

Important dates for your diary

August – December 2005

16 August	Meet the governors and matrons Opportunity for public and patient members to come and find out more about the role of the modern matrons and chat to governors, 1800 – 1930 hrs , Bolford Street Hall, Bolford Street, Thaxted, Nr Saffron Walden
15 September	Medicine for Members lecture - Aortic aneurysm surgery: 'Don't go breaking my heart' being given by Mr Michael Gaunt, Consultant Vascular Surgeon. 1830 hrs in the William Harvey Lecture Theatre, the Clinical School, Addenbrooke's Hospital
20 September	Annual General Meeting, from 1800 hrs onwards, Food Court and William Harvey Lecture Theatre, Addenbrooke's Hospital
22 September	Meet the governors and matrons Opportunity for public and patient members to come and find out more about the role of the modern matrons and chat to governors, 1400 – 1530 hrs , Heritage Hall (Lower Hall), Royston Town Hall, Royston
27 October	Meet the governors and matrons Opportunity for public and patient members to come and find out more about the role of the modern matrons and chat to governors, 1800 – 1930 hrs , King Edward VII Memorial Hall, High Street, Newmarket
15 November	Meet the governors and matrons Opportunity for public and patient members to come and find out more about the role of the modern matrons and chat to governors, 1400 – 1530 hrs , Bar Hill Church Centre, Bar Hill, Cambridge
1 December	Medicine for Members lecture - Blood clotting: walking the tightrope, being given by Dr Trevor Baglin, Consultant Haematologist. 1830 hrs in the William Harvey Lecture Theatre, the Clinical School, Addenbrooke's Hospital
8 December	Board of Governors' Meeting, 1730 hrs , The Hexagon, Frank Lee Centre, Addenbrooke's Hospital

Focus on ... Addenbrooke's The future of emergency care - the Emergency Assessment Unit

An exciting new project to re-organise emergency care is underway at the hospital.

Work has recently started on the new Emergency Assessment Unit (EAU), bringing together all areas of emergency assessment.

The current situation

Addenbrooke's currently has two 'front doors' for emergencies - the Accident and Emergency department and the Medical Assessment Unit (MAU), situated at opposite ends of the hospital. The new EAU will provide one 'front door' for patients where they will be assessed and treated quickly by the right staff. This will enable us to decide where patients need to go and identify which tests need to be done. We will also work out whether patients need a specialist opinion or can be managed within the Unit.

Why the change?

Every year the hospital treats more and more emergencies. To keep pace with this increase, and to concentrate emergency facilities in one place, the new four-storey Emergency Assessment Unit will be built beside and incorporating the existing A&E department. All patients will be assessed in the current A&E where a specialist team of doctors, nurses and other staff will make early decisions about treatment and care.

What will the new unit provide?

One of the features of the unit will be medical and surgical short-stay wards and assessment units for both adults and children where patients will be admitted for a maximum of 72 hours. These facilities will be used to monitor and assess patients who need short-term care with frequent review and stabilisation of a condition, for example asthma sufferers. "Although some patients will be able to go home quickly, there will be others who need a period of observation and treatment but might not necessarily need to go onto a general ward," explains Sandra Myers, Emergency Care Lead. "This is good for patients and good for the hospital, for example the wards will see fewer unplanned emergencies so they will be able to plan their workload more easily."

The unit will benefit from improved radiology (x-ray) facilities and rapid pathology testing (for samples like blood and urine) which will help decisions about patient care to be made quickly.

The unit will also provide dedicated space for specialist work, for example patients who come in with DVT (deep vein thrombosis) will be managed by specialist nurses within the unit and will then be followed up with an outpatient appointment.

Other features include 'rapid access' clinic facilities for emergency patients, which means certain patients can be seen in the more appropriate setting of a clinic rather than in the A&E department.

What next?

The unit is planned to open in early 2006. "Staff who work in emergency care across the Trust have all been working together on this project to find a much better way of working for the patient, and we've had some excellent ideas and comments from patients who have used the A&E and the MAU. It's all about improving patients' experience of the hospital and ensuring they are rapidly discharged if appropriate or admitted to the right bed," says Sandra. "What's more, job satisfaction for staff will increase because they will be able to provide improved, timely care for patients."



Focus groups feedback

In the last issue we included some recommendations from four of the focus groups. Below are two recommendations from the Communication and Patient Information focus group that we did not include:

- Clear instructions on how to find specific clinics / wards.
- Prospectus guide for patients to explain services and give contact details.

Feedback from recommendations so far

- The Discharge focus group recommended an audit to ensure discharge processes are being observed.
- The Clinical Audit and Effectiveness Manager is now carrying out a discharge audit
- One of the Customer Care Standards Focus Group's recommendations was that staff badges should be more easily visible and names on them should be in much larger print
- The Access Manager is producing some proofs of large-print badges
- A recommendation from the Hygiene focus group was that the Trust should provide more and improved information on hygiene for patients and visitors.
- The Royal College of Nursing produces leaflets especially for visitors and the Trust has 'Take 5' and 'Together we can fight infection' leaflets. The patient information team are revising and prioritising such leaflets. There is also an MRSA section on the public website.

Further updates will be provided in the next issue. Members who attended the focus groups will receive more detailed updates by letter in due course.

Governor feedback

Governors have been busy talking to members about any comments and concerns they have about the Trust, and we thought it would be interesting to outline just a few of the issues raised (anonymously, of course), to show you how your governors have been able to help. This will be a regular feature, so if you have anything to add, please do let us know (contact details on the front page).

- A member of staff recently approached one of the staff governors about eligibility for low cost housing. They had been told, incorrectly, that they did not qualify and wanted to raise the issue. The governor in question was able to find out the correct contact details for the team responsible and the member of staff has now found out that they are eligible and is pleased to have contacted a governor, as the situation has been turned around.
- A public governor recently offered a member the opportunity to be more active and engaged with the Trust, by giving her details to the Membership Office. This member has now joined the Trust's Patient Involvement and Communications Committee.

Meeting Modern Matrons

In the last newsletter we told you that Modern Matrons (Senior Clinical Nurses) would be accompanying governors as they travelled around the membership area. So far, they have joined governors at the meetings in Melbourn, Cottenham and Littleport and will be in Thaxted on 16 August.

This change in format of the meetings has been very successful and members have been taking the opportunity to find out about the role of Senior Clinical Nurses within the Trust, and also have been keen to discuss other issues with the governors present.

Do come along to meet the matrons at one of the future venues detailed in the 'important dates for your diary' on the back page. We're looking forward to meeting you!

If you have any suggestions about who you would like to see at future meetings, please do let us know (contact details for the Foundation Trust team are listed on the front page).

HOT TOPIC

Smoking in public places is a hot topic in the news at the moment, and Addenbrooke's will soon be taking part in the debate. The views of patients, public and staff will be sought over the next few months to help us develop a policy for where smoking should or should not be allowed on the hospital site. Look out for our 'smoke-free' questionnaire which will be announced through the local press and published on our website – www.addenbrookes.org.uk And, start thinking now ... what would you like to see happen at Addenbrooke's? But please wait until the questionnaire is published before sending your views.

We will update you on the progress of the project in the next issue of Members Matter.

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.



Summer 2005

Addenbrooke's Hospital **NHS**

Cambridge University Hospitals NHS Foundation Trust

Members Matter

Members Matter – News for our NHS Foundation Trust members

And the winners are ...

As you will hopefully know by now, governor elections took place in May, looking to elect three patient, two public and one staff seat to the Board of Governors.

The following candidates were successful and took up position on the Board of Governors on 1 July.



Left to right: Colin Greenhalgh, Vice-Chairman, and Michael Monk, Patient Governor

Patient Governors

Susan Bullivant – elected 1st with 2,068 votes (re-elected)
Michael Monk – elected 2nd with 1,616 votes (new governor)
Fredoon Amrolliwalla – elected 3rd with 1,352 votes (re-elected)

Public Governors

Gill Francis - elected 1st with 2,273 votes (new governor)
Brian Gerbaldi – elected 2nd with 1,874 votes (re-elected)

Staff Governor

Nigel Burrows – elected with 1,121 votes (re-elected)

They will all serve a period of three years on the Board of Governors and everyone at Addenbrooke's would like to congratulate them and wish them well in their roles. We would also like to thank everyone who stood for election, for their ongoing support of the Trust and hope that they will consider standing again next year.

All the elected governors listed above would like to express their sincere thanks to those members who voted for them and have said that they are looking forward to ensuring that members' voices are heard over the next three years.

These governors can be contacted (as can all the others) via the NHS Foundation Trust Membership Office by telephone on 01223 256256 or e-mail at governors@addenbrookes.nhs.uk

Medicine for Members

Medicine for members lectures are becoming increasingly popular with each passing session – so to make sure you get a seat, call early and book your place!

The next talk will be taking place on **Thursday 15 September** at 1830 hrs in the William Harvey Lecture Theatre at the Clinical School, Addenbrooke's Hospital. The talk will be given by award-winning Consultant Vascular Surgeon, Mr Michael Gaunt and is entitled **Aortic aneurysm surgery: 'Don't go breaking my heart'**. Mr Gaunt will be letting you know all about a pioneering technique that makes surgery for abdominal aortic aneurysms safer. The team's work was recently acknowledged at the Vascular Society of Great Britain and Ireland Annual Meeting where they picked up the Society's highest research award, the Founder's Prize.

Please call the NHS Foundation Trust Membership Office for tickets

The event after that will be **Blood clotting: walking the tightrope**, presented by Dr Trevor Baglin, Consultant Haematologist. This will take place on **Thursday 1 December** at 1830 hrs and will also be held in the William Harvey Lecture Theatre in the Clinical School, Addenbrooke's Hospital.



Mr Michael Gaunt, Consultant Vascular Surgeon

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

Summer seems to have just begun – and we're approaching the autumn already. But that's no bad thing, as we have some interesting times ahead and will be offering you all lots of opportunities to get involved with some of the key activities that we have planned for the months to come.

Firstly though, I would like to welcome all the new and re-elected governors, who are already in place and making their mark. If you would like to come and meet them, as well as our existing governors, please do come to our Annual General Meeting on 20 September, 1800 hrs – 2000 hrs. We're hoping that the majority of our governors will be on hand to listen to your views and help in any way they can. There will also be the opportunity to learn more about some of the work that Addenbrooke's staff have been undertaking during the past year, as well as hearing what our Chairman and Chief Executive have to say about the year just gone and the one ahead. With so many new developments planned for the site, it promises to be an interesting evening for all. You don't need to book a place and admission is free, so please just turn up!

I would also like to thank all those members who have come to our member/governor meetings in the local community. These meetings are your chance to chat face to face with governors and make sure that your views really are fed back to the appropriate people within the hospital. It's clear to see that many of you have an interest in Modern Matrons – and these meetings have been a fantastic opportunity to hear, first hand, your views about the role they have and listen to your ideas for their role in the future. The governors have welcomed their presence, and if you have any suggestions for the content of future meetings, we'd be very pleased to hear from you. I would urge you to take advantage of the opportunity of coming along to a venue near you to find out what's going on and have your say – your views are hugely important to us.

Lastly, I hope you will see that we are as keen as ever to hear what you have to say about how we run the hospital. So, do take a look at the 'hot topic' and let us know what you think!

Happy reading ...

Fraser Rogers
Membership Manager

It's your hospital ...

so come and find out more about our work and plans for the future ... make a date in your diary – **Tuesday 20 September** – for the NHS Foundation Trust's first **Annual General Meeting – a meeting with a difference** in the staff area of the Food Court from 1800 hrs

Annual General Meeting – a meeting with a difference

in the staff area of the Food Court from 1800 hrs

You will be able to:

- look at displays about the hospital and its work
- find out what we have achieved over the last year
- see what we are planning for next year
- talk to frontline staff about how we are changing and developing our services
- meet the Trust's directors and governors.

Our Chairman and Chief Executive will give short presentations from 1915 hrs and you can take this opportunity to make your comments or ask questions.

There will be over 40 displays to look at – these are just a few of the issues you can find out about:

- how we are tackling MRSA
- plans for developing a state-of-the-art emergency centre
- hospital food – come and sample it for yourself
- how new technology is changing our laboratories
- the work of sterile services
- the part fundraising plays in the hospital
- our art and archive projects
- wayfinding – the project that will make it easier to get around the site

We look forward to seeing you at the meeting. Your views and involvement are an important part of the hospital's future.

If you would like any further information, please contact the NHS Foundation Trust Membership Office on 01223 256 256.

What's been happening at Addenbrooke's

April to July 2005

Top nurse says 'clean your hands'



Chief Nursing Officer for England, Chris Beasley, visited Addenbrooke's to help launch the 'clean your hands' campaign. Chris Beasley toured a few wards and met with modern matrons and the infection control team who were keen to tell her how they are going about reducing infection and keeping the hospital clean and tidy. Chris Beasley said she was impressed with the action being taken at Addenbrooke's to improve cleanliness and patient safety, and encouraged staff to keep up the good work.

Top IT award for improving transplant service

Addenbrooke's Hospital has scooped a national award for a pioneering system that helps the transplant team access the latest information about patients on waiting lists from wherever they are working.

One of UK's top hospitals

Addenbrooke's was named one of the UK's 'top 40 hospitals' for the fourth time in the annual Top Hospitals Awards run by CHKS.

Breast cancer breakthrough

The Cambridge Breast Unit at Addenbrooke's Hospital contributed to a breakthrough in finding the most effective way of detecting breast cancer in high-risk women. A study by the Institute of Cancer Research found that magnetic resonance imaging is twice as sensitive as x-ray mammography in detecting breast cancer in women at high genetic risk.

Heart clinic transforms service

A clinic at Addenbrooke's Hospital run by an award-winning nurse to treat irregular heart rhythm has been recognised by the British Heart Foundation, who recently presented Nick Mills, Cardiology Specialist Nurse, who leads the clinic, with their first ever 'Excellence Award'.

New stroke bay opens

A new acute monitoring bay for stroke patients has officially opened at Addenbrooke's Hospital - giving patients the specialist care and monitoring they need, and making the hospital's Lewin Stroke and Rehabilitation Unit one of the most advanced in the country for stroke care.

More cots for Special Care Baby Unit



The extended Special Care Baby Unit was officially opened by Holly and Louis Rolfe who were both cared for in the unit. The number of cots were increased from four to ten, freeing up space in the neonatal intensive care unit for intensive care or high dependency babies, and providing a more appropriate space for families.

Heart patients in safe hands

Addenbrooke's Hospital has a higher than average percentage of patients receiving clot-busting treatment within 30 minutes of arriving, said a national report on how the NHS manages heart attacks.

New birth unit officially opens

The midwifery-led birth unit officially opened, offering women a home-from-home birthing experience within the safety of the hospital. Women are able to make

choices about their care and are encouraged to have a normal birth without intervention.

New nursery opens at Addenbrooke's - biggest in NHS

A new nursery for Addenbrooke's staff and other parents opened, bringing the total number of nursery places for the children of Addenbrooke's staff to 306. The new nursery is one of many initiatives to make life easier for Addenbrooke's employees.

Official opening of cytology lab



The cytology laboratory at Newmarket was officially opened by pop star Ronan Keating. The new lab analyses cervical smear tests, improving the quality of the service for the local population of both Addenbrooke's and West Suffolk Hospital, and modernising the service to support the needs of the patient and new ways of working and technology.

First anniversary of becoming an NHS Foundation Trust on 1 July

One year on from becoming an NHS Foundation Trust we now have over 22,000 members. Governors have made a real difference in a number of ways, such as the governor-led focus groups – and by representing your views and opinions. The second annual elections for the Board of Governors have taken place and there are a number of exciting developments underway earlier than would otherwise have been possible, as a result of Foundation Trust status, such as the building of the new Emergency Assessment Unit (see Focus on...)

Hospital performing well despite losing star

Results of the Healthcare Commission star ratings, published at the end of July, show that NHS trusts in England have improved their performance against tougher targets during the last year. Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's Hospital) has been awarded two stars.

Speaking about the ratings, Malcolm Stamp, Addenbrooke's Chief Executive, said: "This has been a year of such notable achievement in the range and quality of services we offer to our patients, so we are naturally disappointed to have dropped a star in this year's Healthcare Commission ratings. The rating in no way diminishes the quality of care at Addenbrooke's, and we will continue to work hard at developing and improving our services to the highest standard."

The hospital's performance has been excellent again this year, which has seen many challenges and a new way of working as the hospital has established itself as an NHS Foundation Trust. All eight key targets have been achieved, and the Trust has come in the top band of performance in the clinical focus area.

Malcolm Stamp continued: "Unfortunately we only just missed out on three stars because we did not perform so well in the areas of delayed discharges and cancelled operations despite making progress over the past year. New initiatives have been put in place to address these issues and we are firmly committed to continuing our good work. Our focus is, and always has been, the quality of the service we provide to patients, and we are undeterred in our commitment to strive for the best quality in this area."

Annual Report

Every year, the Trust is required by Act of Parliament to produce an Annual Report and this year's report will be our first Annual Report as an NHS Foundation Trust. It will detail much more than the Trust's finances – it will also cover Trust performance and activity, the news of the past months as an NHS Foundation Trust and the make-up of the Board of Governors and Board of Directors. It's due to be published next month, so please check out our website to read more about these issues.

Meet your staff governor

Staff governors have been available to meet with staff either in the Rosie Corridor or in the entrance to the Food Court once a month since last year. In order that staff don't have to take the time to go to the governors – the governors can come to you! They can make informal visits to your departments to chat with you and answer any questions you may have.

If you would like an informal visit from the staff governors, or would like the governor to attend your team meeting, please discuss with your department head and ask them to contact the Foundation Trust Membership Office on extension 56256 or by internal e-mail at Foundation Trust to arrange a suitable date and time.