Positive thinking
CQC report praises excellent care at GRH

ALSO IN THIS ISSUE:
Joint formulary launch
Focus on nutrition
Pay consortium update
Staff survey results
The report said: “Every patient we spoke with gave positive feedback about staff and how they were treated and cared for.”

Inspectors observed lunch time on two General and Old Age Medicine (GOAM) wards, speaking to patients, relatives and staff. The report said: “We observed patients being treated with dignity and respect. Staff addressed patients by the name of their choice and we observed staff joking and laughing with patients in a friendly and respectful manner. Patients we spoke with told us staff treated them well.”

Inspectors also met with the integrated discharge team and spoke with patients who were in the process of leaving hospital at the time of the unannounced visit. A relative of one of these patients said: “They have arranged everything with my GP; the community nurse will come in everyday until we have it all under control. I’m really pleased about that as I was a bit nervous about managing it all on my own at first.”

The inspectors commented: “Staff we spoke with on the wards demonstrated a caring approach to the planning of patients being discharged. It was clear staff looked beyond just treating the person’s illness and took into account the home environment and how safe it would be for the patient to be discharged.”

Care Quality Commission (CQC) inspectors who carried out an unannounced inspection of Gloucestershire Royal Hospital heard that patients felt the hospital was ‘like a family’.

The CQC report states that we are meeting all the essential standards of quality and safety.

The inspection took place on 5th and 6th February when the CQC experts observed the way patients were being cared for. Inspectors talked to inpatients, outpatients, staff, relatives and checked records.

Comments from patients to inspectors were particularly positive. One said: “I just can’t fault it, they’re ever so nice to me, it’s like a little family, you get to know them and they get to know us.” Others added: “It’s better than a hotel in here, they can’t do enough for you”; “I've had some excellent meals while I've been in here”; and “It’s been very good here, everyone’s really looked after me and they have arranged everything for me. I just have to wait for the ambulance.”

The inspection focused on the personal care or treatment records of people who used the service. The inspectors judged that the Trust met the standard for respecting and involving people who use services and worked closely with other providers, such as social services or independent care homes, when it comes to planning for the day when patients leave hospital.

Director of Nursing, Maggie Arnold said:

“We are delighted at the comments made by our patients and staff and the inspectors. “I would like to thank both the patients and our staff who spoke openly to the inspectors and who contributed to this being such a positive report. “It is really pleasing to see the hard work of our staff reflected in this independent expert assessment of the quality of services that we are providing to the local community.”

The inspection was carried out as part of the CQC’s routine schedule of planned reviews. The report can be viewed on the CQC website.
**Escalation policy pilot to help EDs**

The Emergency Care board has approved a three week pilot for a new set of action cards designed to improve ED congestion.

The actions cards aim to:

- Predict and prevent congestion before it impacts by using indicators which are known by staff, through experience, to be precursors of capacity and patient flow problems
- Enable staff and front line managers to act immediately on the indicators to trigger escalation and put as many actions as possible within their grasp to prevent and respond to congestion as soon as possible

**“The cards have been the subject of extensive engagement”**

- Respond to evidence that patient flow and congestion is a whole hospital issue and recruiting the wider hospital to share responsibility for resolving it through specific inputs and actions
- Enable staff to keep a record of the escalation triggers identified and / or actions taken at each level for subsequent reference and review

The cards have been the subject of extensive engagement with a range of staff across both hospital sites and the escalation indicators and many of the actions have been drawn from this feedback. There are separate action card sets for each site.

We expect the implementation of the action cards will result in:

- Reduced incidence of delayed ambulance handovers and a consequent reduction in handover fines
- Reduced incidence of 4 hour breaches
- Improved patient experience with reduced ED corridor waits
- Improved cooperation and communication with partner agencies in relation to acknowledgment of capacity and demand status and actions being taken

A significant new action in the cards is the pre-emptive transfer of patients to wards and units where a discharge is planned within 2 hours. The evidence is that this practice presents fewer risks to patients than waiting in the ED corridor.

**You can help!**

The engagement of staff has been critical to the development of this new approach and your further feedback is important to refine this during the trial. Please convey any thoughts, ideas or concerns you have to Sue Milloy.

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**Drug formulary website launched**

A new Gloucestershire-wide drug formulary website is due to be launched on April 1.

The new Joint Formulary will be used by all NHS prescribers in Gloucestershire to promote evidence-based, safe, cost-effective prescribing. The new website will be freely available on the internet to improve accessibility to all clinicians and patients across the county.

“It will be fundamental to all aspects of medicines management”

The Joint Formulary has been developed in the spirit of co-operative collaboration between Gloucestershire Clinical Commissioning Group, Gloucestershire Hospitals NHS Foundation Trust, Gloucestershire Care Services, and 2gether NHS Foundation Trust.

It will be fundamental to all aspects of medicines management and will ensure equity and continuity of treatment between the primary and secondary care settings.

Visit the new formulary at: www.formulary.glos.nhs.uk

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**Consortium update**

The South West Pay, Terms and Conditions Consortium Steering Group published its assessment into pay, terms and conditions earlier this month.

Our Trust welcomed this outcome of the national negotiations and we will continue to support the next phase of the national discussions between the NHS Confederation and the unions.

“There are no proposals in the report to implement regional pay”

The report ‘An approach to addressing NHS pay, terms and conditions’ recommends that we make better use of our existing terms and conditions to support change and ensure our organisation is viable over the long term.

Following the publication of the document, Chief Executive Dr Frank Harsent said to staff: “I would like to reassure you that, despite the speculation, there are no proposals in the report to implement regional pay.

“We will now take this report forward and consider how the recommendations could apply to us as a Trust.”

The report can be read in full at www.meetingthechallenge.info
GIN all round

Endoscopy nurses at GRH are working together to improve education within Endoscopy.

A group of nurses will soon be teaching the national Gastrointestinal Nursing (GIN) programme and will be marketing this to other hospitals in the region.

The aim of the GIN Programme is to update the workforce on service developments in endoscopy. It aims to create a sustainable solution to educating the workforce by training local facilitators to provide an on-going structured approach to training, assessment and appraisal.

“We need to educate the workforce and drive standards upwards”

The GIN Programme consists of three interlinked elements; GIN for Facilitators course, the Train the Nurse Trainers (TNT) course and the full GIN day.

GETC Lead Nurse, GIN Lead and Acting GRS Co-ordinator Sister Eve Jones-Morris said they are working on this in their spare time:

“We are very passionate that we need to educate the workforce and we need to drive standards upwards so that we can offer a good quality service by staff who are knowledgeable and safe, competent and confident.

“I am opening up my home as a location and we are having bring and share lunch to allow us space and time to concentrate on this and make it happen.

“This is a very important to Endoscopy as across the Trust the two units have been working incredibly hard and this is a way of giving something back; showing the workforce that they are valued.

“Education and development is one of our Professional requirements as nurses, to be supported and link into a national programme we are exceeding lucky group.

I am not aware of any similar national schemes and after an initial period of hard work the e-portfolio utilising skills for health competencies, compliments KSF and easily feeds into the IPR process, meaning that endoscopy nurses are armed with a passport of their experience which they can take with them should they wish to go and work anywhere in the world or just to demonstrate their level of competence”.

To find out more about these courses, go to the Endoscopy pages of the staff intranet.

Hydration matters

This month we are proactively raising awareness of the importance of patient hydration and nutrition with a series of events.

They are taking place throughout Nutrition and Hydration Awareness Week (18th – 24th March 2013).

The week is a National Patient Safety initiative led by the National Patient Safety Agency (NPSA) and Patient Safety First and is aimed at reinforcing and focusing energy and engagement on everything we do to support nutrition and hydration.

“Poor nutrition and hydration leads to poor health”

Director of Nursing Maggie Arnold explains: “Poor nutrition and hydration leads to poor health, increased and prolonged hospital admissions, and increased costs to the NHS.”

Our Chair Clair Chilvers and Directors Maggie Arnold and Dave Smith will be working alongside our domestic team, asking patients at both sites ‘what is your cup of tea?’ on tea rounds throughout the week.

There will be displays at both sites and staff, patient representatives and journalists will be taking part in a ‘Come Dine With Me’ experience laid on by our catering team to highlight the quality and variety of food available to our patients. The Trust is proud to promote this initiative in support of the National Patient Safety Agency.

Let’s talk about Mid Staffs

Staff throughout our Trust will have the chance to make a difference to patients following the publication of the Francis Report at a series of events being held later this month.

Safety Café-style drop-in events are being held where leads from across the Trust will invite discussion and feedback on issues such as whistle blowing, education, culture of the organisation, transparency and learning from mistakes as well as patient experience and safety. Sessions will be held every 20 minutes between 1.30 and 3pm on the following dates and locations:

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<td>GRH</td>
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<td>Galleries 1&amp;2</td>
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<td>GRH</td>
<td>Thu 28 Mar</td>
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More information about other events will follow. If you can’t make these sessions but would like to raise issues or make suggestions, please send your ideas to comms@glos.nhs.uk
Winning apprentices

The successes and achievements of dedicated and hard working apprentices working in the NHS in the South West have been recognised at an awards ceremony.

The awards mark the start of National Apprenticeship Week which runs until Friday 15 March 2013.

Over 200 nominations were made by employers, apprentices and others associated with the health sector and the awards were presented at a special ceremony at the Learning and Research Centre at Southmead Hospital in Bristol.

“Over 200 nominations were made”

Bridget Campbell, who has completed her apprenticeship in Team Leading at Level 2, said: “I have embraced the opportunities that the apprenticeship has presented to me. It has given me confidence to apply for the Deputy Catering Manager’s post.”

Learning and Skills Development Manager Wendy Collins won the Mentor/ Buddy/ Champion Award for her role in promoting and supporting apprenticeship at Gloucestershire Hospitals NHS Foundation Trust. Head of Lifelong Learning Lucy Blandford nominated both Wendy and Bridget: “Wendy and Bridget have been successful in gaining awards but I was proud to nominate apprentices from the September Healthcare Assistant cohort who have been supporting the Lifelong Learning team. They are an inspiration to others and members of the portering team who have developed their supervisory skills and taken on new responsibilities in their departments.

“Gloucestershire Hospitals employs apprentices an expanding range of departments in IT, Business and Administration and Healthcare Assistant roles.”

Our survey said…

The 2012 NHS Staff Survey results are in, and the honest assessment is that it’s a survey of mixed messages.

This year an anonymous, randomly selected sample of 850 staff were invited to participate in the survey and tell us about their experience working at the Trust.

The good news is that there are significant improvements in a number of scores for individual questions. Of the ninety-two questions in the survey, scores increased on thirty-five questions with around a dozen showing a deterioration from last year.

Positive highlights included:

- An impressive 24% increase for staff acknowledging that they had received training in how to deliver a good patient experience
- 19% improvement in the staff feeling that they are ‘able to do my job to a standard I am personally pleased with’
- 15% increase in those staff able to positively answer that ‘there are frequent opportunities for me to show initiative in my role’ and that their ‘immediate manager is supportive in a personal crisis’.

We remain in the top 20% of acute trusts for appraisals, health and safety training and equality and diversity training. Importantly, we are also seeing increases in staff job satisfaction, our ability to contribute towards improvements at work and our overall staff engagement score.

Despite these encouraging signs and a considerable amount of work carried out during the year with staff on improving communication and on staff engagement, we remain in the lowest 20% for these key findings when compared to similar acute trusts. Given the amount of excellent work taking place across the Trust to improve the experience of staff in these areas, we are disappointed with these results.

“Our staff are highly valued by the Trust as a whole”

Director of Human Resources Dave Smith said: “Our staff are highly valued by the Trust as a whole. We are aware that the last year has been difficult in terms of local and national changes to the NHS and this seems to be reflected by what staff are telling us.

“We are determined that we continue with the progress we made last year by using these results as a springboard for discussions with our staff across the divisions. We received excellent contributions from staff last year, including direct presentations to the Board from staff groups.”

We know that how our staff feel impacts on the experience of our patients, and we value your thoughts on how things could be improved. Please email: comms@glos.nhs.uk
E-leave for medical staff

Consultants, SAS grades and junior medical staff will soon be able to request annual and study/professional leave electronically using an online system called R-Roster.

E-Leave will be rolled out across all specialties in stages over the next twelve months. Ophthalmology was the first specialty and went live at the end of last month.

The main reasons for recording leave are to ensure that staff are aware of their annual leave and study leave entitlements and to ensure there is transparency when leave is requested/taken so colleagues are able to provide suitable specialty cover.

The system will remove the need for paper based systems and emails are sent to the line manager (Authoriser) once a request for leave has been made and back to the staff member once the request has been considered. Another benefit is that leave balances are updated each time a request for leave is authorised.

Drop in sessions for medical staff have been arranged by Amy Rose, System Trainer on Wednesday 17 April at Sandford Education Centre, Room 9 from 12.30pm until 2pm or on Friday 19th April at Redwood Education Centre, G4 Computer Room from 12.30pm until 2pm. Please come along to find out more.

Further information can be found on the Medical Staffing pages of the staff intranet.

Hidden treasures?

It’s that time of year when we ask staff to nominate colleagues for our staff awards.

Our awards are about celebrating the achievements and the ways in which our staff improve services for colleagues but particularly for our patients and their families.

“Every nomination counts and will be given equal consideration”

We have a range of awards to reflect so many achievements - whether it is developing your skills and knowledge to be the best you can be, making each patient experience truly special, developing new clinical advances, or leading a significant service change that benefits everyone.

There are more awards than ever this year, and back by popular demand is the Patient Choice Award which meant so much to the nominees last year. The official launch of the awards is April 1st, but for those who can’t wait to nominate, simply type staff awards 2013 into the intranet search facility and you’ll find the page.

Global emails will come around towards the end of the month, with links directly to the awards pages and nomination forms.

Not everyone can win or even make the shortlist, but every nomination counts and is given equal consideration when the shortlisting panel meet in early July.

Look out for the global emails on the subject and please tell colleagues who don’t regularly access email or the intranet that awards time is here again! The forms can of course be printed off and sent via internal mail to Michele Pashley at Beacon House, GRH.

If you have any questions, please email awards@glos.nhs.uk

Equality matters

Our latest equality report will be published at the end of the month.

A big part of our equality agenda is to provide fair opportunities for all our staff.

If you do not feel that this is the case for you, please email us on equality@glos.nhs.uk

Friends fund face saving equipment

Obstruction of salivary glands by stones can be a debilitating condition.

Treatment often involves surgery which may leave an unsightly facial scar. The Friends of GRH have contributed £5,000 to help purchase a sialendoscope, an instrument which will enable salivary stones to be removed endoscopically so treatment can be carried out as a simple walk-in, walk-out procedure.

GRH will be the first hospital in the South West to have this kit and one of just a few nationally. Consultant Maxillofacial Surgeon Mr Greg Kneipil said: “We can now give patients the choice of a minor procedure close to home which can avoid the need for major surgery. I would like to thank the Friends of GRH for helping provide this type of care.”
Incident reporting live and online

Electronic incident reporting is now live. Here’s how to use it.

To find the incident form, click on the Datix icon (find this on the Trust intranet in the ‘Staff matters’ section). This will take you direct to a simple incident reporting form.

Hints to speed up completion while you get used to it are:

- Mandatory fields (must be completed) have a red star next to them
- If there is a question mark – additional help is available
- Enter your email address (only @glos.nhs.uk addresses accepted) to get acknowledgement of submission of the form and enabling you to receive personal feedback from your manager
- Where there is a drop down box, type in three letters and see what options are offered
- Think what the incident is about – this will help you to put it in a category e.g. fall, ulcer, infection related, fire, medications, discharge planning, safeguarding

More info?
If you want help or just to give feedback, please do contact: Datix.Administrator@glos.nhs.uk

Feeding time

In March 2013, Nutricia (our contracted enteral feed provider) are launching a safety initiative (EnPlus) to their feeding systems.

This is to minimise the chance of connections being made with IV systems by mistake. The changes will be two-fold:

The EnPlus connection system comprises of:

- A cross shaped (+) connector attached to giving sets - March 2013
- A corresponding cross (+) shaped port located on feed packs - July 2013

Nutricia are launching a safety initiative to their feeding systems

Current non-EnPlus feed packs will accept both EnPlus and non-EnPlus giving sets but only until the July change.

Please refer to ward posters and A4 information sheets

If you require further information, please contact Fay Preston, Nutricia Clinical Nurse Manager, 07834679051 or Liz Albon, Nutricia Account Manager, 07535005709.

Give the dose or give a reason!

Blank boxes on the prescription chart are unacceptable as they are considered as missed doses.

The pharmacy safer patient initiative group have joined together with LIPs (Leading Improvement in Patient Safety) and the practice development nurses to work on reducing missed doses.

Initiative one: Improve prescription chart documentation by reducing the number of blank boxes

The Pharmacy Group have conducted small PDSA cycles on selected wards using different methods to reduce missed doses.

A larger multidisciplinary group are now looking at a Trust-wide initiative aimed at dramatically reducing the number of blank boxes on the drug chart.

Some wards have already been audited, with blank boxes on the charts highlighted. Senior nurses have then reviewed these every day for a week to monitor improvements and address any identified issues. Don’t forget:

- If you forget to sign when you have administered medicines this could have consequences - another nurse could give the dose, so the patient has double the dose.

Remember: No signature or code means no dose given

While only a small percentage of missed doses cause harm, our Trust recognises the importance of ensuring that our staff are educated in this area. They should be able to recognise that a risk to the patient can arise from the delay or missing of critical medicines.

More information about the second part of the project will be available in subsequent editions of Outline.
Extraordinary everyday

Plans are forging ahead for our Trust’s involvement in the Cheltenham Science Festival on 8 and 9 June at Sandford Education Centre, Cheltenham.

Dozens of clinicians, nurses and other Trust staff will be showcasing their expertise in the spotlight of this international science festival on our doorstep.

The latest booking is a giant inflatable colon, large enough to walk through – like a bouncy castle but without the inflated floor!

The colon is used at educational events across the UK to promote awareness of bowel cancer and certainly fits with our theme – ‘extraordinary everyday’.

The event will be a combination of three different Workshop Packages, for which tickets will be sold by Science Festival Box Office and a Free Healthcare Sciences Have-a-Go Zone.

There will be refreshments on sale and activities for children too – a proper family event! More information will follow in the run up to the event.

Family values

Wards across the Trust are running a pilot to try out the new Friends and Family Test.

Following this, from 1 April patients in Emergency Departments and all inpatients will be asked whether they would want a friend or relative to be treated here.

The responses will be shared with staff and patients to provide a simple but powerful indicator as to where efforts are having the most impact.

Wards participating in the pilot are Cardiac Care Unit, Dixton Ward, Emergency Department at CGH, Lilybrook Ward, Ryeworth Ward, Ward 2a, Ward 3a and Ward 8a.

The results will be fed back at Ward level to doctors and nurses and the resulting score will be published monthly and broken down on a weekly basis. This will allow patients to track how hospitals are doing using the information to improve patients’ experiences.

You can read more about this by going to www.nhs.uk/friendsandfamily

AEC trial

The Trust is running a trial of Ambulatory Emergency Care in our ED at GRH this month.

GRH already has a successful Ambulatory Day Unit (ADU) which is directly accessed by GPs for patients with certain conditions. We believe that other patients could benefit.

Suitable patients will be identified by using the Amb Score and accepted when there is capacity within the new AEC area and a reasonable prospect of the patient being ready for discharge within the opening time of the AEC. When AEC is not open the current ADU pathways can still be followed with such patients being seen the next day through ADU.

For the trial period during March, an office in ED and a nearby assessment room will form the AEC. On weekdays, ADU sister Amanda Phillips, will lead the unit, supported by an HCA.

Emergency admissions throughout the trial period will be compared with the period before and after the trial to assess the benefits of extending this scheme.

We hope that these patients will have a better experience at the hospitals and that the AEC will help to relieve the numbers of people in our EDs.

Where the heart is

We are proud to be involved with the Heart of Gloucestershire Community Awards this year as the sponsor for the Public Sector Hero award.

The awards are being launched by Gloucestershire Media by the end of the month, and we are hopeful that our patients past and present may even nominate one of our staff for our category!

Of course, there a many other categories open for people to nominate the individuals they know who make a difference in their local community. These might be volunteers, carers or teachers. More details in the next edition.

Your experiences matter

The results will be fed back at Ward level to doctors and nurses and the resulting score will be published monthly and broken down on a weekly basis. This will allow patients to track how hospitals are doing using the information to improve patients’ experiences.

You can read more about this by going to www.nhs.uk/friendsandfamily
Following recent coverage criticising the Trust, you might well have overlooked some of the compliments and positive feedback that patients have sent to us, to NHS Choices and even the local media.

Amid much of the recent BBC Radio Gloucestershire coverage, the journalists also received lots of positive feedback of patient care and experience as well as compliments about patient food.

Here is a short summary of some recent uplifting feedback.

Reviewed General Medicine at Cheltenham General Hospital

"Took my wife to your hospital for tests today, and would like you to know how caring and friendly your staff were and how efficient and on time the appointments were. On two occasions passing staff in the corridors asked if we were ok when we were studying the direction signs."

Faultless care

Visited the Hartpury Suite today and could not fault the care and attention myself and others received from all the staff.

Thanks to the doctor and their team for taking the time to explain procedures etc.

Outstanding and Caring Cardiology at CGH

What can I say other than "The Doctors and Nurses saved my life" - and at 45 I should not have to say that. But I cannot express enough gratitude, respect and thanks to all the staff on CCU in June 2012, I stayed with them for 7 days, and I received what I can only describe as the "Best" of care. Thank you, to three of the doctors, everyone who was involved in my care. My thanks to Sister during the day, the Night Sister. The students, the tea ladies, the auxiliary staff - the list goes on. Thank you.

Emergency admission following a heart attack

I was taken to A&E (CGH) suffering chest pains. I was seen to almost immediately, tests were carried out and the doctor explained every step of the way what she was doing and why. I was admitted to the cardiac ward and again, every step was explained to me. I was treated with dignity and respect at all times. Nobody took it for granted that I knew what was happening. I can’t thank everyone enough for their care and consideration.

Broken Humerus

I could not fault the service I received for a broken humerus. This required an operation to insert a plate. The decision was left to me but endorsed afterwards by the surgeon. The results have been first rate and care in the ward was good.

Cardiology 5 stars

From the highly skilled Doctors to the Tea Ladies, I received and witnessed nothing but the very best of care. It really is sad that the NHS as a whole is taking such a hammering from the media when some departments such as CCU exist and take the word ‘care’ to a whole new level!

Day Surgery unit - My experience could not have been better

On Wednesday I had my Gallbladder removed at Gloucester Royal Hospital Day Surgery Unit and I could not speak too highly of the team in the Unit, the theatre and the consultant and team. The good experience went right through from my initial consultation, my dealings with the secretary; reception in the Day Unit, the care staff in the unit and the theatre staff. At every stage they were friendly, helpful, informative and reassuring.

I cannot think of one aspect that I could, even in hindsight, say that they could have improved. Thank you all at GRH.

For balanced, real time views on the good and the bad about our Trust, visit www.nhs.uk
Keeping track of equipment

A frequency identification system (RFID) to track medical equipment is being trialled over the next twelve months in the Tower Block at GRH. Specific medical equipment will be identified by nursing and medical engineering staff and have an active tag attached. This tag will transmit through the Tower Block WiFi system to enable its location to be displayed on PCs, in order to help staff locate medical equipment.

“The system will make locating a piece of medical equipment easier”

The 12 month trial is limited to 200 medical devices with a view to extend the system throughout the Trust in the future. User training will be provided for staff.

This new tracking solution is designed to improve the management of medical equipment and help ensure there is a constant supply available to assist with patient care. The ability to discover and identify tagged equipment at a distance is expected to dramatically reduce equipment search times and increase equipment utilisation. The system will reduce the time and effort that is currently required in locating medical devices.

Head of Medical Engineering Steve Burnside said: “The system will make locating a piece of medical equipment easier, faster and more efficient. It consumes valuable staff time hunting around for things when they should be treating patients.”

NHSLA Audits

To gain Level 3 NHSLA accreditation, we must demonstrate that we monitor whether our policies are really followed.

We test this in many ways such as through audits, spot checks and regular review. As part of this process we are encouraging clinical staff to audit their notes. These results form part of an overall picture about whether our record keeping processes are being followed, giving ward staff the chance to spot problems and take steps to put things right.

If you would like to be involved in these audits, please speak to your line manager or contact Alison Wood, Performance Standards Manager on 5759.

Crosstown traffic

To stop theatres being used as a short cut for staff who don’t need to be there, a new swipe card system at CGH will be operating from 2 April.

Orthopaedic Theatres in College Road Wing and General Theatres, Surgical Block, will both be affected in a move designed to limit traffic and protect patients by limiting access.

Staff can contact their manager to request a swipe card if they have not registered for one already. You can contact Cathryn Biston to organise this.

We do have a comprehensive list of in the region of 400 staff needing access and we are circulating this list around the directorates and managers a number of times to check it. The cards will be delivered to staff from w/c 18 March.

Staff access will be monitored and inappropriate access recorded and challenged.

Do you know who I am?

The Transfusion Department is organising further transfusion awareness events following the success of last year’s ‘Do You Know Who I Am?’ displays at CGH and GRH.

The days were successful with around a hundred people expressing an interest and 25 members of staff entering a competition to identify a ‘mystery patient’.

In addition, members of the public were provided with information about transfusion safety and encouraged to ask “Do you know who I am?” if involved in blood sampling or a transfusion.

These incidents can happen if established checking protocols are not followed, resulting in no true check of the patient’s identity.

“Members of the public were provided with information about transfusion safety”

The Transfusion Department would like to thank the staff at Blue Spa and Fosters for letting the department use the venues and all those who attended the display on the days.
World Kidney Day

World Kidney Day took place on 14 March to raise awareness of the needs of people with kidney disease and those being treated with dialysis and transplantation.

Renal staff worked with the Gloucestershire Kidney Patient Association (GKPA) to highlight the day in the GRH main Outpatient area.

For 2013 the highlight is on Acute Kidney Injury (AKI) which is a condition in which there is a swift drop in the function of the kidneys over hours or days – it can affect anyone, especially those already in hospital and following surgery, those who are older, children with infection or dehydration, people with CKD (but may not know it), and people with a critical illness.

Acute Kidney Injury is common, harmful but also treatable and avoidable.

It can be difficult to identify and is dangerous. It is estimated that AKI could be preventable in approximately 50% of the cases with early diagnosis. By raising awareness about AKI we can address this problem.

Parking permit renewal

New parking permits are now being processed and should be ready to collect in the last two weeks of April.

All new permits must be displayed in vehicles from 1 May 2013, as the previous year’s yellow permits will not be valid from this date.

Those staff applying for the first time should submit their applications through the normal route to the Access Control Office GRH for authorisation.

Tips:
→ Make sure your application is in on time
→ Make sure all handwriting is legible

Any queries on the renewals process please contact the parking shops on 6101 for GRH or 4174 for CGH or Bob Scott via email or ext 5655

Pied Piper cot push

Nurses will be helping to raise money for the Gloucestershire Royal Hospital Children’s Centre on Saturday 23 March between 10am and 2pm.

Staff from the Paediatrics Team will be pushing a hospital cot around Gloucester and trying to raise money to help provide toys and hospital equipment for the Children’s unit.

The event will start at Gloucestershire Royal Hospital Children’s centre. To find out more about the route and the event, go to www.piedpiperappeal.co.uk

The new age pension

Workplace pensions law has changed. Every employer has new legal duties to help their staff save for retirement.

From 1 April 2013 all staff here at the Trust will be automatically enrolled into our workplace pension scheme if you meet the eligibility criteria.

“All staff will be automatically enrolled”

You can choose to opt out, but if you stay in you will have your own pension and as your employer, Trust will also contribute to it. This can only help you in later life.

If you would like to find out more, go to www.direct.gov.uk/workplacepension or email Richard.giles@glos.nhs.uk
Every month our Chair Professor Clair Chilvers talks about some of the highlights from the previous month’s public board meeting.

At our last meeting, held on Friday 22 February, one of the hot topics was surges in ED attendances and admissions. We were told specifically about record numbers on 28th January, which the local journalist attending Board quickly dubbed Black Monday!

On this day, one third more people attended our EDs than on a normal day. Together with this rise in attendances, more than 107 extra patients had been admitted over the weekend. Responding to this kind of unexpected situation effectively involves the time and effort of so many staff, and it is testament to their commitment and determination that we were able to manage this so well.

The Chief Executive talked about our continuing focus on Health & Safety, with the new safer sharps drive highlighted as something new that we are doing to prevent injuries to staff. It was also made very clear that we will support our staff if they are a victim of violence. In the event that the Crown Prosecution Service (CPS) decide not to pursue a case, we will continue to support a civil case through NHS Protect if a staff member wishes to do so.

We were delighted to hear from Eric Gatling that progress is being made to clear surveillance endoscopy waiting lists, with one of the solutions being the opening of a third room at CGH to increase throughput.

To ask a member of the Board a question, please email chief.executive@glos.nhs.uk.

“Responding to this kind of unexpected situation involves the time and effort of so many staff”

Sally Pearson presented an interesting paper on intellectual property (IP), with the key issues being sharing ideas with others, and who keeps ownership of the original idea. We also talked about the forthcoming special Board session on our response to the Francis Report. This will look at broad issues arising from the inquiry, but the Nursing and Medical Directors will also be having meetings with staff to find out their thoughts. You can read more about some of the events we have set up on page 7 of this issue of Outline.

No Smoking Day

Our Trust supported No Smoking Day on 13th March.

Free packs of Nicotine Replacement Therapy were given out to staff who attended the smoking ‘pods’, together with advice and support at both sites. Lung age testing and carbon monoxide testing was also on offer on the day.

Support is always available from the smoking pod in the atrium at GRH and from GSAS on 0300 4210040.

By the book

Books Plus bookshop in the Atrium at GRH will be celebrating their seventh year in the Atrium at GRH next month.

They are planning to mark the occasion with an event in the Atrium on Monday 8th April at 4pm and are inviting staff to attend.

Easter services

The Chaplains at CGH and GRH are holding Holy Week and Easter Services at the chapels over the next month.

Between Monday 25 and Thursday 28 March, Morning Prayer will be held at the GRH chapel at 9am.

A service at GRH will be held on Good Friday (29 March) at 9.30am entitled ‘Meditation on the Cross’ and an Easter service on Sunday 31 March at 8.30am Ministry on the Wards and at 11am in the chapel for the Easter Communion.

Meanwhile at Cheltenham General Hospital, Morning Prayer is being held at 9.30am between Monday 25 and Wednesday 27 March.

The ‘Meditation on the cross’ service will be held on Good Friday (29 March) at 9.30am in the chapel. The Holy Communion in the Chapel will be held at 8.30am on Easter Sunday (31st March) and the Ministry on the Wards will take place at 9.30am on the same day.
Kambia appeal for new volunteers

Working alongside The Kambia Appeal, we held an event earlier this year to help the charity recruit volunteers to deliver a new programme of maternal and child health training for Kambia staff in 2013 and 2014.

Following the event, the charity have been contacted by a large number of staff expressing interest including nurses, midwives and paediatric nurses.

Organisers are looking at planning another event, but in the meantime, if you were unable to attend the last event and you are a midwife, paediatric nurse or other related health professional from Gloucestershire interested in volunteering in Kambia some time during next two years, email james@kambia.org.uk or visit www.kambia.org.uk.

All expenses would be covered. If you click on the ‘volunteer programme’ tab on the website, there is a film showing Gloucestershire staff in action delivering training in Kambia.

“Your opportunity to be part of the team”

Kambia Appeal Chairman, Consultant David Holmes explains: “This is an incredible opportunity to experience working and teaching in an entirely different culture and environment. Since the first project started there has been a spectacular improvement in the maternal mortality rate and other indices of maternal and child healthcare and this is your opportunity to be part of the team who aim to help improve it further.”

Competition - your chance to win!

Win dinner for two at the Spice Lodge and tickets to Cheltenham Food & Drink Festival.

14–16 June 2013 sees the biggest ever Food & Drink Festival come to life in Montpellier Gardens Cheltenham.

NHS staff have a fantastic opportunity to win Dinner for Two and a Family Ticket to the Festival, Two runner up prizes of the ‘Two Greedy Italians’ cookbook and Family Tickets.

A further Five Family Tickets are also to be won!

To enter, answer the question below:

Antonio Carluccio and Gennaro Contaldo appeared in which TV programme?

A) Strictly Come Dancing
B) Two Greedy Italians
C) X Factor

Email your answer to: nhs@garden-events.com

Terms & Conditions: One entry per household. First Prize: Dinner for Two persons, (alcohol not included, must be redeemed by 1st September 2013) and (1) Family Ticket. Second Prize: Two (2) individual Family Tickets and a cook book by The Two Greedy Italians to be won. Third Prize: Five (5) individual Family Tickets (two Adults & Two Children under 16). The competition is drawn 1st June 2013. No cash alternative. Judges decision is final. Full T&C available on Garden Events Limited web site. Open to persons 18 years and over. The Family Tickets and Prizes will be posted out in advance with winners notified in writing.

What Katie did next...

Our very best wishes go to Reverend Katie McClure who is leaving the Trust to become chaplain to Cheltenham Ladies College.

However, Katie’s departure will be a real loss to the team and to the Trust where she has been a most outstanding chaplain. Katie joined the hospital as chaplain based at CGH in 2007 and has been a tremendous help and support to many patients, relatives and staff alike.

Chaplain Mark Reid said: “To many of us, she is not just a good chaplain but a great friend. It is a great move for Katie who will be returning to the college where she used to teach the classics.”

“Katie’s departure will be a real loss to the team”

Katie will conclude her ministry in the hospital by leading an Easter morning service of Holy Communion at 8:30 a.m. in the CGH chapel.
10% Discount for NHS Staff at Hotel Chocolat

Hotel Chocolat now offers an exclusive offer of 10% off all purchases with presentation of NHS photo ID.
56 Promenade, Cheltenham

Local Electrician

Competitive rates, no VAT and no job too small. Works certificated, Part P Registered.
Contact DH Electrical on 01452 371892 or email: dhaleselectrical@gmail.com

Sports Massage

Sports massage can benefit everyone. Techniques are adapted to individual needs whether occupational, sporting or life stress in general.
For more information or to book an appointment please call Sam Walsh on 07771546987.

Paco Delgado & The Josspa Spa 80% OFF promotion

Special Voucher offer - 4 visits over 4 month deal. Normally worth over £260.00 but for NHS Staff only £55.00 for all 4 visits i.e. each voucher has over £200.00 worth of free treatments!!
To purchase a voucher, please call John and his friendly team on 020 7092 9188 or email any questions to: john@salonevolution.co.uk

Local computer specialist

Computer repair, virus removal, internet security, wireless, broadband faults etc.
Standard rate £25 for 1st hour, £10 per 30 mins thereafter. Available weekends and evenings at no extra charge.
£5 discount on 1st hour for NHS employees with ID card/proof of employment. Freephone: 0800 6124 454 Website: www.glosrepair.com

Bespoke Catering

10% discount for Trust members. Please give Ann a call to have a friendly chat.
Tel: 07964409771
info@russellupcatering.co.uk

TC’s Cleaning and Ironing

Flexible and friendly, only £7 per hour, excellent references. Contact:
multitalentedtrace@hotmail.co.uk

Yoga and Relaxation Classes

Hatha yoga combines physical movement and breathing for increased health, body strength and control.
Classes held at Beacon House GRH on Fridays from 5.30pm in the Group Room. £30 for six sessions.
Contact Debbz on 01452 537856

Laura Leigh Hairdressing

20% discount for NHS staff, just show valid NHS ID.
105 Promenade, Cheltenham.
Tel: 01242 530598, email: info@lauraleighhairdressing.co.uk

VHS/Camcorder to DVD

Don’t let those memories perish!
NHS rates offered at a 45% discount from the high-street.
marc.c.harris@hotmail.com

WANT TO QUIT SMOKING?

You can get help from Gloucestershire NHS Stop Smoking Service by calling 0300 4210040.
Gloucestershire NHS Stop Smoking Service has helped over 34,000 people to quit smoking and is one of the most effective services in the country.

Solar PV panel installation by Town and Country Electricians Ltd.

The company is MCS accredited and REAL registered and offers NHS staff a 10% discount on the installation cost of the system when citing reference GHTC01.
townandcountrylelectricians.co.uk
info@townandcountrylelectricians.co.uk
Mobile: 07969 188842

Mind Games

We use many things to help make hospital stays easier for patients with cognitive issues. One of these is using games for cognitive stimulation.
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