

Autumn / Winter 2006

Members Matter – News for our Foundation Trust members

New Chief Executive for Addenbrooke's Hospital

A doctor with extensive health service and commercial experience both in England and Australia has been appointed chief executive of Cambridge University Hospitals NHS Foundation Trust.

Dr Gareth Goodier, who took up his role on 4 September, joins Addenbrooke's at a time of notable achievements, improved performance, and development.

Speaking of the appointment, Dr Mary Archer, Addenbrooke's chairman, said: "I am delighted that we have found someone of Dr Goodier's calibre to lead Addenbrooke's forward. Malcolm Stamp, our outgoing chief executive, is a tough act to follow and Dr Goodier has the right leadership skills and experience to ensure that Addenbrooke's continues to deliver excellence for our patients and public."

After qualifying as a doctor in 1975 and working in the north of England, Dr Goodier spent many years in Australia as chief executive of a number of major hospitals and health systems. He returned to England in 2003 to take up the post of chief executive at the Royal Brompton and Harefield NHS Trust and from 2004 headed up the North West London Strategic Health Authority.

Gareth said of his appointment: 'I have long regarded Addenbrooke's as a centre of excellence. I am absolutely delighted to be joining the team and look forward to the challenges a busy Foundation Trust and teaching hospital hold.'

Election Roundup

Election results 2006

In the 2006 Board of Governors elections, there were three public governor positions to elect to. Elizabeth Earle and David Kreil decided not to stand again as their terms ended. Judith Ewer was re-elected and Roly Cockman and Eric Revell were elected to the three positions.

There were also two patient governor positions to elect to and Valerie Muir and Bob Michell were both re-elected

Angela Donnelly was re-elected unopposed to the one staff position.

The Trust offers its congratulations to governors elected and re-elected and expresses its thanks to departing governors for their work during their terms of office.

2007 elections... just around the corner!

In the spring of next year it will be time for governor elections once again. At the appropriate time you will automatically be sent voting papers and details of each nominated candidate. Please remember to vote - your vote

is essential in ensuring that the Board of Governors is truly representative of our patients, public and staff.

In April and May of 2007 we will be electing two public, three patient and two staff governors to the Board of Governors. **If you are considering standing for election, nomination forms will be available from Monday 12 March 2007 and can be obtained by contacting Customer Services, Electoral Reform Services Limited, The Election Centre, 33 Clarendon Road, London, N8 ONW, Tel: 020 8889 9203 Fax: 020 8881 6417, email: customerservices@electoralreform.co.uk**

Completed forms must be received by the Returning Officer no later than 12 noon on Thursday 5 April.

In the New Year, we'll be giving you a chance to find out more about the role of a governor and what being a governor would mean for you. We are planning to hold some Governor Awareness Sessions for patient, public and staff members, here at Addenbrooke's. You only need to attend one session but we strongly recommend that you take the opportunity to discuss the role at one of these sessions before standing for election. Please let us know if you would like to take advantage of this informal opportunity. **Please contact the Foundation Trust Membership Office on 01223 256 256 for further details.**

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

Welcome to the Autumn /Winter 2006 edition of Members Matter. Over the course of the summer a number of activities have kept members and governors busy.

The governor director working groups that we told you about in the last edition continue to bring patient, public and staff views to the heart of discussions with the directors. A number of focus groups have occurred as a result of these groups, to enable governors to hear first-hand members' views on a number of topics. Recommendations from each group are taken into consideration as the organisation plans for the future. The group subjects are; feeding and nutrition, falls, privacy and dignity, communication and the future of outpatients. We will update you on the recommendations from these groups in following issues.

This years' open day was another resounding success. Thousands of people of all ages visited the hospital and enjoyed attractions such as

guided tours of the underground area, the pathology labs and the mortuary.

At the interactive AGM in September, visitors and staff had the opportunity to chat to staff from around the Trust and find out about the work of their departments. New Chief Executive Dr Gareth Goodier was also introduced (see separate article).

Governors and directors entered teams in the Chariots of Fire Charity Marathon in September which was great fun for all involved – there is still time to contribute to the excellent cause of a helipad at Addenbrooke's (see separate article).

In the future Members Matter will be issued two times per year rather than the current three. It will still contain all the information you need to comment or attend events throughout the year. You will receive your next issue in April 2007.

Finally, remember to come along and meet the governors at the various 'meet the governors' events around the membership area – details can be found in the 'Important dates for your diary' section.

Best wishes for Christmas and the New Year

A handwritten signature in black ink that reads "Fraser Rogers". The signature is written in a cursive style with a long, sweeping tail on the letter 'S'.

Fraser Rogers
Membership Manager

Chariots of Fire Charity Marathon 2006

On Sunday 24 September a team from the Board of Directors and one from the Board of Governors took part in this charity relay race. The event raises charitable funds for a different local good cause every year and this year the beneficiary is the East Anglian Air Ambulance Trust, with all proceeds going towards building a helipad for Addenbrooke's on site.

This helipad will be fully equipped for night landings, and will enable landings by the forces' Sea King helicopters, East Anglian Air Ambulance's new Eurocopter as well as their small Anglia One helicopter.

There is currently no dedicated helipad access on the Addenbrooke's campus and in recent years around fifty patients per year have arrived at the hospital via air ambulance – with helicopters having to land at the Gog Magog golf course and patients ferried to the hospital by ambulance from there. This number is expected to increase as the Trust moves towards being a regional trauma centre. Our own helipad, with its own ground transport, will shave as much as 20 vital minutes off patients' journey time to the Emergency Department.

The Fund and Friends of Addenbrooke's (to become the Addenbrooke's Charitable Trust on 1 January 2007) has kindly agreed to underwrite any shortfall in funds raised, enabling construction of the helipad to be firmly scheduled for early 2007.

Although the event has already taken place it is still possible to make a donation to the fund at the JustGiving website <http://www.justgiving.com/addenbrookesdirectors>. Alternatively you can contact the charity's office on 01223 217757

What's been happening – May to October 2006

May

Age no object for Addenbrooke's staff

Addenbrooke's Hospital scooped a prestigious award for its commitment to employing staff of all ages. The Trust was the winner from the East of England in the 'Employer' category at the Age Positive Awards run by the Department of Work and Pensions, which promote positive employment practices.

Healthy eating display scoops glittering prize for pathologists

Dr Tim Wreghitt from the Health Protection Agency, and Philip Ball and Dr Meryl Griffiths from Addenbrooke's Hospital won a silver gilt award at the Chelsea Flower Show for an exhibition showing how you can eat your way to good health. The exhibition entitled "Pathology, plants, diet and disease" explained some of the links between plants, foods and their chemical components with symptoms, diagnosis, prevention and treatment of diseases.

Open Day was a grand day out!

A great time was had by all at the Addenbrooke's Open Day on Saturday 20 May. Style guru Trinny Woodall officially opened the day of fun, which gave visitors the chance to see behind the scenes at the hospital.

June

Physiotherapy Professional Awareness Week

The Physiotherapy team at held a Physiotherapy Professional Awareness Week from 19 - 23 June 2006, to raise public awareness of the profession. Team members were on hand to provide information and to give careers advice. They had equipment to 'play' with, like the gym ball, wobble board and crutches and gave away leaflets on exercises for 'lazy' people, children and the elderly.

Addenbrooke's Emergency Assessment Unit officially opens

The new Emergency Assessment Unit (EAU) was officially opened on Thursday 29 June 2006 by Professor Sir George Alberti, the national clinical director for emergency access. (See article).

July

Award for bone density specialist

Honorary Consultant Physician, Professor Juliet Compston who is also a Professor of Bone Disease at Cambridge University, won the National Osteoporosis Society's Kohn Foundation Award, which recognises outstanding achievement in the field of osteoporosis. This honour is funded by Dr Ralph Kohn and the Kohn Foundation, established in 1991 to provide financial support for scientific and medical research, education purposes, the arts - particularly music - and humanitarian aid.

August

Audiologists win national award for research on improving clinics

Audiologists at Addenbrooke's Hospital won a national award for research which is helping them run their clinics more efficiently. Audiological scientists Judith Bird and Richard Knight collected data about the open-access hearing aid repair clinics held at the hospital every weekday.

September

New chief executive started Monday 4 September

Dr Gareth Goodier, started as chief executive of Addenbrooke's on Monday 4 September (see article).

Chariots of Fire Charity Marathon

This race took place on Sunday 24 September (article)

October

Addenbrooke's Oncologist named UK Oncologist of the Year 2006

Dr Rob Thomas, Consultant Oncologist at Addenbrooke's, was named UK Oncologist of the Year 2006. This is a peer reviewed national award, covering the UK and Northern Ireland, which was presented by Nicholas Owen, the ITV news presenter. The judges were particularly impressed with Dr Thomas' extensive patient orientated clinical research programme.

His research into ways to improve patient choice and the design of education materials has led to the development of a series of practical tools such as a range of information materials including DVDs and videos explaining chemotherapy and radiotherapy. The prize money will help fund a new 'Lifestyle after cancer' DVD to be made at Addenbrooke's.

How we're doing

The Healthcare Commission is using a new system to rate performance in hospitals with Trusts rated weak, fair, good or excellent. Addenbrooke's received a score of 'good' for the quality of its services and 'excellent' for use of resources (showing the equality of our financial management) in the annual health check ratings.

The new health check ratings, which replace the old star ratings system differ in that they look at a much broader range of issues than previously and measure what really matters to patients. The system is based on measuring performance within a framework of national standards and targets set by the Government. There are 24 core standards grouped into 7 domains: safety, clinical and cost effectiveness, governance, patient focus, accessible and responsive care, care environment and amenities, and public health. The Trust's performance data was matched against the 24 core standards, existing national targets and new national targets. The results highlighted our excellent scores including waiting times for inpatients, outpatients and in the emergency department, and since the data was collected, we have also made some great improvements in areas that we have previously performed less well in.

Addenbrooke's is one of UK's 'top hospitals'

Addenbrooke's was named one of the UK's 'top 40 hospitals' for the fifth time in the annual Top Hospitals Awards run by CHKS, an international company specialising in measuring healthcare performance and was the only teaching foundation trust to achieve this accolade.

Hospitals were rated on 18 different performance indicators, including mortality rates, cancelled procedures and information from patient surveys, to assess clinical effectiveness, outcomes, efficiency and patient-carer experience.

Graham Harries, CHKS Chief Executive commented: "We are aware of how hard our clients are working to achieve targets in a very challenging environment. With the tendency for positive messages to be overshadowed, we are proud to be able to highlight and reward some of the best practice and excellent work done in the NHS. These success stories should not only give patients faith in their health service but also reward staff for their dedication and efforts to improve their performance and provide the best service they can."

Meet the governors sessions

The future of the hospital has been the topic of interest at the recent meet the governors sessions and a number of interesting discussions have taken place. In the past the topics have been the role of the modern matron and feeding and nutrition. We would like to hear your suggestions for a theme at future meetings.

These events are informal 'drop-in' style occasions where you can attend for a long or as short a period as you like. Look out for a venue near you in the 'Important dates for your diary' section.

Important dates for your diary

December 2006 - June 2007

14 December 2006	Medicine for Members Lecture Professor Stephen O'Rahilly, Professor of Clinical Biochemistry ' Obesity: Science vs Stigma ', 1830hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital
24 January 2007	Meet the governors Opportunity for public and members to come and chat to governors, 1400 – 1530 hrs, Great Shelford Memorial Hall
22 February 2007	Meet the governors Opportunity for public and members to come and chat to governors, 1400 – 1530 hrs, Haverhill Arts Centre
12 March 2007	Notice of Election – nomination papers available from ERS (see 'Election roundup' for details)
21 March 2007	Meet the governors Opportunity for public and members to come and chat to governors, 1400 – 1530 hrs, East Barnwell Community Centre, Cambridge
15 March 2007	Medicine for Members Lecture Clinical Director of Transplant Surgery Professor Andrew Bradley ' Organ transplantation – past, present and future ', 1830hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital
1200hrs - 5 April 2007	Deadline for election nominations to be submitted
10 April 2007	ERS to publish statement of candidates for election upon validation
1200 hrs - 12 April 2007	Last date for withdrawal of candidates from election
12 April 2007	Board of Governors' Meeting , 1730 hrs, The Hexagon, Frank Lee Centre, Addenbrooke's Hospital
25 April 2007	Meet the governors Opportunity for public and members to come and chat to governors, 1800 – 1930 hrs, Swavesey Memorial Hall
1 May 2007	Notice of Poll published – ballot papers

	<i>dispatched by ERS</i>
9 May 2007	Meet the Candidates event for staff governor nominations 1200 – 1400hrs, Entrance to Food Court, Addenbrooke's
10 May 2007	Meet the Candidates event for patient and public governor nominations 1800 – 2000hrs, Centre at St Paul's, Hills Road, Cambridge
16 May 2007	Meet the governors Opportunity for public and members to come and chat to governors, 1400 – 1530 hrs, Bassingbourn United Reform Church
1200hrs - 23 May 2007	Closing date for election
24 May 2007	Election results announced
7 June 2007	Medicine for Members Lecture Professor of Surgical Oncology David Neal – title to be confirmed, 1830hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital
14 June 2007	Meet the governors Opportunity for public and members to come and chat to governors, 1800 – 1930 hrs, Ely Methodist Church
1 July 2007	Term begins for new governors
5 July 2007	Board of Governors' Meeting , 1730 hrs, The Hexagon, Frank Lee Centre, Addenbrooke's Hospital
17 July 2007	Meet the governors Opportunity for public and members to come and chat to governors, 1400 – 1530hrs, Baptist Church, Saffron Walden

Medicine for members

The next talk will be given by **Professor of Biochemistry Stephen O'Rahilly** and is entitled '**Obesity: Science vs Stigma**'. It is taking place on **Thursday 14 December at 1830 hrs** in the William Harvey Lecture Theatre at the Clinical School, Addenbrooke's Hospital.

Please call the NHS Foundation Trust Membership Office for tickets now to avoid disappointment!

In the New Year **Clinical Director of Transplant Surgery Professor Andrew Bradley** will talk about '**Organ transplantation – past present and future**' at **1830hrs Thursday 15 March 2007**. Please contact the Foundation Trust Membership Office for further details and tickets.

Addenbrooke's Emergency Assessment Unit officially opens

Addenbrooke's new Emergency Assessment Unit (EAU) was officially opened in the summer by national clinical director for emergency access Professor Sir George Alberti.

The unit has been opening area-by-area since April, with the aim of concentrating emergency staff and facilities in one place. Previously, emergency patients would enter the hospital through either the Emergency Department or the Medical Assessment Unit, at opposite ends of the hospital.

The new EAU provides one 'front door' for patients where they are assessed by a multi-professional team who make early decisions about treatment and care, enabling the team to decide whether patients can be discharged, managed within the EAU or need a specialist opinion or admission to a main ward.

The project has allowed a total rethink of the way emergency care is delivered at a time when demand for emergency services is increasing. It has allowed the development of roles such as emergency nurse practitioners, who assess, treat and discharge patients with minor injuries or minor health problems, a reduction in the average length of stay for patients and overall a more efficient service.

Since the one 'front door' for emergencies was created, an average of 220 patients have been seen every day.

Governor feedback

Governors continue to hear members' concerns and comments about the Trust. Here's a selection of ways that they have helped since the last edition.

- A member contacted the governors to pass on their thanks for the treatment that they had received at the Trust. This was also passed on to the team concerned
- A governor was able to feedback to a member regarding arrangements that are in place to ensure that staff are safe on the Addenbrooke's site when they finish a shift late at night.

Human Tissue Act update

The Donor Co-ordinator and Transplant Teams work to encourage organ donation through transplant programmes at Addenbrooke's and trusts throughout East Anglia. Work has taken place locally and nationally regarding the introduction of the Human Tissue Act. Under the act it is now possible for altruistic donation and paired exchange to occur (see below). It is also theoretically possible for organs to be retrieved from a person on the organ donor register without the consent of their relatives – therefore adding more weight to carrying a donor card (although in practice relatives' consent will still be sought).

Training for staff - Nationally and locally there have been training programmes for Donor Co-ordinators regarding the cadaveric donor programme (retrieving organs from a deceased person). Locally, training has taken place for intensive care doctors and nurses to ensure that they are aware of changes in practice relating to approaching families about organ donation in the light of legal practices required for the new act. Collaborative requesting has also been introduced both locally and nationally (where the donor co-ordinator *and* doctor caring for the patient approach the patient together regarding donation) in order to help with the decision-making process.

In-house donor co-ordinator - The Organ Donor Register is viewed by UK Transplant (the national body who keep a record of all potential recipients as well as all donors who are registered) for all donor co-ordinators when registering potential donors before the family interview, to clarify any wishes a potential donor may have had. An in-house Donor Co-ordinator at Addenbrooke's works closely with clinicians in intensive care and treatment areas on a daily basis and the team works closely with all the referring centres.

Altruistic donors and paired exchange - As part of the living donor programme (where a live donor donates an organ – for instance to a family member), Addenbrooke's and its referral centres have nominated independent assessors, trained by UK Transplant, who are in the process of developing a national referral system and database for altruistic donors (people who may choose to donate an organ not knowing who the recipient may be) and paired exchange (where a donor is the wrong tissue type for the person they wish to give an organ to, so an anonymous exchange is done with a suitable pair in the same situation). The Trust is currently developing its own systems for paired exchange alongside UK Transplant. Living donor co-ordinators approach families who may be suitable for paired exchange in conjunction with the Trust's regional colleagues and the transplant team works closely with Trust renal teams to ensure potential renal transplant recipients are aware of the potential of living donation.

Further information - Because information regarding the Human Tissue Act is detailed and complex, the transplant team use national leaflets and links to the UK Transplants website to help donors and recipients understand the issues. The team also work closely with national campaigns to increase the number of people registering on the organ donor register and have links on their own website via the Trust website at www.addenbrookes.org.uk to do this. More information is also available via the UK transplant website at www.uktransplant.org.uk

Help your friends and relatives to have their say!

Please encourage friends or relatives to join by calling the Membership Office on 01223 256 256 or visiting the Trust website at www.addenbrookes.org.uk

Focus on ...

New Chief Executive Dr Gareth Goodier

Here Gareth explains his reasons for coming to Addenbrooke's and a little more about himself

Why did you choose to come to Addenbrooke's?

One of the key factors for me was attending the Open Day. When I was approached for the position of Chief Executive I looked at the website and found out about the Open Day. I came along as a member of the public to look around and talk to people about Addenbrooke's. I spent twenty minutes talking to Stephen Graves, Director of Corporate Development, about the 2020 Vision, and I spent a lot of time in Radiology, but I think they realised I was a potential candidate! I got a warmth of feeling from the community and felt friendliness, enthusiasm and openness from the staff. Addenbrooke's had a very good ambience at Open Day and I became more and more positive about the opportunity to work here.

How do you see your role as chief executive?

To help the hospital to establish a vision of the future and to ensure there are good plans to achieve that future. Also, to run a slide-rule over the organisation to ensure we are efficient, productive and happy. I want to ensure that this is a place where people enjoy doing their work and in turn are able to do their best work. My responsibility is to make the patient experience the best possible, to make the NHS pounds go as far as possible, and to make sure the working environment is enjoyable and fun.

What are your priorities for the Trust?

I will be focussing on patient safety – that includes reducing hospital infections, improving the patient experience and improving efficiency through effective information systems.

What are your hopes and aspirations for the Trust ?

This Trust is in pretty good shape, which is a credit to the staff, the executive team, my predecessor and the Board. There is already a sound platform to aspire to be the best hospital in Europe.

What's your favourite book?

One of my favourites is *Molloy* by Samuel Beckett. It is unique and really very funny.

What's the best film you've seen?

One I enjoyed recently was the thriller *The Sentinel* with Michael Douglas. He does that genre very well.

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 e-mail foundation.trust@addenbrookes.nhs.uk

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

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 name 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 have moved
- 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