

Important dates for your diary

July – December 2008

1 July 2008	Term began for new governors
14 August 2008	Meet the Governors 1800 – 1930 hrs, Memorial Hall, Woollards Lane, Great Shelford, Cambridge
16 September 2008	Board of Governors’ Meeting 1730 hrs, Frank Lee Centre, Addenbrooke’s Hospital
18 September 2008	ANNUAL GENERAL MEETING from 1730 hrs in The Atrium, Addenbrooke’s Treatment Centre followed by presentations at 1900 hrs. (More details to follow in local press)
1 October 2008	The NIHR Biomedical Research Centre – how you can become involved 1800 – 2000 hrs at the Cancer Research UK Cambridge Research Institute. This meeting is open to public, patients and staff. If you are interested in attending, please see separate item under same heading for contact details.
23 October 2008	Medicine for Members Lecture 1830 hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke’s Hospital. Professor Neil Rushton, Professor of Orthopaedics: “From PhD to Patients – the development of a new hip prosthesis and cartilage repair product”
29 October 2008	Meet the Governors 1400 – 1530 hrs, Milton Community Centre, Coles Road, Milton, Cambridge
20 November 2008	Meet the Governors 1400 – 1530 hrs, Arkenstall Village Centre, Station Road, Haddenham, Ely
4 December 2008	Board of Governors’ Meeting 1730 hrs, Frank Lee Centre, Addenbrooke’s Hospital
11 December 2008	Medicine for Members Lecture 1830 hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke’s Hospital. David Moffat, Consultant in Octoneurological and Skull Base Surgery: “A surgeon’s journey across the skull base”

Talks available from Addenbrooke’s Hospital Staff

Staff at the hospital are available to give talks to outside societies and clubs/groups on arrangement. Topics include:

- Patient choice – what does it mean for you?
- The History of Addenbrooke’s Hospital
- A modern Addenbrooke’s and the Rosie – NHS Foundation Trust status
- Addenbrooke’s into the future
- Volunteering at Addenbrooke’s
- Working at Addenbrooke’s

If you belong to a group/club or society that may be interested in any of these topics and would like a speaker, please contact the FT Membership office on 01223 256 256 or email foundation.trust@addenbrookes.nhs.uk to book.

Become a Friend of Addenbrooke’s!



The Friends of Addenbrooke’s are an important fundraising arm of Addenbrooke’s Charitable Trust (ACT), the independent registered charity for Addenbrooke’s and the Rosie Hospitals. The Friends bring valuable voluntary support to ACT by organising events and encouraging new membership and extra support.

Events

The Friends organise a number of popular events throughout the year, such as the annual Summer Party held in the grounds of Trumpington Hall courtesy of Antony and Victoria Pemberton. The events raise money for a chosen department to buy a specific piece of life-enhancing equipment that will make a real difference to the quality of care that patients receive.

Becoming a Friend

Joining the Friends of Addenbrooke’s is a very simple way for supporters to help Addenbrooke’s. The regular subscription is also a reliable source of income for the charity and is therefore very valuable to us.

Members of the Friends of Addenbrooke’s...

- Receive exclusive invitations to all Friends of Addenbrooke’s events
- Have the opportunity to meet new people and get actively involved
- Subscriptions contribute to the purchase of new life-enhancing equipment for our patients

For more information about becoming a member contact...

Friends of Addenbrooke’s
ACT, Box 126
Addenbrooke’s Hospital
Hills Road
Cambridge CB2 0QQ

Tel: 01223 217757
Email: act@addenbrookes.nhs.uk
Website: www.act4addenbrookes.org.uk

Governor feedback

Governors regularly feed back the views of members and others to the Board of Directors. Below are a number of things which have been introduced due to the recommendations of the governors:

- introduction of a one-hour parking band priced at £1.80 for visitors
- new and refurbished areas wherever possible featuring automatic doors, motion activated taps etc.
- trust staff being available at the ‘Meet the Governors’ meetings to explain patient choice, the role of the modern matron, hospital food and a number of other key issues
- governors receive regular reports from the Trust regarding all the activities which are taking place to improve the experience of patients

Medicine for members

Our Medicine for Members lectures are enjoying continued success. They are aimed at interested lay members of the Trust – no medical knowledge is required. The varied topics have been extremely well-received by audiences. Recently we have had talks on the History of Addenbrooke’s and on Preventing Blindness in Babies. Our next talks are by Professor Neil Rushton, Professor of Orthopaedics on 23 October 2008 and David Moffat, Consultant in Octoneurological and Skull Base Surgery on 11 December 2008.

If you are interested in attending these events, which are free of charge, do please call the NHS Foundation Trust Membership Office for tickets and remember to book early to avoid disappointment! If you have any ideas on topics that you would like us to cover in future lectures, please write or telephone the Membership Office with details and we will do our best to oblige. Contact details for tickets and/or further information: Telephone: 01223 256256 or email: foundation.trust@addenbrookes.nhs.uk

Please do contact the NHS Foundation Trust Membership Office if:

- you would prefer to be contacted by email in future.
- there is more than one member in your household, and you would like to share newsletters. 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 updating records so we can avoid causing any distress.

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

Performance Report

Areas where the Trust continues to make improvements and invest a lot of energy include:

- infection control – striving to reduce MRSA bacteraemias and C. difficile cases
- delayed transfers of care
- emergency re-admissions

Infection control – Managed proactively through a change in the antibiotic policy and introduction of a robustly staffed isolation ward.

Delayed discharges – as part of the joint discharge work the Trust continues to liaise with the PCT and Social Services on reducing the number of delayed transfers and providing more facilities to reduce them.

Emergency re-admissions – patients identified as vulnerable to admission on Community Matron caseloads are now flagged on the Trust’s systems. Work remains ongoing with the PCT to improve the community care available to patients who regularly attend and are admitted.

IHR Biomedical Research Centre – how you can become involved

There is a meeting for public, patients and staff at Cancer Research UK Cambridge Research Institute on 1 October 2008 at 1800 – 2000 hrs about how you can become involved in research. In 2006, Cambridge was one of only five sites in the country chosen by the National Institute for Health Research as a leading-edge biomedical research centre. Part of our mission is to involve the public and patients at all levels in research in order to improve links between academic research and practical improvements in healthcare. For more information or if you require help with access to the CRC building, please contact Paul McGhee on 01223 348467 or email: paul.mcghee@addrenbrookes.nhs.uk

STAFF MEMBERS: Please note that if you have recently changed your name, job title or location within the Trust we need to be informed of these changes to ensure that you continue to receive this newsletter and your election papers. Without them you will not be eligible to vote for staff governors in the annual elections.

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 2008 Addenbrooke's Hospital Cambridge University Hospitals NHS Foundation Trust

Members Matter

Members Matter – News for our NHS Foundation Trust members

Election News – 2008 Election Results

In this May’s elections to the Board of Governors there were seven positions to be filled – three in the patients’ constituency, three in the public constituency and one in the staff constituency. There were four candidates for three positions in both the patient and public constituencies and two candidates for one position within the staff constituency. The successful candidates were as follows:

- Michael Bright** elected first in the patients’ constituency
- Maureen Hart** elected second in the patients’ constituency
- Malcolm Perry** elected third in the patients’ constituency
- Gill Francis** elected first in the public constituency
- Brian Gerbaldi** elected second in the public constituency
- Lorne Williamson** elected third in the public constituency
- David Adlam** elected in the staff constituency

New governors took up their positions on 1 July 2008 for a three year term. The Trust would like to thank all candidates who stood. Grateful thanks also to Nicky Goddard (Public Governor) and Nigel Burrows (Staff Governor) who both stood down from their posts this year. Their time and interest has been greatly appreciated and we wish them well for the future.



Michael Bright



Maureen Hart



Malcolm Perry



Gill Francis



Brian Gerbaldi



Lorne Williamson



David Adlam

Unfortunately Patient Governor Valerie Muir has had to stand down. Patient governor Susan Bullivant has been appointed to take over her position as the next successful patient candidate in the elections, to continue Valerie’s current term. This position will be up for election again in 2009. We would like to thank Valerie for her hard work and dedication over the last 4 years.

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 0QQ



Fraser's letter

Welcome to the summer 2008 edition of Members Matter. As you can see, members have been very busy attending focus groups over the last few months and we are very grateful to those people who have given their time so willingly. There just isn't enough room in this newsletter to report back on all the meetings individually but members who have attended the groups receive written reports and action plans. If you would like to receive the report or action plan of any focus group please contact us and we will be happy to send them out to you.

Please remember to come along to the Annual General Meeting which is being held in the Addenbrooke's Treatment Centre this year on Thursday 18 September. This is always a great occasion and a chance to talk with people who perform all manner of roles within the Trust as well as hear the speeches of the Chairman and Chief Executive.

I hope to see you at an event soon

Kind regards

Fraser Rogers
Membership Manager

Focus Groups

As many patient and public members may already be aware, the Trust has been holding a significant number of focus groups recently to discuss different aspects of care, ranging from: Perinatal and Neonatal Services, the Midwife-led Birthing Unit, Gynaecology, Pain Management, Trust Core Values, End of Life, and the Emergency Assessment Unit. All groups have been well-attended and the valuable views and experiences exchanged have enabled reports and detailed actions to follow from the departments concerned.

Can you help?

Future Focus Group for Unpaid Carers

More such groups are likely to be held covering other areas of service. We are particularly keen for unpaid carers interested in taking part in a focus group to contact us on 01223 256 256 or email: foundation.trust@addenbrookes.nhs.uk. These meetings are very informal, refreshments are provided and expenses are paid. We would love to hear from you if you can spare some time to help further improve the experience of Addenbrooke's patients, carers and visitors now and in the future.

Readers Panel

In addition, our Readers' Panel, which checks all patient information leaflets, are keen to hear from anyone who is a parent, guardian or carer of a child under 16, or who is a carer for someone with learning difficulties to let us know if they would be interested in joining the Panel. To find out more, please contact us as above.

Focus on ... Dr Karen Castille



Karen Castille – new Director of Nursing and Organisational Development

Dr Karen Castille is the first to undertake new position

On 31 March 2008, Dr Karen Castille became the Trust's first Executive Director of Nursing and Organisational Development, combining her previous role with the post of Chief Nurse. A trained nurse and midwife, with extensive experience of working to bring about positive change in the NHS, she has strong views about the future of nursing and midwifery at Addenbrooke's and the Rosie.

So what do you want to achieve?

By combining these two roles, we're making both of them stronger – and through that strength, I want to get nursing and midwifery at Addenbrooke's and the Rosie to a point where they're recognised internationally.

Medicine here has a very good reputation. I want to do the same for nursing and midwifery. We've got fantastic staff, but we're not very good at showing that we value what they do – and a lot of them have been hiding their lights under a bushel. They haven't had a high profile.

Is that because good nursing doesn't stand out as much as bad nursing?

Definitely. If it was bad, people would sit up and take notice – but it's not! A big part of what I need to do is to give people the confidence to promote the great work that they are doing, to make sure they've got the support they need to deliver excellent care for patients, and to provide some strong leadership.

How does nursing link up with organisational development?

I've spent 20 years of my career in nursing and midwifery – but as I went on to more senior roles I realised that to make a difference in the NHS you have to understand how change works. And that's important for nurses and midwives, because when you want to change something – processes, systems, behaviours, anything – the people who make it happen are the ones on the front line. So I started to work in national roles which were about making changes for the benefit of patients, and I began to study the impact clinical staff can have on those changes. What came out of that was that for any change in the NHS, clinical leadership and ownership is the most important factor.

How do you think the NHS handles change?

Historically, there's been change without a clear understanding of what it hoped to achieve. The starting point must always be to make things better: I don't believe in change for change's sake.

Do you think it's important for people to know that you've got a background in nursing?

I'd like them to know that I've been in the same role. My background is in emergency care, and I also spent time as a midwife – so I know just how tough it can be. I understand some of the challenges they face, the tensions, the absolute tragedies that they deal with. We don't tend to talk about the emotional burden of nursing and midwifery, but it's important to understand that nursing isn't just about doing a task, it's not just about changing a dressing.

Coming from that background, do you ever find yourself in board meetings thinking "let's stop talking about targets and money – we're here

for sick people, people dying... let's just get on with it and make things better for them"?

Not so much these days. I think we're much better now at linking what we do at a senior level to what really matters. Ten years ago, it wasn't like that: there was quite a distance, and we had a lot of managers without clinical backgrounds. There were good things about that – we learnt about better management – but we did miss the clinical focus. And that's come back in now.

And you want people to let you know what's really going on?

Yes. I'm very interested in understanding where we are – but I also want to understand what people's aspirations are. How can we make this a really great organisation that's known worldwide as a centre of excellence for nursing? How can we make it somewhere that nurses are recognised for the work that they do?

Is there a danger that people will look at this restructuring – the fact that we no longer have the 'Chief Nurse' title – and see a decreased emphasis on nursing?

They may have that anxiety – but it's up to me to make sure that I keep a strong focus on nursing. And I won't stop there: I want to make sure that nursing gets better visibility and a bigger voice. That voice doesn't have to be through me – but part of my role will be supporting staff and giving them the confidence they need to speak up. And because I'm bringing in what I've learnt about organisational development, there'll be a big focus on personal and professional development – developing staff and giving them the opportunities they need for their careers to grow. We still have a Chief Nurse – it's only the job title that's changed.

So you're prepared to stand up and say what you think needs to be said?

Yes. Lots of people told me the A&E target was impossible. They said I was a fool to take the job on. But I'm very tenacious when I believe something's important, especially if it's about making healthcare better.

Coming back to your new role – how will you be building on what Margaret Berry began?

Margaret demonstrated that nurses can have a strong clinical voice – that came through especially strongly with her work on infection control. I've only been here for a year, and in that year I saw the difference she was able to make. Margaret's legacy here is that nurses and midwives can make a difference to patients at the bedside as well as having a real impact on the way the organisation runs. And I want to build on this. It is my fundamental belief that nurses and midwives can and do make a significant contribution to providing excellent health care.

So where do you start?

It's about listening, not telling. I'll be listening to staff and formulating ideas based on what I hear – the great work that goes on as well as the things that trouble them. I expect I'll hear a lot of rumours. We have plenty of those – and quite often they're completely unfounded. They can be very damaging to morale and to people doing good jobs, so when I'm out and about I'll be trying to bust some of the myths that exist.

What rumour would you like people to start spreading?

That nursing and midwifery here is good – and that it's going to be great. I want to help nurses and midwives feel like they're part of a big family. I want them to know that they're valued for what they do. And I want them to have a strong collective voice – a voice that can speak up for patients and advocate the very best clinical care.

What's been happening in the Trust – March to July 2008

March

New Medical Director announced

Associate Medical Director and Neonatal Intensivist Dr Jag Ahluwalia has been appointed to the position of Medical Director for the Trust. Jag started his new role on 1 April 2008 taking over from Dr Robert Winter who recently accepted the post of Medical Director for the East of England Strategic Health Authority.



Dr Jag Ahluwalia – new Medical Director

Speaking of the announcement, Chairman Dr Mary Archer said: "Jag has already established himself as a highly regarded leader within the Trust and clearly has the confidence and respect of his clinical colleagues. We are delighted to welcome Jag to the Medical Director role and look forward to his continuing Robert Winter's excellent work. Jag will be instrumental in delivering improved patient safety and effective patient care, and tackling healthcare associated infections."

Following the news of his successful appointment, Jag said: "I feel extremely privileged to be offered the position of Medical Director in this great hospital and am very grateful for all of the support and encouragement I have received from colleagues. I would like to pay particular tribute to Dr Winter for his tremendous achievements in this role over the past six years; he has left us with a very strong legacy of excellence. I look forward to being a part of the superb team at Addenbrooke's and the Rosie and am confident that together we can build an even greater hospital for our patients, our staff, and our wider community."

April

New Multi-storey car park



The new multi-storey car park for patients and visitors

This multi-storey is the new 'Main hospital car park' for patients and visitors providing 1,050 parking spaces in total. It is equipped with:

- more than 50 CCTV cameras
- high level security lighting
- staffed 24 hours a day, seven days a week
- a staffed customer service desk to provide concession tickets for patients and visitors
- a covered walkway which will lead directly to the main hospital entrance.

Multi-storey car park 1 remains the main car park for staff parking.

May

Open Day – a big success!

This year's Addenbrooke's Open Day was a brilliant success with lots of fun had by all. Staff volunteered their services to explain their roles, accompany tours and generally show the local public all that goes on at our busy hospital from the mortuary to the roof top and from the Pharmacy Robot to the Well Teddy Clinic. Feedback from visitors was extremely positive. The event was officially opened by special guest Dame Edna Everage who had plenty of kind words to say about the hospital and its staff.



Dame Edna Everage reads her poem about Addenbrooke's



Aboard a tug on Open Day

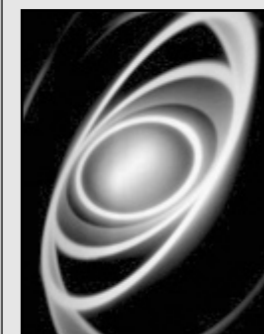
June

New art unveiled at Addenbrookes'

Specially-commissioned new works of art have gone on display at Addenbrooke's and were officially unveiled by Dr Mary Archer, Chairman of the Trust on 3 June. The first is a huge, constantly-changing sculpture that hangs from the ceiling of the Addenbrooke's Treatment Centre. Created by Ivan Black, the work – called 'Asklepian' – was inspired by the ancient symbol of medicine, the Staff of Asclepius. The coloured wheels that surround its central column slowly twist themselves into a seven-metre long spiral and then unwind, mimicking the movement of a snake twining itself around a staff. This piece of work arose following an Arts Focus Group held for members of the Trust.



Asklepian – new moving sculpture in the ATC



Light sculpture

Along the corridor that joins the Rosie to the main hospital, a row of windows that used to overlook a dark courtyard filled with machinery and pipes has been replaced with three unique light sculptures. Artists Rob and Nick Carter worked with photosensitive paper to create the one-off works, which are lit with neon tubes that scroll through the full spectrum of colour to create a hypnotic, ever-changing effect.

Opposite the light sculptures, a new history display charts the development of the hospital and of medicine in Cambridge. The panels were produced by local graphic designer Nick Welsh, in association with the Addenbrooke's archivist and the Medical Research Council archives team.

The new artwork also includes four paintings by local artist Nicholas James Juett showing street scenes in Cambridge. His work looks at the city in an unconventional way, capturing ordinary streets rather than famous tourist locations.

Damian Hebron, the hospital's Arts Co-ordinator, said: "We want to use art to provide creative distractions for patients and visitors. Recent research has shown that art helps patients to relax in hospital. It reduces stress, boosts confidence, and adds to peoples' sense of wellbeing. No NHS money has been spent on these works. They have been paid for by Addenbrooke's Arts, the hospital's arts project, which is funded entirely through charitable donations."

July

Breast cancer research unit opens in city

Patients battling breast cancer will benefit from a new £2 million research unit. The Cambridge Breast Cancer Research Unit at Addenbrooke's Hospital was officially opened on 8 July. Alongside research, it will host patients taking part in clinical trials. The opening ceremony was conducted by author and Daily Mail journalist Allison Pearson. Professor Carlos Caldas, Director of the unit, said: "We are very excited about the new unit, which represents a world-class facility with sophisticated imaging equipment and laboratory, including a device to isolate and characterise circulating tumour cells."

Press coverage of NHS 60th anniversary

Addenbrooke's and the Rosie were on national television every day from Monday 30th June to Friday 4th July leading up to the 60th anniversary of the NHS. There was a mixture of both live and pre-recorded items on ITV News at Ten and everyday on BBC Breakfast programmes. Areas covered included: the Operations Centre, the Emergency Assessment Unit, Ward L4 in the Treatment Centre and Sterile Services. On the final day, coverage looked at the future of the NHS: how it can remain sustainable, how attitudes to funding have changed, and how it might develop to cater for a changing, aging, and growing population with attitudes to healthcare that have moved on in the last 60 years.

Children's Hospital Update

Plans to improve children's services are progressing well and following a recent meeting, the Board of Directors has reinforced its commitment to develop a new children's hospital on the Cambridge Biomedical Campus.

The thoughts and views of patients, parents and staff have been used to inform a detailed **framework for development & clinical vision**. This framework focuses on the principle that, wherever safe to do so, children should be kept out of hospital and receive their care either at home or as close to home as possible. In those situations where admission to hospital is necessary, care needs to be delivered in an environment that is well suited to their age and stage of development.

This approach echoes regional and national recommendations, including the recently launched vision for health in the East of England – "Towards the best, together". For a full report please see the East of England website: http://www.eoe.nhs.uk/page.php?area_id=2

Over the next five months or so, the project team will be sharing the outline proposals with health partners in the region – Primary Care Trusts, other hospitals and the Strategic Health Authority – for discussion and comments in order to hone and further develop the plans.