Better informed, better involved

New membership strategy gives you more

MORE DETAILS ON PAGE 3

NEW INVESTMENTS AT OUR TRUST
LETTER FROM THE CHAIR

PLUS

POSITIVE PATIENTS MEMBERS EVENTS

FOOD FOR THOUGHT
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Letter from Clair Chilvers, Chair of our Trust

Dear Members,

Once again this year, I am pleased to say that our Trust is performing well despite the many challenges we face. We continue to develop and improve our services and maintain our focus on delivering truly excellent care to our patients.

We were very pleased in February to sign a contract with InterSystems which will significantly improve the quality of care we provide through the introduction of an electronic patient record. The SmartCare project will introduce innovative new technology, including an electronic patient record, which will allow staff at our hospitals to access information about a patient whenever and wherever they need it.

This will enable us to deliver the highest quality of care and transform our services. Patients will see significant benefits as we will be able to care for them in a safer and more effective way.

As was extensively reported in the media, winter was a very challenging period for the NHS as a whole. Along with acute hospitals across the country, our hospitals experienced what some have described as a ‘perfect storm’ of high demand during December and January.

Achieving some of our targets, including the four hour wait, proved extremely challenging, but as always the absolute priority for us has been to focus on providing the best and safest possible care to all of our patients.

Throughout this period, ensuring that this high level of care was provided could only have been made possible through the commitment and dedication of our staff here at the hospitals.

I am particularly pleased that as part of our new members strategy, I will now be able to communicate with you more regularly. I also hope very much that many of you will choose to become more involved with our Trust.

We believe in encouraging staff and our patients to tell us about their experiences - good and bad - so that we can turn these into improved patient services. The vast majority of feedback we get is positive, so we have summarised just a small selection of this on page four.

Best wishes,
Clair Chilvers

CQC Inspection

For four days in March, we welcomed a team of inspectors from the Care Quality Commission (CQC).

The inspectors spent time talking to staff, patients and visitors about their experiences.

They also held two public listening events prior to the inspection, where people were able to share their experiences of the care they have received at our Trust.

The CQC inspections, which changed in 2013, have been described as a way of holding a mirror up to a Trust and understanding what works well and where the real pressure points are in the system.

The tough new inspection regime was brought in 2013 following concerns that were raised following events at Stafford Hospital.

The result

Following the visit, an overall rating of either: Outstanding, Good, Requires Improvement or Inadequate will be awarded.

The report into our services is likely to be published in June. Look out for news and updates on our website: www.gloshospitals.nhs.uk

“A new approach to membership

In 2014, we developed a new membership strategy.

As one of the first Foundation Trusts in the country, we are committed to being a successful membership organisation and strengthening our links with the local community.

We are accountable to local people who can become members and governors.

A representative and engaged membership will help our Trust to continue to maximise its potential as a Foundation Trust and is an important objective for the Council of Governors.

This strategy builds on the success of membership management to date and outlines the Trust’s vision for membership over the period 2014–2016.

“You can simply go to the members section and find the news and events”

One of the key things we are focused on is the development of a new member database based on a Customer Relationship Management (CRM) model. This is an enabling step for our objectives for two way dialogue and enhanced member involvement.

This new CRM system will be used to engage with existing Members on issues of specific interest to them. It will also help us to target prospective Members.

This new system also has the capability to track and measure multichannel campaigns, including email, social media, telephone and direct marketing campaigns.

The CRM system will also help us when putting together our annual Membership report.

Two of our objectives this year are to:

→ Develop our digital communications as the primary source of communication
→ Refresh our use of printed materials

Better involved

We will now be producing a printed version of the newsletter just once each year but will increase our communication by sending all our members a newsletter via email. If you supplied your email details to us, you will receive this every month from July this year. We hope you’ll feel much more up to date with what’s going on at our hospitals, and more involved in our business.

We’ll also be able to offer you more events and be able to provide you with more opportunities to give your feedback on what’s going on.

We know that email isn’t for everyone, so we will send you out a yearly magazine unless you tell us you don’t wish to receive it. As well as email, you can simply go to the members section of our website and read the newsletters there, as well as finding out about news and events.

The right information

We need to make sure our records are up-to-date, so please confirm your details by completing our online form at www.gloshospitals.nhs.uk (in the Getting involved section) or email: membership@gloshospitals.nhs.uk telephone: 0800 019 3303 (Free from most landlines).
Positive patients

We are taking this opportunity to share just a small selection of the positive messages that our patients share with us.
We see these messages posted on a daily basis, and it strikes us that it’s often the little things that make a difference to patients and their families, and that most of all that it is kindness and a caring attitude that are really the things that patients remember.

Facebook feedback
Sarah Leanne White: Cheltenham birth centre is amazing, a home from home experience! Highly recommend anyone with a low risk pregnancy to have their baby there, you get looked after really well! The midwives (and other staff) that work there are all lovely and helpful.
Bob Francis: After 37 visits to the Radiotherapy dept of Cheltenham Hospital my course of treatment is over. I would just like to thank all the staff (Linac 11) who treated me with kindness and professionalism. A great department doing great work. Thank you all.
Shelley Harris: Children’s unit has been fab for my daughter for the last 15 years! With a whole team of professionals insuring that the best possible care is given! Keep up the good work, and thank you!
Children’s Centre thanks: Thank you to the amazing paramedics and staff in the Children’s Centre at GRH. The care and professionalism they showed when my son was admitted this weekend was amazing, especially Sarah who was outstanding. Thank you so much!

Twitter feedback
Jean Hill praises surgeon: I would like to thank surgeon Dr Hewin my op with my gallstones removed 10/12/14. I’m now recovering at home
Juey thanks CGH: From the bottom of my heart, thank you @glos hospitals for the fantastic care & treatment. All your staff in CGH & oncology are wonderful
Christina thanks staff: Mum still in hospital. Says she couldn’t be getting better care. Thanks @glos hospitals

New high dependency unit

The New ‘Fast Track’ Post-Surgical High Dependency Unit (HDU) at Gloucestershire Royal Hospital (GRH) opened in January.
This new facility provides additional post-surgical care for elective and emergency surgical patients, and will have four beds open initially. Staff were able to look around the unit on the day it opened.
The new HDU was built in the Department of Critical Care in the space occupied by the previous ITU on level one of the tower block.

“The facility provides additional post-surgical care”

One former patient who was present at the opening was Julie Bignone. In April 2008 Julie, at the time a 32 year old mother of a 20 month old little boy, developed severe Pneumococcal Pneumonia. By the time she was admitted to GRH ICU department she also had highly advanced sepsis. During the four weeks she remained sedated and ventilated in ITU in Gloucester she was put on an oscillating ventilator, given a rotating bed, fitted with two chest drains and a novaling filter, suffered a pleural effusion (hole in the lung) and a large internal bleed. Now she is a healthy, working mother of two children and lives in Oxfordshire with her family. Julie went on to join the patients and relatives committee of the Intensive Care Society.

Hereford radiotherapy unit open

The Radiotherapy Unit at the County Hospital, Hereford opened late last summer.
The County Hospital is run by Wye Valley Trust, but this Unit has been built and is run by our Trust, who provide all the staff and manage the facility.
This satellite radiotherapy service in Hereford has brought more cancer services closer to the homes of many patients who live in the area and will mean that many people receiving radiotherapy won’t have to make the long journey to Cheltenham at a time when they are feeling unwell. The unit treats patients from Herefordshire, Powys and surrounding areas who are referred to the Oncologists who work at The County Hospital.
Radiotherapy at Hereford is used to treat many forms of cancer and may be given alongside chemotherapy and/or surgery. It complements our oncology facilities at Cheltenham and a new app has been launched in Gloucestershire to help patients decide where to go for health advice and care. Find it at www.asapglos.nhs.uk

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Staff at the new radiotherapy unit

General. Cheltenham Oncology Centre comprises of radiotherapy and chemotherapy services. Our multi disciplinary team of highly skilled clinical oncologists, medical physicists, therapeutic radiographers and nurses are dedicated to delivering high quality cancer treatment.
The new unit will provide thousands of treatment sessions a year for the majority of local patients. A small percentage of patients will still have to travel to Cheltenham for more specialised treatments and to gain the added benefit of the expertise from a centralised clinical team.
Almost all patients travel to Cheltenham once for their initial treatment planning session.
The department has access to the latest radiotherapy equipment and techniques as well as being involved with clinical trials for new treatments.
A virtual tour of the unit is available on our website.
**Health & wellbeing**

**New health & wellbeing strategies launched**

Our Trust’s mission is to improve health by putting patients at the centre of excellent specialist care. We welcomed the recently published ‘Five Year Forward View’ (NHS England, 2014) which identifies the need to “get serious about prevention” for action on obesity, smoking, alcohol and other health risks. It’s our vision to support people to choose healthier lifestyles and opportunities to maintain and improve their health and wellbeing.

It re-frames the relationship between patients, local people, the NHS and other service providers. Its vision is of the NHS as a social movement, where power is shifted to patients and citizens, communities are strengthened, health and wellbeing is improved and to serve as ‘health ambassadors’ in their local communities.

We have therefore also produced a strategy for staff. The new strategy is designed to support staff to maintain and improve their health and wellbeing.

**The strategy aims to support staff with their health & wellbeing**

We have also produced a strategy for staff. The new strategy is designed to support staff to maintain and improve their health and wellbeing.

“...the impact of improving employees’ health is not only very beneficial for the individual staff member but research shows that a healthy workforce has a very positive effect on outcomes for our patients.”

Specialist Orthoptist Jane Hadlington is Chair of the Staff Health & Wellbeing Committee.

Jane says: “The aim of the new strategy is to support staff in maintaining and improving their health and wellbeing. The strategy has been jointly written by members of staff and management representatives.”

This year, we highlighted best practice at ward level for malnutrition screening, held a Taste the World Day in Foster’s Restaurant and took part in the world’s biggest tea party, serving tea and cakes for our patients.

We also promoted the importance of hydration for patients at ward level and provided additional fruit for our patients’ breakfasts.

Our kitchens at Gloucestershire Royal Hospital (GRH) provide an average of 3,000 patient meals every day, as well as 750 staff and visitor meals. All meals are freshly cooked and produced within an atmosphere where high standards of hygiene are demanded and are consistently practised.

Our patients are served three meals a day. Patients choose their meal from individual menu cards the evening before.

Each menu offers nutritional and tasty food suitable for a range of special and textured diets and portion sizes. Any patients with social or cultural needs are offered a separate menu.

**If patients have special dietary requirements they can let nursing staff know**

If patients have special dietary requirements they can let the nursing staff know, who will notify catering services and may also refer you to the dieticians department.

A selection of drinks are served with each meal. Drinks are also served on the wards first thing in the morning, mid-morning, mid-afternoon and late evening.

This year we introduced a new initiative designed to help patients who have missed a standard meal time due to late admission.

Patient Catering Services Manager, Bridget Hooper explains: “It consists of a sandwich, yoghurt, a fruit juice and a fruit pot to keep the patient going till the next meal time.”

Posters about these missed meal bags are available in kitchens on the wards to remind nurses of the scheme.

Members are offered the opportunity to attend a Nutrition & Hydration special event in July 2015, which will include a tour of the kitchens at GRH. Please email membership@glhoso.nhs.uk to book attendance or request more info, or call 0300 019 3303.

**Food for thought**

We continue to focus on the nutrition and hydration of patients as we know it’s absolutely key to their care and recovery.

Each year, we support Nutrition and Hydration Week, a National Patient Safety initiative led by the Hospital Caterer’s Association, the National Association of Care Catering and Patient Safety First.

The event is aimed at reinforcing and focusing energy and engagement on everything we do to support nutrition and hydration.

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**Considering dementia patients**

Our Trust Dementia Working Group has responsibility for the development and implementation of actions to support the care of our patients with Dementia and to look at support for family and carers.

Gloucestershire Alzheimer’s Society are core members of this Group and support our Dementia Action Plan.

As part of the work of the Group, the specific needs of patients with altered cognition for food and drink are considered. The nutrition and hydration of these patients has been identified as important in our Carer’s Survey.

The use of coloured crockery was evaluated as part of the work of the Group and was rolled out Trust-wide in 2013.

The Group have also looked at the support that our Volunteers can offer patients with dementia at mealtimes, and are looking at the strengthening the involvement of carers and relatives at mealtimes.

The Group is also looking at supporting Johns Campaign: www.johnscampaign.org.uk

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High tech staff training

We are the first organisation in the country to use a new high-tech mother and baby simulation manikin to train our medical staff.

Victoria, the birthing manikin produced by company Gaumard, speaks, blinks, has a heartbeat and a pulse and an impressive array of abdomen parts that all work to simulate a range of birthing scenarios that our midwives may otherwise see twice in a week. Bought with money marked for the education and training of our staff, the two mankins cost £49k.

When Victoria is up and running you can take her blood pressure, cannulate her, give her an epidural, change her position, measure the tummy and turn the baby around. It is completely wireless and works with all the existing equipment on the ward. All aspects of the delivery can be controlled through a large control tablet operated by the trainer. They can bring up footage of heart monitors and patient’s notes to inform the simulations.

The baby breathes, cries, turns blue, moves his limbs, has various heart and lung sounds, has palpable pulses including a pulse in his umbilical cord. These new mankins join a male adult and a child manikin used across our hospitals and together they have dramatically changed the way our staff can be trained, creating realistic scenarios and the opportunity for hands-on learning in a safe environment, but most importantly in the areas staff actually work.

“This new kit has dramatically changed the way our staff are trained.”

Trainer Nick Oxlade explains they try to fit the training in with the ward staff and teams and to be as unobtrusive as possible: “Patients and visitors are usually intrigued to see what we are and doing and feedback from them has so far been really positive in all the areas we have visited.”

Nick adds: “This new simulation kit has dramatically changed the way our staff can be trained, creating realistic scenarios and the opportunity for hands-on learning in a safe environment, but most importantly in the areas our teams actually work.

“The kit allows us to recreate adverse events. They can practice procedures they may not do every day; maybe only twice in a career. Working with the manikins enables our staff to hone their skills and this improves fast decision-making and builds confidence.”

Members were able to enjoy a demonstration of the mankins in November 2014 at an event led by Nick Oxlade, Simulation Training Lead.

News in brief

Time to change

Our Trust has signed up to support Time to Change, the campaign committed to ending mental health discrimination.

Time to Change is run by the leading mental health charities Mind and Rethink Mental Illness. Both organisations and individuals can make a pledge to support the campaign.

We wanted to send out a strong message that we are committed to reducing stigma and discrimination within the workplace and the wider population. To find out more about the campaign and how you can be involved, visit: www.time-to-change.org.uk

Energy boost

At the end of last year, our Chair Clair Chivers oversaw the official opening of the new Energy Centre at Cheltenham General Hospital.

The £3.1 million project will achieve guaranteed savings of £169,000 a year, or a 40 per cent reduction on current energy bills and operating costs.

Nearly £1m of this was funded directly by the Department of Health. The remainder is being funded through an energy performance contract between ourselves and Vital Energi, who will be guaranteeing the savings that the Trust expects to make.

Summer Fete

A Chinese lion dance, music, craft stalls and a bouncing castle will all feature as part of a packed summer fete at Gloucestershire Royal Hospital (GRH).

The Friends of GRH has an actioned packed line up planned for Saturday July 4 2015 from 2pm – 5pm in the atrium and surrounding open spaces.

Hello, baby

The maternity pages on our website have been refreshed and updated to give mums-to-be a clearer idea of the services we offer to pregnant women and their families.

The new look pages have been designed to look fresher and more contemporary and to offer clearer, more intuitive navigation. The virtual tours include video of each of our Birth Units as well as Delivery Suite. The video tours are also available on YouTube.

Champion ideas

We continue to support a national campaign which encourages NHS staff to become champions for a personal, fair and diverse NHS.

HR Director Dave Smith says: “This is a fantastic opportunity for us to be involved in a national campaign and to highlight the excellent work that I know takes place across the trust on a day to day basis.”

Interested in equality issues? email us: equality@gljos.nhs.uk

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Getting more involved

We held nine events in 2014/15, with an average attendance of 60 members and positive feedback at an average of 98%.

Events you can look forward to this year are listed on the right.

Other opportunities to be involved

Members have had the opportunity to participate in surveys which have informed: our Patient & Carer Experience Strategy; how our Musculoskeletal Services are provided; how staff are trained to care for frail and elderly patients.

Members have also had the chance to be involved in projects including:

- Patient Information steering and review groups*
- Shadowing pilot project in orthopaedic outpatients
- becoming involved in research projects including 141 Raman probe and diabetic retinal eye research*
- 7 Day Working project**
- Patient-Led Assessments of the Care Environment*  
  * opportunities for involvement still available.

Share your stories

We are always looking for members to share their experiences of care to help us develop and improve. We are particularly interested in those who may have experienced a pressure ulcer or have used our Stroke services in the last 6 months.

Please contact Katherine Holland (email: membership@glos.nhs.uk) or call 0800 019 3303

An annual event

The Annual General Meeting for members is taking place on Thursday 16 July 2015 at Gloucester Rugby Club at 6.00pm with refreshments from 5.30pm.

Last year we continued our new approach to the AGM, holding it away from our hospital sites and providing opportunities for more members to attend.

The agenda for this year’s meeting will be available online later in the year - check our website for details (www.glos hospitals.nhs.uk).

Last year’s meeting saw a fascinating and innovative reconstruction of a meeting between an oncologist and a patient. The moving presentation saw a patient receiving a diagnosis and gave an insight into the many situations our staff can find themselves in. We will announce the content of this year’s presentation in due course.

One member who attended last year said:

“It’s great for everyone to be able to meet and discuss the issues that affect them, but in an informal and friendly atmosphere. I enjoyed seeing the doctors and hearing what life is really like on the front line, it was fascinating. I’ll definitely be getting tickets again next year.”

Our Chair Professor Claire Chivers also says she looks forward to the event: “There’s a lot to see - as well as the presentations, we will have displays, a short film and other information for people to see.

“Our entire Board really look forward to meeting more of our Members and hearing about their views of our hospitals.”

Don’t miss out this year!

Members are asked to reserve their place by contacting the Trust Secretary Martin Wood: martin.wood@glos.nhs.uk, phoning 0300 422 2932 or in writing: Trust HQ, 1 College Lawn, Cheltenham. GL53 7AG.

Or, simply cut out and return the form on the back cover.
Nominate our staff!

The Patient’s Choice Award is part of an annual Staff Awards scheme run by our Trust.

Once again this year, we are giving patients and the public an opportunity to have their say and recognise the NHS staff who have made a difference to their lives.

Chief Executive Dr Frank Harpent said: “We received almost 60 nominations last year and the quality of them was universally outstanding.

“Between May and August this year, we are once again asking our patients to nominate those members of staff who have made their experience better.

“If you have been impressed by the care and treatment you have received why not make it official and nominate them for an award. We know it means so much to every person that is nominated.”

Designed to recognise the efforts of those special employees or groups of staff who demonstrate exceptional patient care, patients can nominate any member of staff who looked after them during an out-patient visit, day treatment or longer stay at our hospitals.

Once again this year, you will also be able to pick up nomination forms from the PALS offices at each hospital as well as through our website. The Patient’s Choice Award is sponsored by Alpha Colour printers.

Please let your friends and family know about this special award - it really does mean a lot to staff to know that the care they give is really appreciated by the people who matter most - our patients.

Nominate our staff!

Title: First name: Last name:
Date of birth (DD/MM/YYYY):
Address:
postcode: Tel no:
Email:
We prefer to get in touch with you via email, but if you would rather we contacted you by post, please tick here 

AGM 2015

Apply now for a ticket to the Gloucestershire Hospitals NHS Foundation Trust Annual Meeting 2015

No. of tickets required: ☐ 1 / ☐ 2 / ☐ Other, quantity required:
Name:
Address:

Return to: Martin Wood, Trust Secretary, 1 College Lawn, Cheltenham, Gloucestershire, GL53 7AG
Tel: 0300 422 2932, Email: martin.wood@glos.nhs.uk