one place.

Using the AccessPoint website, you can complete e-learning from anywhere you have internet access. You can also download manuals and tutorials for some of the newer systems we will be using, such as ComPAS, the Community Patient Administration System and ComPAS assessments, as well as check the prospectus for available courses and learn more about the coming eMOT. For all of the very latest news, you can even follow us on Twitter.

AccessPoint can be accessed via the Trust website by clicking on **work with us > staff area > AccessPoint**.

To view a guide on how to request internet access for e-learning go to the e-learning section on AccessPoint and download the 'Requesting Internet Access' guide.

For more information contact the IT training administrator: [ITTraining@ndevon.swest.nhs.uk](mailto:ITTraining@ndevon.swest.nhs.uk)



Photo: Emily Beer (left) and Lesley Yeo



New gynaecology unit recovery area

## New gynaecology unit opens at NDDH

**A new gynaecology day surgery and day treatment unit has opened at North Devon District Hospital (NDDH).** The opening of the new unit marks the completion of the first phase of the wider £1m refurbishment of the Ladywell Unit; that will create a modern centre for the women and children of North Devon.

The new gynaecology day surgery unit has been designed to provide a welcoming and modern environment along with more single rooms which we know some patients prefer. The new unit will also enable us to see and treat more patients as daycases, avoiding the need for an overnight stay in hospital.

The unit is situated on the ground floor of the Ladywell Unit, close to the entrance, making it easier for patients being picked up and dropped off. It is anticipated the new unit will see around 110 patients each month, which is a 10% increase on last year.

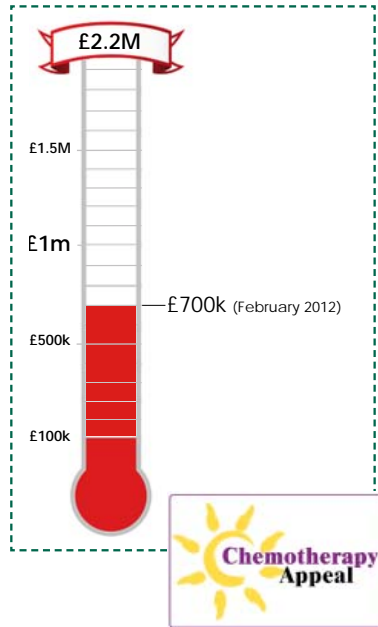
**Jo Kerr, Ward Manager** says: "It's great to have the new unit open. It is very bright and modern and it is good that we have theatres and recovery located in the same area which is much better for patients and staff. We have already had some excellent feedback from patients who have commented on how welcoming and up to date the unit is".

## Chemotherapy Appeal Update

# £100,000 boost from North Devon Cancer Care Centre Trust

We are pleased to report that the Chemotherapy Appeal has been given a further massive boost with another £100,000 donated by local charity, North Devon Cancer Care Centre Trust (NDCCT). This now takes the total amount given by the charity to £350,000.

This donation was announced by James Bonetta, Chairman of the NDCCT last month. The Chemotherapy Appeal fund now stands at over £700,000, with over £300,000 of this total being raised by staff and the public. We would like to extend a huge thank you to the NDCCT for their continued support towards our appeal.



Picture shows Sharon Bates (Divisional General Manager), James Bonetta (Chairman NDCCT), Howard Davis (NDCCT Treasurer) Ian Roome, Fundraising Manager.



## Bishop of Crediton authorises Julie as Lead Chaplain

The North Devon District Hospital hosted a service of welcome and licensing for the new chaplain of the Trust. The service was led by the Right Reverend Bob Evens, Bishop of Crediton.

The Reverend Julie Cartwright joined the Trust in November as Head of Spiritual Care. The service was held to welcome Julie as lead chaplain and give her the Bishop's license to carry out her work, which is a legal requirement at the beginning of a new ministry.

The service was attended by members of the Trust Board along with hospital staff, representatives from the League of Friends, volunteers, and members of the chaplaincy team, local clergy and Julie's family.

**Reverend Julie Cartwright, Head of Spiritual Care** says, "The service was a wonderful opportunity to publicly recognise the valuable contribution that chaplaincy makes to patients of the Trust and to mark the beginning of a new chapter both for me personally and in the life of the hospital.



"It was also a chance for me to say thank you for the tremendous welcome that I have received in the short time that I have been working for the Trust and to all those who make up such a dedicated chaplaincy team"

Julie and the chaplaincy team are available to provide appropriate religious and pastoral care to patients, their relatives and staff of the Trust.

Julie has over 20 years experience as an NHS Chaplain and located to North Devon last year. She recently set up a quiet day retreat centre which she runs with her husband.

## Welcome to Toby Cooper – New Head of Midwifery and Children's Services

Toby Cooper joined the Trust on 3rd January as Head of Midwifery and Children's Services. Toby has 26 years experience in nursing and midwifery and joins us from the renowned Queen Charlotte's and Chelsea Hospital in London where she led maternity services.

Toby has a particular interest in public health issues with an emphasis on maternal health and providing mothers with the best opportunities to have healthy babies and children.

Toby says: "I'm very excited to join the Trust and to be working with such great teams across our maternity, neonatal and children's services. I'm looking forward to working with staff to develop these services and provide the best care for our women, children and babies".



## New hernia film helps patients prepare for surgery



The Trust has produced a new information film for patients requiring a hernia operation. The 15 minute film 'Hernias and their treatments' provides a guide for patients on what hernias are, how they are treated and the recovery process after a hernia operation.

From mid-January, the DVD will be given to patients who are referred for hernia surgery and is also available to view on the Trust's website at

<http://www.northdevonhealth.nhs.uk/patient-information/patient-information-videos/hernias/>

The Trust performs around 500 hernia operations each year. Trust Consultant Surgeon Nick Markham presents this film with input from his patients. This DVD follows on from Nick's very popular gallstones DVD which received excellent feedback from patients and won accolades from the Royal College of Surgeons.

Nick explains "For many people, having a condition such as a hernia and coming into hospital for an operation can be a nerve-wracking experience. This film explains what hernias are and now patients turn up well informed and ready for the op. Patients feel reassured because they know what to expect and when they will be able to resume normal day to day activities after a hernia operation, such as driving and playing sport".

## Success of out-patient telephone call reminders

The Trust's telephone reminder scheme has seen sharp falls in the number of people who fail to turn up for out-patient clinics at North Devon District Hospital since its introduction in April 2011. The Trust estimates that the reminder system has saved over £70,000 in wasted appointments between July and November 2011 alone.

During that period, the number of patients failing to attend for appointments reduced from 2,296 to 1,626 when compared to the same period last year. The Trust sees approximately 10,500 outpatients every month.

Saving 670 appointments meant fewer patients faced delays in their own diagnosis and treatment, while other patients came off the waiting list more quickly. Patients who do not

attend their appointments cost the NHS thousands in wasted staff time, heating, lighting, theatre support services, administration time to rebook and so on.

The telephone reminder system ensures patients are called in the week before their appointments are due to remind them of the time and date. Patients then confirm that they are coming, cancel the appointment or ask for a new one.

Four specialities were initially involved in the reminder scheme at NDDH – Cardiology, Ophthalmology, Rheumatology and Urology. Early success led to its extension during the summer to Orthopaedics, Respiratory Medicine, ENT and Gastroenterology. The continued success of the service means it will be rolled out to include further areas in 2012 including Colorectal, Nephrology and General Surgery.



## Trust has lowest waiting times in Devon

Figures released by NHS Devon reveal that we were the only Trust in Devon to meet the 18 week referral to treatment target for all specialities in October 2011.

Our patients across all specialities including general surgery, ophthalmology and orthopaedics were seen within the 18 week target in figures reported by the NHS Devon, Plymouth and Torbay primary care trust cluster.

North Devon District Hospital and the 17 community hospitals across northern and eastern Devon also have some of the lowest waiting times in the south west.

So far this year, we have also seen 97.5% of cancer patients within the 14 day urgent referral period, compared to 95.7% nationally.

Jac Kelly, Chief Executive says: "We are committed to keeping waiting lists short to ensure our patients are seen and treated as quickly as possible. We review waiting lists on a weekly basis and aim to meet national standards and better them".

# IT Training

## New IT Trainers for East Devon

The IT training department has two new trainers who will cover Exeter, East and Mid Devon areas.

## New to the Trust?

As a new member of staff, you may not be aware of the computer systems we use within the Trust or of the policies regarding acceptable use of computers and ICT equipment.

The Trust requires that all staff are competent when using computers and therefore IT training is essential.

All new members of staff are required to attend an IT induction course within two months of starting. This is a three hour course which offers a variety of information including: finding your way around our network; the email system we use; using your file space (H drive) and the public drive (G drive); IT security and information governance. There is also information on nhs.net, the Novell window, calendar,

the library database and BOB - all of which you will be expected to use.

On completion of the induction course, staff will be signposted to any other IT training they may require for their specific workplace role. Additional training may cover topics such as the Patient Administration System (PAS), CompAS assessments (the new name for the former eSAP programme), e-learning or any of the other systems we currently use.

To book on to an IT induction course or for more information please contact the IT training administrator, on 01271 335 759 or email [inhousecoursebookings@ndevon.swest.nhs.uk](mailto:inhousecoursebookings@ndevon.swest.nhs.uk)

If you would like to discuss your individual IT training requirements, speak to a trainer or learn more about IT training then please contact IT training administrators Lucy Corriveau or Janice Fisher on 01271 335 759 or ext 3759.

You can also Ken Stafford IT training, e-learning manager via email or telephone.

## Other formats

If you need this newsletter in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

# Staffside

Staffside would like to take this opportunity to wish you all a happy new year. This will be an interesting year ahead for us all as the Trust applies for Foundation trust status. We will be monitoring the process closely to ensure that your views are listened to and to address any concerns you may have. Remember we are here to support you with any issues you may have in your workplace. If you are not a member of a trade union or professional body please feel free to contact us using the details below:

**Staffside Chair** – Trudie Brailey  
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Alison Clift



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Christine Pope



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## Get in touch

Please send any suggestions or submissions for future editions to:

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