Mums-to-be have been feeling the benefit of using complementary therapies during childbirth. Around one in four expectant women in Cheltenham and Gloucester have taken up the offer of massage or used essential oils to help them to relax during their labour. Midwife Asha Dhany, a trained reflexologist and massage therapist, led the initiative within the Midwifery Service and hopes that it will continue to grow. Around 130 midwives have been trained to offer the natural therapies, which provide an alternative form of pain relief, since the scheme began last summer. Asha said: “It’s working very well and the feedback is really positive. Some women say it’s just like going to a spa rather than being in a clinical environment. It makes it nice for the women.”

New investment cuts waiting list for digital hearing aids

Waiting times for digital hearing aids have been reduced thanks to a £1.4 million investment. Trust staff and private contractors have worked around the clock to provide additional fittings. This means that the waiting times experienced by patients switching from analogue to digital hearing aids have fallen from 18 months to six weeks.

Happy 60th Birthday NHS!

This has been a momentous year for the NHS, which celebrated its 60th year, and Trust staff helped to mark the occasion. NHS staff and their families took part in a special day designed as a big ‘thank you’ for their hard work on behalf of the people of Gloucestershire. An NHS60 exhibition at the event illustrated the story of the NHS in Gloucestershire since 1948 and featured the words and pictures of patients and staff. Dr Frank Harsent, Chief Executive of Gloucestershire Hospitals NHS Foundation Trust, said the NHS had changed dramatically over the years but “the care and dedication of staff who put patients first” had remained the same.

Massage for Mums-to-be

Mums-to-be have been feeling the benefit of using complementary therapies during childbirth. Around one in four expectant women in Cheltenham and Gloucester have taken up the offer of massage or used essential oils to help them to relax during their labour. Midwife Asha Dhany, a trained reflexologist and massage therapist, led the initiative within the Midwifery Service and hopes that it will continue to grow. Around 130 midwives have been trained to offer the natural therapies, which provide an alternative form of pain relief, since the scheme began last summer. Asha said: “It’s working very well and the feedback is really positive. Some women say it’s just like going to a spa rather than being in a clinical environment. It makes it nice for the women.”

£16million St Luke’s new build

Work is underway on a £16 million development containing a Critical Care Unit along with rehabilitation and stroke wards at Cheltenham General Hospital. St Luke’s phase II will increase the number of side rooms for patients, improving privacy and dignity and making it easier to control infection. It will be close to other rehabilitation wards and acute services and diagnostic services.
We hope that you enjoy this publication in which we share just some of the highlights of the last year at Gloucestershire Hospitals NHS Foundation Trust, which runs Cheltenham General, Gloucestershire Royal and Delancey Hospitals. This is an annual publication and is also available on the Trust website. If you have any comments or suggestions about Better for You, please contact Yvonne Pirso, Tel: 08454 224733 or email: yvonne.pirso@glos.nhs.uk

Route 99 is launched

A new shuttle bus service between Gloucestershire Royal and Cheltenham General Hospitals has proved a hit with patients and staff. Stagecoach West and Gloucestershire Hospitals NHS Foundation Trust have invested in a fleet of four vehicles with the aim of easing pressure on car parks and the county’s roads. The 99 service, which also stops at the Racecourse park and ride, underlines the Trust’s commitment to providing people with a real alternative to the private car.

Ian Manning, Managing Director Stagecoach West said: “This is an excellent example of bus companies working with key local employers like the Gloucestershire Hospitals NHS Foundation Trust to the benefit of the environment and improving public transport to the main hospitals.” Trust Chair Dame Janet Trotter added: “This scheme will add further options for travelling to our hospitals and support our aim to reduce carbon emissions in our urban areas.”

Hospital staff meet the floods crisis

Trust staff were hailed as heroes for the way they coped during the summer 2007 flood crisis and subsequent water shortages. Staff from departments across the organisation pulled out all the stops to ensure that patients did not suffer, while in many cases dealing with problems in their own homes. Dame Janet Trotter, chair of the Trust Board, paid tribute to their spirit. She said: “This includes individuals walking considerable distances to be on duty, the estates/catering and cleaning teams working long hours to maintain basic services, nursing and clinical staff re-organising duties to ensure patient safety, administrators working telephones to alert patients to appointment changes and managers covering Control Room duties round the clock.

“It is the team-work that we have witnessed which is the bedrock of the Trust.”

Dr Harsent takes the helm

Dr Frank Harsent became Gloucestershire Hospitals NHS Foundation Trust’s new Chief Executive in May. Dr Harsent joined the NHS in 1986 after a career in the Royal Navy. Afterwards he worked in a variety of executive roles in Cornwall, Teeside, Berkshire, London and Cumbria, becoming the Chief Executive of Salisbury NHS Foundation Trust in 2001. His new job is his fourth chief executive post. Dr Harsent has an MBA from the London Business School and a PhD in Corporate Governance in the NHS from Durham University.

Chief Executive Paul Lilley retires

It was the end of an era in the Spring of 2008 with the retirement of Chief Executive Paul Lilley after a 22-year career with Gloucestershire Hospitals NHS Foundation Trust. In a farewell message to staff, Mr Lilley said their work had been first rate. “It has been a pleasure and a privilege to work with you in Gloucestershire for the past 22 years, for 12 of which I have been Chief Executive, I believe that we are a fine Trust, with a first-rate workforce and that we deliver a top quality performance year-in, year-out, for our patients and for the taxpayers. I have always valued all of our staff and believe that the Trust is a good ‘all-rounder’ with a record second to none over these twenty plus years.”

Patients tell hospital staff ‘you’re excellent’

More than 80 per cent of patients said they received excellent or very good care at Cheltenham General or Gloucestershire Royal Hospitals, an independent survey revealed. The results of the National Inpatient Survey, carried out by the Healthcare Commission, placed Gloucestershire Hospitals NHS Foundation Trust in the top 20 per cent in the UK for indicators such as overall ratings and privacy and dignity. Pain control, the way in which staff worked together and waiting times were also said to be good. Questionnaires were sent to 850 randomly selected patients who were asked to give their views on the hospital environment, access and waiting, quality of care and their relationship with their medical team.

www.gloshospitals.nhs.uk
Hospital patients in Gloucestershire have been benefiting from a UK first in terms of a unique partnership between the NHS and independent sector which is working to keep treatment close to people's homes. A mobile day surgery unit operated by Gloucestershire Hospitals NHS Foundation Trust and Vanguard Healthcare visited Tewkesbury and Stroud General Hospitals while theatre refurbishments were taking place. "We have worked with more than 100 NHS organisations but this is the first time that we have worked with such a pioneering Foundation Trust to provide a flexible, local service that is built so closely around the needs of the patient," said Mary Smallbone, Vanguard Healthcare's Director of Operations. Within the partnership the medical and nursing staff were those NHS staff who would usually be working at Tewkesbury and Stroud, while Vanguard Healthcare provided one member of staff and the state-of-the-art facilities within the mobile day surgery unit in the grounds of the hospitals. Patients' appointments continued to be managed as though they were being seen in the hospitals.

A £29.1 million centre dedicated to birth and women's health will put Gloucestershire at the forefront of 21st Century maternity care. The new facility, due to open in Gloucester in 2011, will bring together obstetric specialists and equipment to look after women and babies with more complex needs in a purpose-built environment. The centre will be complemented by three midwife-led maternity units designed to provide a homely and relaxing environment for mothers expected to need little in the way of medical interventions. Gloucestershire Hospitals NHS Foundation Trust has sought to meet latest guidelines for childbirth when bringing together the design of the new women's centre. It will have two delivery theatres which will allow a planned list to run alongside unplanned, emergency surgery. Another benefit of the new unit is the close link between the delivery theatres and Gloucestershire Royal's intensive care unit – essential if there are serious complications. The Women's Centre will have a neo-natal unit for premature and poorly babies which will provide round-the-clock intensive care and high dependency support using the latest specialist equipment.

Measures to ensure patients are able to eat their meals without interruption have been judged a success by Age Concern. Protected mealtimes were introduced in general and old age medical wards at Gloucestershire Royal Hospital in 2007 as part of a project to ensure good nutrition. Protected Mealtimes was one of seven key recommendations within a national report produced by Age Concern which found 40% of pensioners were malnourished on admission and 60% were at risk of their nutritional state worsening during their time in hospital. A multi-professional working party of staff at the Trust implemented the report’s recommendations. Age Concern Gloucestershire’s Chief Executive Officer Christina Snell visited GRH and was so delighted with its protected mealtimes that she invited the charity’s national CEO to visit and is planning to bid for supporting funding. “I am delighted that the Trust is taking this seriously and I believe this is a great example of partnership working,” she said.

A new mobile unit that brings chemotherapy treatment direct to communities across the county has won a series of accolades in its first year. The state-of-the-art vehicle was officially unveiled by Sir Stirling Moss OBE, patron of the charity Hope for Tomorrow which met its £150,000 cost. The unique unit is operated by the oncology team from Gloucestershire Hospitals NHS Foundation Trust. Eventually it is hoped the vehicle will travel further afield to Herefordshire and Worcestershire so that patients can avoid unnecessary journeys to the Oncology Centre at CGH, a Centre of Excellence for chemotherapy. Dr Sean Elyan, Medical Director at Gloucestershire Hospitals NHS Foundation Trust, said: “It is our vision that the mobile chemotherapy unit will bring treatment closer to people's homes whilst maintaining the highest standard of care.”

A £29.1 million centre dedicated to birth and women's health will put Gloucestershire at the forefront of 21st Century maternity care. The new facility, due to open in Gloucester in 2011, will bring together obstetric specialists and equipment to look after women and babies with more complex needs in a purpose-built environment. The centre will be complemented by three midwife-led maternity units designed to provide a homely and relaxing environment for mothers expected to need little in the way of medical interventions. Gloucestershire Hospitals NHS Foundation Trust has sought to meet latest guidelines for childbirth when bringing together the design of the new women's centre. It will have two delivery theatres which will allow a planned list to run alongside unplanned, emergency surgery. Another benefit of the new unit is the close link between the delivery theatres and Gloucestershire Royal's intensive care unit – essential if there are serious complications. The Women's Centre will have a neo-natal unit for premature and poorly babies which will provide round-the-clock intensive care and high dependency support using the latest specialist equipment.

Measures to ensure patients are able to eat their meals without interruption have been judged a success by Age Concern. Protected mealtimes were introduced in general and old age medical wards at Gloucestershire Royal Hospital in 2007 as part of a project to ensure good nutrition. Protected Mealtimes was one of seven key recommendations within a national report produced by Age Concern which found 40% of pensioners were malnourished on admission and 60% were at risk of their nutritional state worsening during their time in hospital. A multi-professional working party of staff at the Trust implemented the report’s recommendations. Age Concern Gloucestershire’s Chief Executive Officer Christina Snell visited GRH and was so delighted with its protected mealtimes that she invited the charity’s national CEO to visit and is planning to bid for supporting funding. “I am delighted that the Trust is taking this seriously and I believe this is a great example of partnership working,” she said.

A new mobile unit that brings chemotherapy treatment direct to communities across the county has won a series of accolades in its first year. The state-of-the-art vehicle was officially unveiled by Sir Stirling Moss OBE, patron of the charity Hope for Tomorrow which met its £150,000 cost. The unique unit is operated by the oncology team from Gloucestershire Hospitals NHS Foundation Trust. Eventually it is hoped the vehicle will travel further afield to Herefordshire and Worcestershire so that patients can avoid unnecessary journeys to the Oncology Centre at CGH, a Centre of Excellence for chemotherapy. Dr Sean Elyan, Medical Director at Gloucestershire Hospitals NHS Foundation Trust, said: “It is our vision that the mobile chemotherapy unit will bring treatment closer to people’s homes whilst maintaining the highest standard of care.”

A £29.1 million centre dedicated to birth and women's health will put Gloucestershire at the forefront of 21st Century maternity care. The new facility, due to open in Gloucester in 2011, will bring together obstetric specialists and equipment to look after women and babies with more complex needs in a purpose-built environment. The centre will be complemented by three midwife-led maternity units designed to provide a homely and relaxing environment for mothers expected to need little in the way of medical interventions. Gloucestershire Hospitals NHS Foundation Trust has sought to meet latest guidelines for childbirth when bringing together the design of the new women's centre. It will have two delivery theatres which will allow a planned list to run alongside unplanned, emergency surgery. Another benefit of the new unit is the close link between the delivery theatres and Gloucestershire Royal's intensive care unit – essential if there are serious complications. The Women's Centre will have a neo-natal unit for premature and poorly babies which will provide round-the-clock intensive care and high dependency support using the latest specialist equipment.
Clinical Excellence

The dedication and strong performance of staff at Gloucestershire Hospitals NHS Foundation Trust were acknowledged by an independent national body. The Healthcare Commission performance ratings, a tough and comprehensive assessment of how NHS trust service standards in England are being met and improving, judged the Trust as “excellent” in its use of resources and “fair” for the quality of its services. Speaking at the time, former Chief Executive, Paul Lilley, said: “We are delighted with our ‘excellent’ rating for use of resources, which is even better than last year’s ‘good’ rating. In the majority of areas considered by the Healthcare Commission we achieved our targets and standards in full. The ‘excellent’ score for use of resources means the independent regulator has recognised that the Trust managed its finances well over this time frame and made improvements. There are good control systems in place and the services provided by the Trust represent good value for money. We are disappointed and surprised that we have been graded as ‘fair’ for the quality of our services. This appears to be because of five specific areas of service out of the dozens which form part of the overall assessment.”

£2.4 million refurbishment for Sterilising Department

The vital Sterile Services Departments have had a £2.4 refurbishment. The Central Sterile Services Departments (CSSD) at Gloucestershire Royal and Cheltenham General Hospitals sterilise hundreds of instruments every day and are essential in providing safe care. While most of the instruments and equipment they sterilise are from the hospitals’ operating theatres, the CSSD teams also disinfect equipment from other clinical areas, community hospitals and GPs across the county. As well as receiving a general face-lift and improvements, the departments at both hospitals were installed with new disinfecting, washing and air conditioning units. Andrew Fifield, Project Manager for the development, said: “This is a significant investment which, as well as generally updating the departments, should enable the CSSD teams to have some excellent new technology.” Gordon Coulter, who manages the CSSD service, said: “CSSD plays an essential role in the work of a hospital and its successful function is crucial to our ability to treat patients in a clean and safe environment.”

Disposable Blood Pressure Cuffs

Gloucestershire Royal and Cheltenham General Hospital were the first hospitals in the country to introduce disposable blood pressure cuffs. These cuffs are used when treating patients who have, or who are suspected of having, an infectious condition such as Clostridium Difficile or MRSA. Patients are issued with a cuff bearing their name and it is used only by that patient until they leave hospital. The cuffs are then thrown away. Other disposable items used to control infections include hoist slings and sliding sheets.

Health check ratings

The Healthcare Commission performance ratings, a tough and comprehensive assessment of how NHS trust service standards in England are being met and improving, judged the Trust as “excellent” in its use of resources and “fair” for the quality of its services. Speaking at the time, former Chief Executive, Paul Lilley, said: “We are delighted with our ‘excellent’ rating for use of resources, which is even better than last year’s ‘good’ rating. In the majority of areas considered by the Healthcare Commission we achieved our targets and standards in full. The ‘excellent’ score for use of resources means the independent regulator has recognised that the Trust managed its finances well over this time frame and made improvements. There are good control systems in place and the services provided by the Trust represent good value for money. We are disappointed and surprised that we have been graded as ‘fair’ for the quality of our services. This appears to be because of five specific areas of service out of the dozens which form part of the overall assessment.”

Robots revolutionise pharmacy drug dispensing

Robots have moved into the Pharmacy departments at Gloucestershire Royal and Cheltenham General Hospitals to improve the dispensing of drugs to patients. The ‘Pharmacy Robots’ are helping to make the dispensing process safer, quicker and more efficient for patients. The £200,000 device can select the required drugs at a speed of one item every six to 12 seconds from its own internal shelves using advanced computer technology. As well as improving patient safety by removing human error, the Pharmacy Robots speed up the discharge process as patients now have less time to wait for their drugs before they can go home. It is estimated that the robots can now pick up to 80% of drugs stored in the Pharmacy departments, leaving 20% to be dealt with by existing methods. Dr Peter Shaw, Director of Pharmacy, said: “These robots haven’t been in place long but already they have made the department more efficient, which is of course, good news for our patients. We are now able to dispense drugs much more quickly, helping to reduce the traditionally long waits that patients have had to face.”

Disposable Blood Pressure Cuffs

Gloucestershire Royal and Cheltenham General Hospital were the first hospitals in the country to introduce disposable blood pressure cuffs. These cuffs are used when treating patients who have, or who are suspected of having, an infectious condition such as Clostridium Difficile or MRSA. Patients are issued with a cuff bearing their name and it is used only by that patient until they leave hospital. The cuffs are then thrown away. Other disposable items used to control infections include hoist slings and sliding sheets.

Health check ratings

The Healthcare Commission performance ratings, a tough and comprehensive assessment of how NHS trust service standards in England are being met and improving, judged the Trust as “excellent” in its use of resources and “fair” for the quality of its services. Speaking at the time, former Chief Executive, Paul Lilley, said: “We are delighted with our ‘excellent’ rating for use of resources, which is even better than last year’s ‘good’ rating. In the majority of areas considered by the Healthcare Commission we achieved our targets and standards in full. The ‘excellent’ score for use of resources means the independent regulator has recognised that the Trust managed its finances well over this time frame and made improvements. There are good control systems in place and the services provided by the Trust represent good value for money. We are disappointed and surprised that we have been graded as ‘fair’ for the quality of our services. This appears to be because of five specific areas of service out of the dozens which form part of the overall assessment.”

Robots revolutionise pharmacy drug dispensing

Robots have moved into the Pharmacy departments at Gloucestershire Royal and Cheltenham General Hospitals to improve the dispensing of drugs to patients. The ‘Pharmacy Robots’ are helping to make the dispensing process safer, quicker and more efficient for patients. The £200,000 device can select the required drugs at a speed of one item every six to 12 seconds from its own internal shelves using advanced computer technology. As well as improving patient safety by removing human error, the Pharmacy Robots speed up the discharge process as patients now have less time to wait for their drugs before they can go home. It is estimated that the robots can now pick up to 80% of drugs stored in the Pharmacy departments, leaving 20% to be dealt with by existing methods. Dr Peter Shaw, Director of Pharmacy, said: “These robots haven’t been in place long but already they have made the department more efficient, which is of course, good news for our patients. We are now able to dispense drugs much more quickly, helping to reduce the traditionally long waits that patients have had to face.”
State-of-the-art mobile equipment to aid the diagnosis of breast cancer has been donated to Cheltenham General Hospital by the Cobalt Appeal Fund. The £325,000 digital mammography unit is a newly developed imaging system that is being put to good use by the county’s NHS Screening and Symptomatic Services. It gives instant superb quality pictures which means the overall diagnosis has speeded up. Another advantage is that it is designed to accommodate women who have disability and others who are unable to use the stairs at Linton House and who have had to be scanned at Cheltenham General or Gloucestershire Royal Hospitals. The use of the Unit by the symptomatic breast care service will enable high quality mammographic images to be stored immediately in computer archives. This will enable doctors at all the linked hospitals throughout the county and beyond to view them immediately. The unit has replaced existing equipment at Cheltenham General Hospital that had come to the end of its useful life. Chair of Gloucestershire Hospitals NHS Foundation Trust, Dame Janet Trotter, said: “I am delighted that our partnership with CAF has produced such an excellent facility for local women. We are grateful to the Trustees of the Cobalt Appeal Unit and to local individuals who have fundraised tirelessly to invest in this state-of-the-art facility.”

Rapid response to infection

A rapid response cleaning team has taken up residence at Gloucestershire Royal and Cheltenham General Hospitals. The Bioquell team is on site to deep clean areas with high-tech equipment. “Effectively this is a rapid response team to help us keep the hospitals as clean as possible,” said Director of Infection Prevention and Control at Gloucestershire Hospitals NHS Foundation Trust, Dr Jim Stone. The Bioquell company uses mobile machinery which can deep clean areas using Hydrogen Peroxide Vapour (HPV) Clarus Technology. This oxidises organisms, removing bacteria, fungi and viruses.
New project becomes reality

Capital planners and clinical staff have taken forward a new £2.9 million state-of-the-art unit for people who are critically ill. The new Department of Critical Care at Gloucestershire Royal Hospital has space for 13 beds and combines the Intensive Care Unit (ICU) and High Dependency Units (HDU) to provide a modern, clean, spacious and more efficient department. The completion of ‘phase one’, the opening of the ward to critical care patients, was the first big step towards the complete opening of the facility in the Autumn of 2008 when the HDU was due to move over. “Not only have we increased our bed capacity from 10 to 13 beds, but there is much more space and light and it is easier to keep clean,” said Liz Maggs, who has been working alongside the Planning department on the development. The new unit is the only ward to have an open plan layout.

When phase two is complete staff and patients will have a dedicated entrance, with visitors entering from a separate entrance with a reception area. The unit has more side rooms and two dedicated pressurised isolation rooms which can help when treating patients with infectious diseases such as tuberculosis.

Hospitals watch their waste

Changes made by Gloucestershire Hospitals NHS Foundation Trust to the way it segregates its clinical waste have earned national recognition. In 2007 the Trust was one of the first organisations in the country to implement Department of Health guidance on new colour coded bags. The new segregation system, designed to ensure the safe management of healthcare waste, has now been in operation for just over a year. Recently the Trust was invited to help other organisations to adopt the DoH’s guidelines during a seminar organised by the Institute of Health Care Engineering and Estate Management. Meanwhile its new segregation scheme was celebrated in the publication Hospital Bulletin. The Trust’s decision to be one of the first organisations in the country to upgrade its waste segregation system is very much in line with its commitment to be a good corporate citizen. In recent years its Corporate Citizenship Committee has been working to use its influence, powers and resources in ways that benefit the social, economic and environmental conditions in Gloucestershire. The sustainability managed by the Trust in terms of waste disposal, caring for the environment and energy efficiency is very much on the committee’s agenda. In the lead up to the implementation of the new waste segregation system the Trust invested in training for its 7,000 members of staff – along with new, clearly labelled bins, posters and information packs. Meanwhile Waste Management Co-ordinators were simultaneously trained and appointed in every ward and department to oversee the implementation of the new system.

Multi-storey answer to parking blues

Decked car parks are being pursued as one of a series of measures to ease parking pressures for patients at Gloucestershire Royal and Cheltenham General Hospitals. The Trust is working with a specialist car park provider in drawing up detailed plans. The proposed multi-storey car parks will be located on the main public car park at the southeastern end of GRH and will make use of the existing entrances from Great Western Road. At CGH it will be on hospital land currently used for surface parking located between Orrisdale Terrace and the Lido and extending behind the hospital’s boiler house. The entrance to the new car park will be from Keynsham Road. The building designs range from one and a half to four storeys in height, with the majority three and a half storeys to provide four levels of parking including screened parking at roof level. Architects have designed a building clad in angled timber louvres, using a natural material for the external finish which will block car lights and allow the building to be naturally ventilated.
What is an NHS Foundation Trust?

- An NHS organisation with more freedom to meet local needs and priorities.

Benefits of being an NHS Foundation Trust Member

- You, your family and friends can be Members of the Foundation Trust and choose your level of involvement. There is an application form on the following page. Alternatively you can contact the Patient and Public Involvement team direct. If you would like to become more involved with Gloucestershire Hospitals NHS Foundation Trust and have your say in the services the Trust provides then please contact Katherine Holland on 08454 22 5733 or e-mail katherine.holland@glos.nhs.uk

Who can be a Member?

- Anyone who lives in Gloucestershire.
- All patients, including those who live outside Gloucestershire but have received treatment in one of our hospitals in the last three years.

What does it mean to be a Member?

- As a member you:
  - are interested in your local NHS hospitals and you want to be involved in the way they are run.
  - will receive the Trust Members newsletter (also available as an e-newsletter)
  - will be consulted on plans for changes to Gloucestershire Hospitals NHS Foundation Trust.

How do I become a Member?

To become a Member please complete the form on the back page.

www.gloshospitals.nhs.uk
Patients say thank you

“I would like to express my thanks to the entire staff in the cardiac care unit at CGH. Spending nine days there, I received the most incredible care from the doctors to the tea ladies. I was impressed by the teamwork of the staff. This was a busy unit and one that needs to be told that it is doing a great job.”

“We would like to express our thanks to all the wonderful staff on Hazleton Ward, Cheltenham General Hospital for all the wonderful care given to our mother during her two weeks spent on the ward. At all times the staff were never anything other than smiling and courteous. They provided first class care in an unhurried environment and always had time to stop and chat to us. We hear too many negatives about the NHS system. Our experience proved that Hazleton Ward has got everything right.”

“We recently had to go to Gloucestershire Royal Hospital for a gastroscopy and a colonoscopy. I would just like to say a big thank you to all the nurses and staff and the surgeon who attended to me. I could not have been made to feel any more at ease and comfortable. They deserve every penny they get and a lot more.”

“I would like to express my thanks to all the staff concerned with my visit to GRH. It was absolutely first class treatment, right from the start, when a tumour in my colon was correctly diagnosed by the renal clinic that I was attending for another problem. I was given full information at all times before and after the successful operation, followed by superb nursing care during my recovery by staff who worked tirelessly day and night without a sigh of complaint, but with words of encouragement to all the patients. I was convinced that I was in the right place for my operation and would recommend GRH to anyone.”

Application to become a Foundation Trust Member

I would like to be a Member of Gloucestershire Hospitals NHS Foundation Trust  Yes  

Title __________________________ Name __________________________

Address including post code ______________________________________________________

Email __________________________

Are you:  Male  Female  (Please circle)  
Age Group:  16-34  35-49  50-64  65+  (Please circle)

Membership Options

In addition to receiving a newsletter I would also like...
1. To be informed of events
2. To be asked to give my opinion on a specific topic
3. To work with Clinical teams on service change

Which areas of the hospital are of interest to you?

Optional Section
(By completing this section you help us to make sure our membership represents our community in Gloucestershire).

Ethnic group:  White  Asian/Asian British  Chinese  Black/Black British  Mixed  Other

Post this form to: Communications Office, Gloucestershire Hospitals NHS Foundation Trust, FREEPOST NAT 7247, Cheltenham GL53 7BR