



Spring 2005

Addenbrooke's Hospital **NHS**

Cambridge University Hospitals NHS Foundation Trust

Members Matter

Members Matter – News for our NHS Foundation Trust members

Governor Elections

It's hard to believe that a year has flown by so quickly and that it's nearly election time again! By using your vote in May, you'll have the chance to have your voice heard by electing six governors. You will automatically receive voting papers, so you don't need to worry about missing out on your chance to vote.

You will have received details of how to apply for a nomination form to stand as a governor – either in the December edition of 'Members Matter' or in the welcome letter that you received shortly after becoming a member. The deadline for standing as a governor has now passed, but if you missed out this time but would be interested in standing for election next year, please do get in touch with the Membership Office (contact details listed below).

There are three patient governors, two public governors and one staff governor up for election. We are hoping for a really good election turnout – it is so important to use your vote to make sure the governors who are elected truly represent the membership and that your voice is heard. This accountability really is at the heart of what NHS Foundation Trust status is all about.

Why not come along and meet the candidates so you can decide who will best represent you? The dates and times of these sessions are listed in the 'dates for your diary' section on the back page.

The results of the election will be announced at an event to be held on Thursday 19 May at 1100hrs in the Boardroom at

Addenbrooke's – please feel free to come along.

If you will require the ballot paper in another language, please contact the Membership Office on 01223 256 256 by Friday 22 April 2005.

In the first election for governors which took place in March 2004, appointments to the Board were phased for one, two and three years according to the number of votes received by each candidate, in order to ensure that not all governors are subject to re-election at the same time. Governors elected in the forthcoming 2005 elections will all be elected to the Board for a three-year term.

Patient governors

Mary Chaloner
Tony Roberts
Maureen Hart
Bob Michell
Valerie Muir
Fredoon Amroliwalla *
Iqbal Warsi *
Susan Bullivant *

Public governors

Nicky Goddard
Kazia Gaseltine
Elizabeth Earle
Judith Ewer
David Kreil
Brian Gerbaldi *
Roly Cockman *

Staff governors

Jim O'Sullivan
Colin Carr
Angela Donnelly
Nigel Burrows *

* Indicates those governors who are coming to the end of their one-year term and their positions on the Board of Governors are up for election this year.

Governors head out and about with the Modern Matrons

Since becoming an NHS Foundation Trust, governors have been regularly venturing out, visiting venues across the region in order to hear your views and meet you face to face. These meetings have been invaluable to the governors, but we thought it was about time you, as members, got something more out of it too!

So ... later this year, the governors are going to be joined by some of our senior clinical nurses (or 'modern matrons', as they are more commonly known). This will offer you the opportunity to find out more about what they do, how they are helping to improve patient care and also how they're helping the hospital to fight infection (see article on the back page). We're also going to be changing the times of the meetings, alternating them between afternoons and evenings, so that more of you will be able to attend.

To find out the dates, times and venues, please see the 'dates for your diary' on the back page.

Contact details:

The NHS Foundation Trust Membership Office can be contacted on 01223 256 256 (internal extension 56256) or at

foundation.trust@addenbrookes.nhs.uk

Governors can be contacted at governors@addenbrookes.nhs.uk

NHS Foundation Trust Membership Office, Box 146, Addenbrooke's Hospital, Hills Road, Cambridge, CB2 2QQ



Fraser's letter

The first six months of being a Foundation Trust were an interesting time for all involved. We needed to find our feet, work out exactly how the new status was going to affect us - and just how we were going to be able to work with governors and members to make sure that members' voices were heard. Now that we've settled into the new way of working, we've really been able to get going with taking things forward - and you'll be able to see from this latest edition of 'Members Matter' just what we've been doing to make a real difference.

There are several key 'hot topics' within the NHS, which come up time and time again - so, with your help, we've set up focus groups to look at what we can do to try to improve the services we deliver in these areas. To see some of the outcomes of the meeting, see the article alongside.

We have also been looking at membership, and what we can do to make sure that we're doing everything we can to reach as wide an audience as possible. The group has already met 4 times and we're pleased to say that some real progress is being made. The group has also suggested making the newsletter more 'two way' - so keep your eyes peeled for some new columns in the next edition which will give the governors more of a voice and give you more of an opportunity to have your say on the issues that are concerning you.

And lastly ... I'd just like to remind you to use your vote during the forthcoming elections. If you're not sure who to vote for, just pop along to the 'meet the candidates' session (date on back page) and see who you think is best for the job. You now have the final say in who represents you and your views - so please don't waste your vote - the Board of Governors needs you!

With very best wishes - and until next time ...

Fraser Rogers
Membership Manager

Staff governors at team meetings

If you would like a staff governor to attend your team meeting, please discuss it with your manager and ask them to contact the NHS Foundation Trust Membership Office by emailing foundation.trust@addenbrookes.nhs.uk or calling extension 56256. We will liaise with the governors and arrange a suitable date.

What you've been telling us ...

At the end of last year, we asked governors to tell us what topics members had been asking them about and, from that discussion, five focus groups were set up to look at the most common issues for comment and concern. The members of the groups were selected at random and asked to suggest specific principles for the care and service that patients and visitors should receive whilst at the hospital.

Each of these groups have now met - and the suggestions that members put forward are being fed back not only to the Board of Governors, but also to the relevant people within the different areas of the Trust so that they can help to inform future planning and training. We couldn't have done it without the help of those members who took part - so thank you to everyone who participated. A full copy of the relevant report will be sent out to all those members who attended focus groups, just as soon as they have been finalised.

It would be impossible to list all the recommendations from each of the five reports in this newsletter, so if you would like a copy of any of the full reports please contact the Foundation Trust Membership Office on 01223 256 256.

Below are listed two recommendations from each focus group:

Discharge from hospital focus group

- Communicate with patients about the timescale of receiving the drugs they will be taking home
- Inform the patient (and family with the patient's consent) of discharge considerations well ahead of discharge

Customer care standards focus group

- Staff should be aware of forms of address to patients; first name may not be as given on notes, and some patients may prefer title and surname
- Patients need to be informed of recovery times so they know how long they will have to take off work

Communication and patient information focus group

- The report is in production (more in next newsletter)

Hygiene focus group

- Regular meetings with members to trace progress, inform of current policies, and allow feedback
- Prominent locations for signage and hand disinfectant around the Trust

Feeding and nutrition focus group

- Senior nurses to be given overall control of ensuring meals are served to patients in a proper manner, with staff receiving training in the basic skills of catering
- Re-introduction of protected mealtimes and the provision of dining areas for those patients who are able to use them

The Trust is now following up the recommendations with key staff and managers to see whether in each case anything similar already happens and if it doesn't, whether systems or processes could be adapted. Updates of findings will appear in future editions of Members Matter.

Get lost!

We all know that the signage and directions for visitors and patients at Addenbrooke's can be confusing ... to say the least! That's why we are currently undertaking a 'wayfinding' project, which is designed to make it easier and simpler to find your way to the hospital, and then around the site once you're here.

Before the project got too far underway, we thought it would be good to hear your views, so that they can help to guide the project as it progresses over the coming months. So, recently, two governors and a number of members met with Trust staff and the external consultants who are involved in a project and some extremely useful feedback was collected. We will keep you posted with how the project progresses, but rest assured, members will have played a vital role in you not getting lost in future.



Medicine for Members

Honorary Consultant Medical Oncologist, Dr Helena Earl will be giving an informative talk and an insight into breast cancer on **Thursday 9 June 2005** at **1830hrs** in the **William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital, Hills Road, Cambridge.**

As ever, tickets are free of charge. Please call the NHS Foundation Trust Membership Office to reserve your place on 01223 256 256

Keith Day gets MBE

Addenbrooke's Hospital is celebrating the awarding of an MBE to Keith Day, Trust Secretary at Addenbrooke's Hospital, in the Queen's New Year's Honours list. The award recognises Keith Day's 40 years' service to the NHS, including many years at Addenbrooke's.

Malcolm Stamp, Addenbrooke's Chief Executive, said: "We are all delighted that Keith's many years of dedication have been recognised in this way. Keith set a gold standard for us in the way that patients should be treated, always showing kindness and compassion; knowing that these aspects of care are as important, if not more important in some cases, than the clinical care itself."

Take five with a staff governor

Key worker / low cost housing and child care provision at Addenbrooke's are just two of the subjects that you may like to discuss with your staff governors. The dates and times that they will be available are listed overleaf.

Just come along and have a chat.

Addenbrooke's needs you!

We are looking for people with experience of preparing agendas and papers, and minuting meetings, to work on a freelance basis within Addenbrooke's Trust Secretariat. You would be assigned to a committee in which you have a particular interest, to work mainly from home, on the basis of around 8 hours a month.

You will be paid at a rate appropriate to the importance of the role. If you are interested, please write with your curriculum vitae to:

Sharon Scotcher, Management Office Administrator, Box 146, Addenbrooke's Hospital, Hills Road, Cambridge CB2 2QQ

Should you wish to discuss this further, please do not hesitate to give Sharon a call on 01223 217 735.

Please do contact the NHS Foundation Trust Membership Office if:

- You would prefer to be contacted by e-mail in future.
- There is more than one member in your household, and you would like to share newsletters in future. Please contact us with the names of the members, and the address.
- You are moving house. Please don't forget to advise us of your new address.
- You no longer wish to be a member.
- You are aware of a member who has died. The Trust endeavours, as far as is practicable, to check records before mailing. We would, however, be extremely grateful for any additional assistance in avoiding any further distress.

IMPORTANT

Please note that public members have the right to request that their details are not made available to members of the general public in the register of members.

To do so please call the NHS Foundation Trust Membership Office on 01223 256 256 or email

foundation.trust@addenbrookes.nhs.uk

Patient and staff members' details are already withheld from general public view.

Important dates for your diary

April – November 2005

21 April	Patient and public governor / member event, 1800 – 1930hrs, Comberton Village Hall, Green End, Comberton
26 April	Poll opens in governor elections
28 April	Staff governor / member event, 1300 – 1400hrs, The Rosie Corridor
4 May	Staff members meet the candidates' event, 1200 – 1400hrs, The Rosie Corridor
4 May	Patient and public members meet the candidates' event, 1730 – 2000hrs, The Hexagon, Frank Lee Centre, Addenbrooke's Hospital
11 May (Moved from 4 May)	Patient and public governor / member event, 1800 – 1930hrs, All Saints Church Hall, Church Walk, Melbourn
17 May	Staff governor / member event, 1200 – 1300hrs, entrance to food court
18 May	Poll closes in governor elections
19 May	Governor election results announced (see main article)
9 June	Medicine for Members (see page 3 further details)
16 June	Patient and public governor / member event, 1800 – 1930hrs, Lecture Room, Cottenham Village College, High Street, Cottenham
21 June	Staff governor / member event, 1300 – 1400hrs, The Rosie Corridor
1 July	New governors officially take up post
7 July	Board of Governors' meeting, 1730 – 1930hrs, The Hexagon, Frank Lee Centre, Addenbrooke's Hospital
21 July	Patient and public governor / member event, 1400 – 1530hrs, Village Hall, Victoria Street, Littleport
16 August	Patient and public governor / member event, 1800 – 1930hrs, Bolford Street Hall, Bolford Street, Thaxted
22 September	Patient and public governor / member event, 1400 – 1530hrs, Heritage Hall (Lower Hall), Royston Town Hall, Royston
27 October	Patient and public governor / member event, 1800 – 1930hrs, King Edward VII Memorial Hall, High Street, Newmarket
15 November	Patient and public governor / member event, 1400 – 1530hrs, Bar Hill Church Centre, Bar Hill

Focus on ... Addenbrooke's The Hospital in profile

Infection control at Addenbrooke's

The past few months have been a busy time for the infection control team here at Addenbrooke's. MRSA has been in the headlines on an almost daily basis and we've been busy doing as much as we can to ensure that the hospital environment is as safe and clean as possible.

However, protecting patients from infection is the responsibility of everyone - including staff and visitors - so here is some practical information, which we hope will be of interest to all.

About MRSA...

People in hospital worry most about catching MRSA, which is a type of bacterium (bug) that is less easily treated with common antibiotics. People can have it on their skin (called colonisation) without it causing any problems. Other people can get more serious infections with it.

At Addenbrooke's, we are serious about preventing all infections (including MRSA) especially in those patients who are most at risk. These include those who have intravenous (IV) lines, wounds, or are particularly susceptible to infections (some people who have cancer, the very old and very young).

What we're doing to help improve the situation

Cleaning: We aim to keep the hospital environment clean and tidy at all times. We employ trained staff to clean both our ward areas and other areas of the hospital. The cleaning of clinical areas is overseen by senior clinical nurses (our 'modern matrons'). If you are in the hospital and think something needs cleaning, ask a member of staff - they should attend to it as soon as possible.

Hand cleansing: There is alcohol hand rub at the entrance of all wards and bays and by each bed. This is for the use of all staff, patients and visitors. It is quicker and easier to use than soap when your hands are not actually soiled but might be carrying 'hidden' bugs. Please always wash your hands first if they are soiled.

Well-trained staff: To keep up with the latest guidelines for protecting patients, our staff are constantly being reminded of effective ways of preventing infection including how to care for difficult wounds and IV lines.

Aprons and gloves: Staff should be using aprons and gloves as 'personal protection' when they are changing dressings or giving patient care - this protects them, their uniforms and you.

Reduced risk by segregating patients: When we know patients are at risk of serious infection, we can use our side rooms or smaller (cohort) bays to segregate them. These areas are barrier nursed.

Antibiotics and treatment: We use antibiotics according to well-established guidelines - sometimes to prevent infection (before and after some operations) and sometimes to treat a known infection. We want to use the right ones at the right time to ensure they help you when you need them.

Additional deep cleaning of wards: When we consider it might help prevent infection, we will close down areas of wards for enhanced cleaning.

Infections worry us all and they can be complicated to understand. If you have any questions about infections at Addenbrooke's, please contact our Patient Advice and Liaison Service (PALS), based in our Information Centre just by Main Reception, or call them on 01223 216 756.

