

# Involve

MARCH–APRIL 2017



# We are scientists

Healthcare science in focus

MORE DETAILS ON P10 →

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# Message from Deborah Lee

**Spring has sprung – or at least it feels as if it has at the moment; it's a wonderful time of year as we come out of the winter period and look forward to the year ahead.**

Anyone who has visited a hospital recently – whether one of ours or others around the country – knows how hard all of our staff are working to make sure patients are cared for with dignity and compassion, despite the challenges facing the NHS.

Following what was a difficult winter this year by any standards, getting back on track in delivering important waiting time targets for patients and addressing our financial challenges are our key priorities for the coming year.

*"We are working with our partners more closely than ever"*

It is acknowledged that hospitals are now under pressure all year round, so any ambition to improve A&E performance and other key services without hugely increasing the spend is very ambitious and so it was particularly welcome that the Chancellor announced an extra £1bn for local authorities to support social services to further improve their support to the NHS.

We are working with our partners more closely than ever here in the Gloucestershire Health Community to deliver the right care, in the right place at the right time. Work on sustainability and transformation plans (STPs) offers an opportunity to take forward

these aspirations but we are all aware that this will require a substantial commitment of time and resources over the next few years.

As we look to the future, we need to think less about organisational divides and refocus on patients in order to utilise all of our resources more efficiently and effectively. Delivering the best care for our patients means that our services should work as seamlessly as possible and that care along the clinical pathway is integrated.

Our acute hospital sites have a very important part to play in providing sustainable health services for the future. Going forward, we believe that bringing some of our hospital services together to create 'centres of excellence' can provide real benefits to patients in the future.

Importantly, we want to ensure that our specialist services are always available to patients when they are needed and given the growing demands on our hospitals, this means that increasingly our services will be targeted at those whose care cannot be provided at home or in the community. This is specialist care, of the kind we are already providing now in many areas of our hospitals.

Longer term, our ambition is to develop integrated specialist teams that provide multidisciplinary specialist skills to patients – from home to hospital – and to support pathways from prevention, early diagnosis and through to emergency and palliative care.

On one of my recent back to the floor visits I spent time with one of these multidisciplinary teams on our new Gallery



Ward to hear about how the new model of care on this ward is bedding down.

Despite a few minor teething troubles, things are settling very well – the multidisciplinary ethos shone through and the team discharged 38 patients (amazingly) from the ward in just a week. In line with our vision for the unit, many of those patients were discharged sooner than originally planned; an equally large number had an alternative pathway to the one originally planned, and for a number this was a discharge to home as opposed to a community hospital or other community placement. It's early days but the signs are really positive. Read more on page 4-5.

*"It's early days but the signs are really positive"*

Another fantastic multidisciplinary project we're involved in is Scaling Up, a national quality improvement programme for hip fracture care. The Scaling Up team is a multi-disciplinary team with representatives of all aspects in the hip fracture patient care pathway including nurses, doctors, surgeons, anaesthetists, therapists and specialist orthogeriatric physicians. Read more about it on page 8-9.

NHS England recently published a follow up document called Next Steps On The NHS Five Year Forward View. It lays out some more detailed plans for the coming years, many of which are echoed in our STP Plans. One of the interesting things it addresses is the fact that outcomes of care for most major

conditions are dramatically better than three or five or ten years ago, but that greater transparency and rising expectations mean there is greater public awareness of care gaps and variation.

Transparency is a good thing, but this can mean that there's a culture of 'knocking' the NHS in the media as there can be a focus on missed targets or waiting times. What it doesn't highlight are the vast numbers of people who are receiving life changing treatment, every day.

This follow up document also highlights the fact that next year marks the 70th anniversary of the NHS! The Health Service's founding principles – of care for all, on the basis of need not ability to pay – have stood the test of time and I am sure that I speak for many of our staff when I say that I am proud to work for an organisation that is part of this wider service.

I will reflect once again that the vast majority of the feedback we get from patients is positive, but we absolutely can and do learn from our mistakes when things have not gone to plan.

However, I make no apology for including here in Involve some of our positive feedback every month as I think it's important for our staff to know how highly valued the care that they provide is to our patients, and how they are making a difference every day.

# Right care, right time, right place



## Gallery opening

**Gallery Ward has now opened at GRH as a Medically Stable For Discharge (MSFD) ward, focusing on facilitating safe and timely discharges from our hospital.**

### Background

Moving on from our focus last year on emergency care and patients flow, we considered how we could improve the flow of patients and reduce delays at the 'back door'. The concept of an MSFD ward was created, based on other examples nationally.



This is linked to the ward environment and as these patients are not acutely unwell, they may have limited input due to the high pressure on ward staff to manage those who are.

By cohorting MSFD patients away from these areas, it reduces the risks of infection but also makes them a priority for ward staff. This reduces risk of sedentary behaviour with its associated loss of independence, loss of mobility and increased risk of falls.

Cohorting also allows us to alter the ward environment to one which is more conducive to patients getting up and being independent. We have created communal spaces to allow patients to interact and socialise with each other, whilst providing an activity space to undertake group and class activities which will stimulate patients whilst also helping facilitate discharges.

A large element of delays to discharge link to patients fears and anxiety in being able to manage at home. This may be linked to the fact they have been acutely unwell, or simply that they have been in an environment whereby they have

*"The ward aims to deliver on three primary drivers"*

From March 20, 2017, Gallery Wing Ward 1 is now known as simply Gallery Ward and will be a MSFD ward. The ward will employ a shared care model, sitting within the Diagnostic and Specialties Division due to its nurse/therapy led approach, but will be covered by the medical division and more specifically Dr Donald.

The ward aims to deliver on three primary drivers:

### 1. Provide an improved patient experience

Patients who remain on acute wards beyond when they clinically need to, compared to those who do not, are well known to have an increased risk of:

- > infection
- > loss of independence
- > loss of mobility

not had to do much for themselves. By moving patients to an area where we can work with them to reduce these fears and showing them their capabilities, we have the real potential to facilitate more discharges home, whilst promoting an improved quality of life once at home.

### 2. Release specialty beds

Improved capacity to meet the national ED 4 hour wait target, proven to be linked directly to patient outcomes. Cohorting this patient group also allows the releasing of specialty beds, with the knock on effect to flow in the assessment areas and ED.

By releasing specialty beds it improves our ability to undertake elective and emergency surgery. Either by reducing the number of medical outliers or simply providing the bed capacity to proceed in theatre. This has both patient and financial benefits.

The sooner a patient has had their acute intervention, the sooner they can start their recovery.

### 3. Reduced Length of Stay

This is either by preventing deterioration whilst awaiting community based services or by providing the input that will improve patients ability to go home and be more independent. By doing this we can expedite discharge and provide an improved quality of life, whilst releasing that resource for other patients who need it



### Admission Process

In liaison with the Onward Care Team (OCT), a list of potentially suitable patients will be created as part of the Trust's delayed discharge numbers. Where needed, a member of the Gallery Ward team will attend specialty wards to discuss and confirm a patient's suitability.

Once a bed has been vacated, Gallery Ward will work with the site team to identify the next appropriate patient to the ward. This will occur on a daily basis, helping ensure the ward has no empty beds and that there is no potential for a non-MSFD patient to be admitted.

Suitability will be determined against several admission and exclusion criteria, all aimed at ensuring we do not put patients at risk, but that we also select patients where we have a real potential to make a difference, in line with the above ward aims.

# Staff stories: Healthcare Science series

## Meet Tony Dix

**In this, the first of a series of articles over the next few editions of Involve Magazine, we will find out more about the essential role our Healthcare Scientists play in our hospitals; and how our scientists might be able to help you in your work.**

Tony Dix is our Head of Medical Physics and Lead Scientist. We met him to talk about his work and about raising the profile of this sometimes unsung staff group:

"In line with a Health Education England national initiative to ensure that all Trusts have a Lead Scientist, I was appointed in October last year.

"Historically, Healthcare Scientists have been under-represented within our Trust, however as a workforce we contain a wealth of talent that could and should be better utilised.

*"As a workforce we contain a wealth of talent"*

"In particular, the skills and knowledge that we have as part of our training is ideally suited to support the research and innovation that is required to improve the way we do things at our hospitals.

"Healthcare Scientists make up 5% of the NHS workforce and yet are involved in 80% of patient diagnosis.

Tony added: "As Head of Medical Physics I am lucky to have a significant amount of talent to manage across a wide range of disciplines, but this will be a feature of a future article.

Tony went on to talk about the issue of recruitment; one that many staff will recognise as an issue across the wider NHS. He says:

"In talking to Healthcare Science departments, one of the key challenges that all groups are experiencing is the recruitment of suitably skilled staff. The reasons behind these difficulties are quite different, but the end result is the same in that departments are short-staffed and feeling the pressure of maintaining services.

"As Lead Scientist, this is one area in which I can provide a voice at local, regional and national levels to highlight the issues and identify any common themes which can get communicated to the Chief Scientific Officer.

Workforce planning is obviously a key part of preparing for the future and as a community there is much we can do help each other in supporting our trainees and growing our own workforce.

"We know that if trainees have a positive experience during their training they are more likely to choose to work within our Trust and the support provided to trainees through our Scientist Trainees' network is one way we are hoping to

achieve this positive experience.

Tony told us a little more about his background: "I started my training as a Clinical Scientist within our Trust back in 1992. Clinically my specialism was Nuclear Medicine and I also undertook research for a PhD in Photodynamic Therapy, which involved the use of Laser light for the treatment of Barrett's Oesophagus and Bowen's disease.

"I have also worked outside of the Healthcare system in the Nuclear Industry providing radiation physics and radioactive waste characterisation support to both decommissioning projects and to the operational power station fleet.

*"Healthcare Scientists make up 5% of the NHS workforce and yet are involved in 80% of patient diagnosis"*

"Prior to returning to the NHS in 2015 my last job involved the management of a UKAS Accredited Radiation Metrology facility at Berkeley, which performed



Tony Dix

the calibrations of a whole range of radiation protection instrumentation used within the Nuclear Industry and also within other areas such as Healthcare.

"I therefore have a broad range of experience in the fields of both ionising and non-ionising radiation and together with my Medical Physics team provide Radiation Protection advice for use of Ionising and Non-ionising Radiation and the management of radioactive waste in the Trust. The Medical Physics department is currently accredited with BSI to the ISO 9001:2008 standard and is preparing with the help of our quality manager for the transition to the 2015 standard."

## New members' seminar announced

**We are pleased to announce the opportunity for you to attend a new members' seminar on Wednesday 10th May.**

This insight into Pathology has been one that has long been requested by members of being of particular interest. Book early to avoid disappointment, please email: [membership@glos.nhs.uk](mailto:membership@glos.nhs.uk) or call

Freephone 0800 019 3303.

2017	Pathology Services
<b>10 May</b> 6pm, REC	

Redwood Education Centre, GRH  
Our Pathology services provide a range of services which touch almost every patient.

# Patient stories: Improving care for hip fractures

## Scaling up our care

**Since June 2016, we have been participating in the HIP QIP Scaling Up improvement project national quality improvement programme for hip fracture care.**

The national programme is led by Northumbria Healthcare NHS Foundation Trust, in partnership with the British Orthopaedic Association and Academic Health Science Network for the North East and Cumbria, with evaluation by the Royal College of Physicians. It is being implemented in five NHS hospital trusts in England, Wales and Northern Ireland including ours and is aimed at improving care for hip fracture patients via a multidisciplinary, pathway approach.

*"The cost of care is high and due to rise sharply"*

Hip fracture is common – almost 65,000 people were admitted to hospital with a fractured hip in 2015. Nearly a third of people who fracture their hip will die within a year, and a fifth of patients won't return to their own home. In addition, the cost of care is high and is set to rise sharply as the population continues to age.

Northumbria Healthcare NHS Foundation Trust's hip fracture quality improvement programme (HIP QIP) has been running for

five years and has been very successful.

This project involves replicating the learning from HIP QIP by supporting four other acute hospital trusts who are currently struggling to provide safe, high quality hip fracture care to patients. The sites were selected based on poor outcomes in the National Hip Fracture Database (NHFD) annual report. The project aims to help these sites to provide hip fracture care of the highest quality, ensure recent evidence and national standards are systematically implemented, and provide improved patient experience.

The 'Scaling Up' team is a multi-disciplinary team with representatives of all aspects in the hip fracture patient care pathway including nurses, doctors, surgeons, anaesthetists, therapists and specialist orthogeriatric physicians. The involvement in the Scaling Up programme has further built on the improvements already made within our hospitals around improving care for patients who have had a hip fracture. We expect our hip fracture mortality figures to be well within national limits for the 2017 NHFD report.

Programme Lead Pete Kempshall explains: "We have made significant progress into improving our hip fracture care pathway in 2016. Ninety percent of our patients are now receiving early pain relief in Accident and Emergency through the administration of nerve blocks compared to the national average of 39.9%.

"We have managed to operate on our hip fracture patients within 36 hours, 81% of the time compared to the national average of 75.3%. We are now monitoring this on a real terms basis, and in January 2017 we reached 96.8%.

"We have standardised our anaesthetic practice to provide the safest possible anaesthetic with minimal sedating (opoid) analgesia used and we have produced a number of care bundles that are aimed at standardising care."

*"We have made significant progress into improvement"*

Patients are now mobilised on the day of surgery 84% of the time and increased resource into our therapy team has allowed for a 7 day service; with additional therapists at weekends. Our pressure ulcer incidents have remained low at 1.3% (1.6% in 2015), well below the national average of 4%. This has been achieved through all our patients getting access to pressure relieving equipment. The ward environment has also been improved, with close attention paid to dementia friendly environment.

### Patient experience

The ongoing monitoring of patient experience gives us real time feedback and allows us to adapt the quality of the care we provide. The latest figures for 2017 show that the 65% of our patients and families are likely or highly likely to recommend the ward to family or a friend; our latest month average score is 9.1 out of 10.

Some of the recent projects that have contributed to our positive patient feedback are our daily exercise class, our breakfast club, aimed at getting patients caring for themselves and practicing for their home environment and our 'come dine

with me' policy where we encourage relatives to visit to eat with their relatives in a separate ward seating area. New to our Trust for 2017, aimed at improving the nutritional state of patients and thus ability to recover from injury, is the ward nutritional nurse. This role is crucial for providing additional supplemental nutrition and having the time to meet all the nutritional needs of our patients.

The re-design of the patient pathway and the engagement from all staff team members has enabled the Trust to make significant progress in providing safe quality care for our hip fracture patients.



Peter Kempshall



Staff on 2A



Eating together on 2A

## Something to be proud of

### Ian wins Oncology Nurse of the Year

**Our Consultant Nurse Ian Ingledew was awarded Oncology Nurse of the Year at the British Journal of Nursing (BJN) awards last week.**

Ian was delighted to have won this prestigious award and beat off stiff competition from wonderful nurses at other Trusts.

His nomination acknowledged his role in several innovations in our Cancer Services over the last 25 years, including the mobile chemotherapy units, chemotherapy helpline and sperm banking for men receiving chemotherapy treatment. He is constantly striving to further improve services for our patients and to delivering the very best care.



Ian Ingledew

*"He is constantly striving to further improve services for our patients"*

Ian Ingledew said: "This award reflects nearly 28 years of working in oncology. I would like to thank those that nominated me; I felt extremely honoured to have even been shortlisted.

"My role in the last 25 years has been to pick up on the ideas of others about how to improve the service and make it happen with an enormous amount of help from all of the people I work with.

"I am proud to have worked in an organisation that has supported innovation and new ways of working to improve the

experience of patients receiving cancer treatment. I am also privileged to work with patients and their families who inspire me to try and do my best every day."

The popularity of the choice and the respect Ian commands has been revealed on our Facebook pages last week, where the post about Ian's achievement reached more than 21,000 people, attracting 549 likes and more than 40 shares.

A showcase of nursing excellence, the BJN Awards recognise and celebrate the individuals going above and beyond in delivering their care. At a time when so many people's lives are touched by cancer, this award recognises inspirational nurses who care for and

treat patients with cancer and who have made a demonstrable improvement to the delivery of cancer patient care.

*"I am very proud of Ian's accolade and his achievements"*

Chief Executive Deborah Lee said: "Ian thoroughly deserves this award and I congratulate him for this achievement; he is an inspiration to both patients and colleagues alike.

"We have many staff working on our wards, in our departments and behind the scenes delivering the best standards of care every day and it's incredibly important that we recognise and celebrate successes such as the one for which Ian has been recognised.

"I am very proud of Ian's accolade and of his achievements over the years, where he has kept an unrelenting focus on improving patient care for those who sadly find themselves facing a diagnosis of cancer."

### Facebook feedback for Ian

**One patient left the following comment on the post:**

*"Very well deserved. Ian sees my Mum as part of her ongoing cancer treatment in Cheltenham – she loves him as he always smiles at her, even when he's giving us bad news. Thank you for being so nice..."*

**Patient Linda commented:**

*"Congratulations Ian. Well deserved. You were such a support for us. Calm and together when we felt everything was falling apart, out of our control. X"*

**Another said:**

*"I had the privilege of having Ian part of my cancer treatment 11yrs ago when I was newly diagnosed at the aged of 18, he was just AMAZING, making sure I had all my options offered to me and making sure I was receiving the best possible care. He never made it feel like a patient/nurse relationship, he made my family and I at ease and 100% reassured. Now here I am in remission, happily married with 2 beautiful children and awaiting the impending arrival of a 3rd, this award is a thousand times deserved. Congratulations to you and all the best for the future."*

## Radiotherapy accreditation

**We were delighted to be the first Radiotherapy Department to be accredited by BSI with new ISO Quality Standard .**

The Radiotherapy Department at our Oncology Centre, based at Cheltenham General Hospital, has been recognised for the high standard of their quality of care and treatment that we provide for patients across the county of Gloucestershire and at our Hereford Satellite Radiotherapy Centre.

The International Organisation for Standardisation (ISO) is an independent organisation that produces standards to ensure that services are safe, reliable and of high quality.

*"The new standard focuses on ensuring quality management is consistently achieved"*

The British Standards Institution is the national standards body of the United Kingdom and the globally recognised kite mark representing quality services. It assesses and certifies organisations against ISO standards.

It is a National requirement that all Radiotherapy Departments in the UK operate within a Quality Standard and the Gloucestershire Radiotherapy Department's Quality Management System has been operating under the previous Standard ISO 9001:2008 up until achieving accreditation



to the latest updated Standard earlier this month; making it the first BSI accredited centre to receive certification in the UK.

The new standard focuses on ensuring that quality management is consistently achieved throughout all aspects of the service. Additionally, it highlights the need for senior management involvement in the creation of a quality-driven culture and to optimise opportunities for improvement. This differs from the old standard which mainly focussed on the quality of the processes carried out.

As Gloucestershire Hospitals Radiotherapy Services Manager Bridget Moore explains, our Radiotherapy Service was rigorously assessed:

"Our department was given notice by BSI in mid-2016 to prepare for the new ISO standard. We requested at that time to be one of the first in the country to be assessed by BSI.

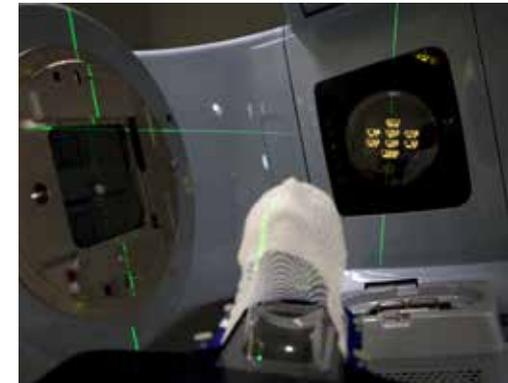
"Our Quality Manager, David Nash,

worked diligently through each aspect of the new standard, ensuring that we met the requirements of each section and produced evidence to support our consistent compliance.

"October was the earliest that BSI would agree to assess us and the process commenced with a readiness review followed by a site visit from an inspector in December. The final part of the assessment took place on Feb 1 when we were successful in achieving the new standard ISO9001:2015.

*"The final part of the assessment took place in February"*

"This accreditation provides our patients in Gloucestershire and Herefordshire with the reassurance that they will receive their treatment in a department where Quality is central to everything we do. In addition to this it enables us to share best practice with other departments within our Trust and other Radiotherapy Departments within the South West Region."



## Maternity challenge winners



### Three Trusts have each been awarded £50,000 by NHS England to explore innovative ways to use women's and their partners' feedback to improve maternity services.

Our project was one of three chosen from 50 entrants to receive funding. The Maternity Challenge Fund builds on the success of the Friends and Family Test and supports NHS England's plans for more effective use of patient insight data.

#### Maternity Insight Project (MIP)

Our project is due to start this Spring and will support improvements to our maternity services by gaining a better understanding of women's experiences of care.

*"Additional questions will prompt women to provide feedback"*

MIP will gain insight by using an existing but enhanced feedback mechanism; the Friends and Family Test (FFT). Additional questions will prompt women to provide feedback about the staff that cared for them; this additional data will be collected via voice

messaging and followed up with individual call backs where concerns are raised.

The plan is to provide women with the opportunity to feedback about any staff that cared for them. Women will be provided information about this opportunity at their booking assessment and any consent requirements will be obtained at this point. The project will also be promoted on the maternity pages of our website, via social media channels and also through the use of posters throughout our maternity areas.

Midwife Kate Harrison said: "We are delighted to have been successful in this bid from NHS England.

"We believe that this project will be a powerful tool for the women who respond to the FFT; enabling them to feel connected to those involved in their care. Our staff will also benefit from recognition and development opportunities as well as using the feedback for revalidation purposes."

## The sky's the limit

### Stroud Maternity Unit is providing women with a more relaxing birthing experience thanks to the donation of new 'sky tiles.'

The Stroud Hospitals League of Friends provided over £4,000 to enable our maternity team to purchase and install the light fitting for the ceiling of the Mulberry Birthing room. The sky tiles have been installed directly over a birthing pool and the team are hoping to buy another for another birthing room in the future.

The sky tiles replace four ceiling tiles and, as the name suggests, is a light fitting behind an image which gives the impression of a window looking out into the sky.

Stroud Maternity Unit Lead Midwife Bobbie Cullimore explains: "We have over 300 women who give birth here each year and thanks to the generosity of the Stroud League of Friends we have been able to keep our facilities up to date.



"The sky tiles have been in place since October and they have gone down really well. Our aim is to keep lighting low and draw the curtains to help provide a relaxing environment, but this does mean the mums in labour could not look outside. Now the sky tiles are in place, they can be in the birthing pool and can look up and see the trees and sky and it helps them relax and feel calm."

## Dee's final delivery

### Midwife Dee Hall delivered her last baby in the Birth Unit at Gloucester at the end of February.

After 30 years as a midwife, 20 of which were at GRH, it was cause for celebration! On 28th Feb the staff held a small farewell for her and managed to take photos of the last baby she delivered.

We wish Dee the best of luck in her retirement.



## Celebrating research

### How much do you know about research in our Trust?

We are running over 200 research studies and over 1,800 of your patients took part in trials this year. We'll be looking at some of these over the next few months in Outline magazine.

Associate Director R&D & Deputy Director SW RDS, Dr Julie Hapeshi:

"The aim of the event is to celebrate our achievements as a research-active organisation aiming, as much at those who are not currently involved in research as those who are. It's part of



Julie Hapeshi

the overall aim at increasing the research culture of the organisation, whereby it is more accepted as a core activity by the wider hospital community."

## 1000 Thank Yous official opening

### Lord Lieutenant of Gloucestershire Dame Janet Trotter officially opened our new organ donation artwork, One Thousand Thank Yous on Thursday 9th March at GRH.

The artwork was designed to recognise the extraordinary gifts of organ donors and their families, being made up of one thousand tags which are engraved with messages from organ recipients, organ donors and their families.

Chief Executive Deborah Lee said: "This fantastic artwork is a great way of recognising and thanking organ and tissue donors and their families for their extraordinary gifts. We hope long term that the visual impact of the artwork will encourage the public to join the organ donor register."

Specialist Nurse – Organ Donation Leanne Fare, representing the Organ Donation



Committee, said: "It is so important to have this recognition for all those patients & families that have willingly thought of others and have given the gift of life.

"We'd like to thank all our very generous sponsors, the designers for their vision and all the contributors who have helped make this artwork become a reality."

## Academy awards

### The third Gloucestershire Safety & Quality Improvement Academy Awards and Graduation will take place on the 25th April at 2-5pm in the Lecture Hall in Redwood Education Centre, Gloucester.

The award ceremony marks the end of the seven-month silver 'quality improvement in action' programme for fourteen members of staff who have been working on ten different improvement projects across our Trust.

This event gives each team the opportunity to share their work and their learnings and for the Trust to recognise and celebrate their achievements.

*"It gives each team the opportunity to share their work"*

The Awards will be opened by Regional Lead (South of England) at Sign up to Safety Jane Reid and each team will present a summary of their improvement work.

Prizes will be awarded in the categories of Best Quality Improvement, Most Innovative Quality Improvement, Best Poster and Best Presentation, through a combination of judging panel, online and audience voting.

In addition to the programme of presentations, posters representing each improvement initiative will be displayed during the break for the audience to view and vote for in the Best Poster category.

At the conclusion of the programme participants will also graduate as Silver Quality Improvement Practitioners, recognised by the presentation of a



Silver QI pin badge and certificate.

Safety Improvement Practice Educator Victoria Collins is calling for colleagues across the Trust to get behind their colleagues and support the 'improvement movement'.

## It's better for you



## Supporting no smoking day

**The Healthy Lifestyles Gloucestershire (HLS) team visited Gloucestershire Royal Hospital on No Smoking Day in March to promote the new healthy lifestyles service to patients, visitors and hospital staff.**

This included having an information stall in the central atrium, hosted by healthy lifestyles coaches and stop smoking champions from the hospital, as well as speaking to smokers outside the main entrance and in the Tower area.

Five healthy lifestyles coaches, their communications lead and four of our own stop smoking champions gave out information leaflets and spoke with people passing through the atrium or congregating in the outdoor areas about the service. This included explaining the help available to change lifestyle behaviours around smoking, weight management, physical activity, alcohol and general mental wellbeing.

*"This included explaining the help available to change behaviours"*

People were also told about the information available on the website [www.hlsglos.org](http://www.hlsglos.org) and the online self-help portal [www.bestyouglos.org](http://www.bestyouglos.org) including its goal-setting and diary features as well as the peer support available through the various Groups hosted on the portal.

Stop smoking champions provided invaluable support by talking to people about their own personal experiences giving up smoking and the difference it has made

to their overall health and wellbeing.

Overall, the team spoke to more than 100 people, 51 of whom were smokers. The remainder were a mix of people who would benefit from support around other healthy lifestyle behaviours, notably weight management and physical activity, as well as a smaller group of people who were already well-informed and actively leading a healthy lifestyle.

Marie Broeders from HLS Glos said: "The activities resulted in 11 referrals coming through to the service on the day itself, with others potentially yet to come through from those who took away information leaflets. Of these 11, nine were specifically for stop smoking support (and integrated support around the other lifestyle behaviours) and the remainder for weight management and physical activity.

"Conversations with people smoking in the outdoor areas were received with mixed responses. Overall, 20% of smokers were receptive to talking about support to stop smoking, 50% were neutral and 30% were negative."

A soft approach was taken, starting out with a general chat about the healthy lifestyles service and the various different types of free support available, rather than launching straight into a conversation about giving up smoking. In some cases, people opened up and talked about stress, anxiety and social isolation as being major contributors to their smoking.

This created an opportunity for lifestyles coaches to talk about how the service could help them improve their mental wellbeing,

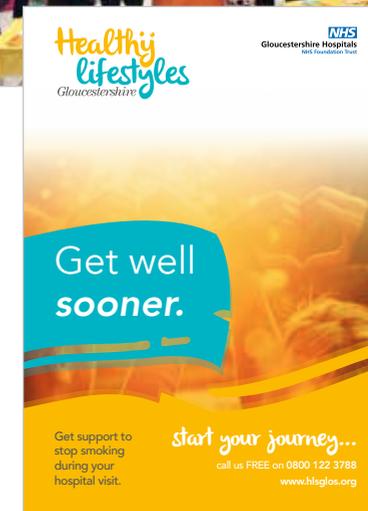
## It's better for you



particularly through the support around physical activity as well as opportunities to link up with other people through the groups on [www.bestyouglos.org](http://www.bestyouglos.org)

Councillor Andrew Gravells, health and wellbeing lead for Gloucestershire County Council also attended for part of the session, along with Collette Finnegan, Gloucester City Council's health champion. They were joined by Trust representatives including Kay Davies, Head of Community Midwifery, some of the community midwives, new Head of Patient Experience Suzie Cro and Pat Mahendran with other colleagues from Paediatrics.

For patients coming into hospital, HLS Glos have recently updated some of our smoking materials. You will start to see these around the Trust and they will also be available on our website.



## A reminder

**We are aware that smoking on our sites remains an issue in some areas despite a large amount of signage around the grounds.**

This is in a number of locations, including outside the Tower Block at GRH.

Our Smoke Free Steering Group are always looking at this issue, and continue to consider a number of options to help to mitigate this; we have recently produced some new posters for ward areas at the Trust, working in partnership with the

healthy lifestyles service. We are also considering refreshing our external signage.

Despite this and other measures, a number of people continue to flout the rules. We take this opportunity to remind everyone that smoking is NOT permitted AT ANY TIME on Trust premises or grounds.

Your suggestions and questions on this issue are welcome. Email us: [comms@glos.nhs.uk](mailto:comms@glos.nhs.uk)

## Positively speaking



# Positive patients

**This month we focus again on the increasing level of feedback that we get on our social media pages daily. As usual, the great care offered by staff has shone through in these reviews.**

### Facebook:

#### Chris said:

I have been in with my wife and son today as he was having his tonsils out.

People all too often take to social media to complain, so I wanted to get in touch to do completely the opposite.

Thank you for your outstanding care and service today. Every member of staff we met made us feel welcome and genuinely cared-for, from the chap at the reception desk who took us to the ward rather than pointing to it (even taking the stairs himself instead of the lift so there was enough room for us), to the cleaner who asked me this evening how I was doing, and the nurses and consultants who listened intently while our little lad asked endless questions.

Thank you everyone. We felt like customers not an inconvenience. Absolutely brilliant and thumbs up to you all..

#### Lyn wrote:

My wonderful 83 year old father was admitted into A&E late on Saturday night, and from the moment he was rushed in by the Paramedics to the point of discharge we were overwhelmed by all the staffs' professionalism, care and kindness.

All doctors, nurses, porters, paramedics and reception were on the ball, attentive and thorough. My father was admitted at 11pm and by 2am he had been assessed, x-rayed, bloods taken and in bed (Acute Care Ward). He was then moved to The Gallery Ward and they all helped nurse him back to good health.

*"I admire these people so much, they work incredibly hard "*

I admire these people so much! They work incredibly hard and are up against it most of the time, however, they just crack on with it and still manage to do their job with a smile on their faces. My dad was quite able and could look after himself, but he seemed to enjoy the banter from the staff and some patients too. I think we are all too quick to complain and moan about NHS staff when

what we should be doing is congratulating them on the great work they do. Thank you so much everyone from my father Tony and his family. He loved the food too!

#### Mark:

So after having a heart attack 5 days ago I have spent the first day in Tewkesbury community hospital then the rest in Cheltenham hospital on ACU and the Cardiac ward. I have had angiogram and 2 stents fitted.

I have to heap loads of praise onto all the nurses and doctors at both hospitals for looking after me and getting me well again so quickly... you are all truly amazing people who work under extreme pressure... thank you very much... I bow to you all! x

*"I have to heap praise onto all the nurses and doctors"*

#### Daniel:

We had a very long day at the hospital, my mum was having a heart procedure done, all the staff on the Chedworth Suite were polite and helpful, informative and

non-patronising, we were even offered a cup of tea in recovery, a nice touch.

### Twitter:

#### Agger said:

Well done had my bloods taken in Edward Jenner by a lovely lady, very helpful, efficient and courteous

#### John:

Never appreciated the #NHS more than this week! Absolute superstars at #neonatal #Raith #Reuben #twinboys #thankful

#### Carly:

First session of chemo done at Cheltenham General Hospital to try and beat breast cancer. Thanks to the amazing staff in the oncology unit

#### Edel replied:

Yes brilliant staff, my sister had her first session last week & she is overwhelmed with the staff dedication at CGH

#### Hungry:

Great service this morning at Cheltenham out of hours, a short wait & kind staff. Thank you! #respectourNHS #NHS

### OUR PATIENTS: in their own words

**I cannot thank the staff in CGH enough... I had to attend an outpatients clinic following an out of hours emergency visit five days previously, and found everything running like clockwork, although busy, and the staff so pleasant. I then unfortunately had to visit A&E the same night to have them look at a damaged knee. We didn't leave until 5am but Kath particularly, the Nurse practitioner, was amazing, polite and courteous, very understanding and full of laughter with us to help take our minds off the task in hand! All in all, if you get sick, this is the place to be!**

## Double life: a fond farewell



### The Trust lost two of its longest serving members and most staunch supporters when married couple Irwin and Kate Wilson retired together at the end of March.

Throughout this time, Kate and Irwin's commitment to patients and improving patient care have been unwavering, matched by the care and compassion for the people they work with.

*"Their commitment to patients has been unwavering"*

Kate started her career as a student nurse at the Royal London Hospital in 1974. After qualifying she held posts in several areas including cardiology (where she met Irwin as a student nurse) and critical care where she completed further training.

Irwin joined the NHS as a porter in 1977, before taking part in an experimental integrated course to become a registered general nurse and registered mental health nurse at the Royal London Hospital.

Irwin and Kate moved to Gloucestershire in 1987 with their daughter Lucy who was

then 18 months old. Kate worked as a qualified nurse at a Stroud nursing home while Irwin was appointed Clinical Nurse Manager at Standish Hospital. By the early 1990's it became apparent that the quality of acute services was difficult to maintain on a remote site and Irwin was asked to lead the plan for the transfer of services from Standish to Gloucestershire Royal. This he did with his trademark concern for patients, delaying the final shut down of the site to enable nursing staff to support one patient to end their life in a familiar environment, surrounded by their family.

Their second daughter Polly was born in 1989. Kate worked as a registered nurse on the respiratory unit at Standish Hospital and managed the transfer of the ward from Standish to Ward 8B where she now concludes her career. Kate is known for her considerable nursing knowledge and she has the utmost respect of her colleagues. She has a great sense of humour and warm personality and with great leadership has maintained a loyal and consistent team.

Irwin moved to Gloucestershire Royal as the General Manager for Medical Services; his organisational skills were soon recognised and he became the

project manager for what was then 'the new GRH' project, which included the PFI scheme for predominantly outpatient facilities and Children's Centre.

For the past twelve years Irwin has occupied the role of Associate Director, Contracts and Marketing. He has also made a major contribution to the Trust environment by driving the development of our Arts Strategy and by chairing and providing ongoing leadership to our community choir The Caring Chorus.

The couple said: "Throughout our careers, most of which has been at Gloucestershire Hospitals, we have worked with very special people with the most incredible skills and abilities. It is still hard to believe that this time has come to end, but there is a time for everything and the 83 years of our combined service cannot be turned back!

"We feel privileged and fortunate to have served for this time and played our part. We have been overwhelmed and humbled by the number and generosity of the messages we have received from our Trust friends and colleagues. This means so much to us: thank you and our very best wishes for the future."



## Michele says thank you

### Another recently retired staff member sent the following message into Outline:

"My name is Michele Silavant and I was a Clinical Nurse Specialist with the Colorectal Team (GRH) for seventeen years.

"The last few years as the Lead nurse across both sites. Prior to that I was one

of the sisters on ward 5b. I have just left the Trust and wondered if you could print my gratitude as follows – I wanted to say a big thank you to those of you who contributed to my wonderful gifts.

"Your generosity was overwhelming and I adore the bracelet. Thank you also for your kind words and reflections, for the photos, the memories and laughter. I miss you all."

cheltenham  
and gloucester  
hospitals charity



## Charity of the year

**When Mike Harrison began a year as senior captain of Tewkesbury Park Golf Club, he took the opportunity to say thanks to the dedicated Cardiology Team at Cheltenham General Hospital who helped to transform his life and to do something to make an impact for future patients.**

With support from the golf club members, Mike raised £2,007 to help provide extra care and equipment for local heart patients through a year of fundraising events at the Golf Club; featuring a Captains day and dinner, a trick-shot challenge and numerous raffles, sweepstakes and competitions to raise funds at every opportunity.

*"I am so grateful to the NHS and the cardiology team"*

Mike explains: "Little did I realise that when I approached my GP to discuss irregular heartbeats that within a few months I would be needing an implanted cardiac device and be on medication for the rest of my life; but that's what's happened. It was an easy choice for my nominated charity in my Captain's year because I am so grateful to the NHS and to the cardiology team in particular. Without their expertise and efforts, I don't know



what would have been the result; but I suspect the worst! I now have many more enjoyable years in front of me."

Head of Fundraising Richard Smith: "We are delighted to receive this donation which will make a huge difference to local cardiology patients.

"Donations help us to purchase specialist equipment which we otherwise would not be able to afford, such as state-of-the-art portable ECG machines which enable our staff to treat patients more effectively.

"We are very grateful indeed to Mike, to Tewkesbury Park Golf Club and all who supported the fundraising to make a difference for our heart patients."

## A close shave

**Our Cheltenham and Gloucester Hospitals Charity has been delighted with the response from the local community in supporting The Cupcake Challenge and raising funds for The Breast Cancer Appeal.**

Staff at both hospitals took part and cupcakes were delivered to Wards at the hospital, we held sales in Gloucestershire Royal Atrium and the Breast Care Unit at Cheltenham General Hospital.

The support of many local businesses, Henry Trinder and fellow Gloucester Rugby players and even local radio presenter Dominic Cutter at Radio Gloucestershire, all trying to raise funds to purchase two Gamma Probes for Cheltenham General and Gloucestershire Royal Hospitals, which would help the Breast Care team patients underwent their surgery, locating very precisely where the cancer was and therefore helping to stop it spreading.

Karen Organ, Senior Fundraiser says "We are so fortunate to have such generous businesses in the county who want to give



back to their local hospitals, making a real difference. Colour Connection sponsored all of the literature, banners and pop up and local businessman, Sam Hemmings from Design Fibre was so generous with his expertise in design, both backing the Breast Cancer Appeal from the very start.

"Thanks goes to everyone who baked, ate and sold cake raising funds towards the Breast Cancer Appeal, but special thanks really should be to Jane's Pantry, selling the cupcakes in their shops and selling them from their delivery vans, donating every penny. The support for this appeal has been incredible."

## Running for Ward 2B

**Clare Manton was extremely grateful for the care that Ward 2B gave to her father, so when she won a place for the 2017 London Marathon, she decided to say a special thank you in his memory by fundraising.**

This was aimed at helping the ward to purchase a 'rise and recline' chair, which will allow family members and friends to rest when they need to stay by a loved one's bedside. Clare explained: "The

entire ward staff; from the cleaners, to the nurses, to the consultants; were absolutely amazing to both my father and us as a family. Their care and compassion was overwhelming, so giving something back to them will be very special."

Winning a place in the London Marathon is very competitive, but Clare was finally successful on her fifth year of entering, and with daily training and fundraising is determined to raise as much as possible to support Ward 2B.

## Common ground for weight management

**A group of our weight management patients have taken part in some of CCG-funded arts projects, as part of their art in health commissioning project.**

Dr Gail Bohin says: "One of these projects with Artspace in Cinderford has resulted in the patients creating a mixed media hanging which represents Gloucestershire. We hope that it will come and reside in Beacon House once it's been on display."

*"They worked together both in session time and at home"*

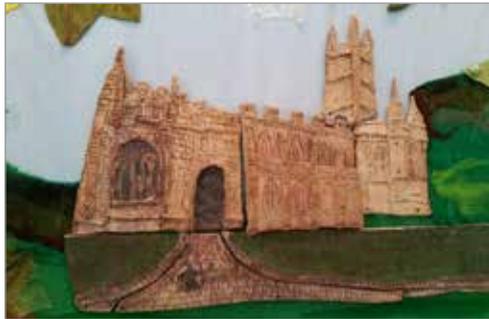
The Cultural Commissioning Programme is an exciting collaboration between the Arts Council England (ACE) and the NHS. This countywide programme was a unique opportunity for the arts and the health sector in Gloucestershire to work together, to explore the benefits of creative activity on patient well-being.

The 'Common Ground' project was part of the Cultural Commissioning programme.

Hannah Elton-Wall, General Manager at Artspace Cinderford said: "Artspace were delighted to have the opportunity to work with patients of the weight management clinic at Gloucestershire Royal Hospital.

"They worked together both in session time, and at home, to create this stunning mixed media wall hanging depicting Gloucester.

"The group tried a range of different creative activities and explored using different mediums. The textile hanging incorporates ceramics, leather work, beading, felting, printing and stitching.



This piece will be exhibited at Cinderford Artspace, The Roses Theatre Tewkesbury and will then be on display at Beacon House at GRH. [www.artspacecinderford.org](http://www.artspacecinderford.org)

**1000  
Thank yous**

Detail of 1000 Thank yous installation –  
For more info, see p16

# Involve

MARCH–APRIL 2017

Thank you to those who kept me calm and looked after me before, during and after surgery. You are all amazing x

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Twitter, Tina (7 February 2017)

