



Winter 2008/09

Members Matter



News for our Foundation Trust Members

Addenbrooke's and the Rosie are the best in the NHS Acute Organisation of the Year

On 1 December staff attended a prestigious ceremony for the Annual Health Service Journal Awards at the Grosvenor House Hotel in London. It is one of the most important award ceremonies for the NHS, and Addenbrooke's and the Rosie received the top prize: Acute Organisation of the Year Award.



Regin Lagaac (charge nurse) and Rezwan Samad (physicians assistant) holding the prestigious award

"To be shortlisted is an achievement – but winning the overall prize is just fantastic," said Dr Gareth Goodier, Chief Executive. "This has been a year of achievement for Addenbrooke's and the Rosie. We're busier than ever before – but we've got the best team of staff in the country, and we're going from strength to strength. I'd like to thank everyone who works here for making this such a great hospital."

The judges were impressed by the huge fall in MRSA infections – a 49 per cent improvement from 2006/07 to 2007/08 –

as well as low waiting times and shorter stays for patients. They also praised the fact that emergencies are always seen by a senior doctor, meaning that there are no unnecessary admissions and treatment can begin more quickly.

"It was evidence of an impressive depth of change that persuaded us of the strength of the Cambridge entry," said the judging panel. "We also made particular note of the move to outcomes and values, the linkage of values with patient and staff satisfaction, and how innovations from staff had been implemented across the organisation."

Addenbrooke's dedicated central venous line team – the first in the country – was also shortlisted for the Patient Safety Award. This team has played a crucial role in reducing infections among people who need drugs or food delivered directly into their bloodstream.

This result comes just weeks after the hospital scored 'excellent' for both quality of service and use of resources for the second year running in the Healthcare Commission health check, putting it in the top three in the country. We are also 'best performing' for our maternity services.

As a centre for specialist care and a provider of local services, our reputation is world-wide as one of the foremost university teaching hospitals. We are one of only five comprehensive biomedical research centres in the UK, undertaking world-class research, and our partnership with Cambridge University and the

Medical Research Council is driving our vision to become the best biomedical research campus in Europe. One of the largest and best known hospitals in the country, our name is synonymous with excellence due to the quality, expertise and commitment of our exceptional staff. But what takes us a step further is our philosophy of care which explores smarter more efficient ways of working and which strives to care for patients, not just to treat them. All this gives the Trust expertise, vision and diversity in a service which seeks to innovate and deliver first-class healthcare whilst being ever mindful of our core values, to be: kind, safe and excellent.

'...our name is synonymous with excellence due to the quality, expertise and commitment of our exceptional staff.'

Writing to congratulate staff on the achievement, Health Secretary Alan Johnson MP said: "Your trust's services were among the best in the country, and your organisation has also performed well over time. You have achieved a level of performance that all trusts should aspire to."

What's been happening in the Trust

July to December 2008

August

Boost for heart services at Addenbrooke's

Heart services at Addenbrooke's have been significantly improved thanks in part to a closer working relationship with Papworth Hospital. Following major investment, extra staff and a wider range of services are now all in place for patients. A new catheter lab has opened which carries out invasive cardiac tests and pacemaker implants – services previously unavailable at the hospital. The state of the art unit, based on Ward K2, includes a recovery area, five en suite rooms and a main catheterisation lab.

New consultants, technicians, radiographers and nurses have been recruited for the unit. The service carries out coronary angiography – a procedure which shows up the structure of arteries in the heart and helps specialists pinpoint any narrowing of the blood vessels. Staff also implant permanent pacemakers.



Dr Michael O'Sullivan, Consultant Cardiologist and Director of Cardiology, said: "In the past, people had to go to other hospitals for these tests. We launched a service in a mobile facility in 2006, which proved very successful, so we've built on that by opening this new permanent service.

"Having these tests available on site will make a real difference for patients – not just because they won't need to travel but also because we'll be able to offer short waiting times and better continuity of care. We've expanded the number of staff available at all levels with new consultants, nurses, physiologists and radiographers – and patients will undoubtedly benefit as a result."

The cardiac catheterisation lab is expected to carry out around 100 coronary angiograms a month and fit 150 pacemakers a year.

The good news for heart patients in the Cambridge area is that further improvements are to come. A closer working relationship is being forged with Papworth Hospital which is to re-locate to a purpose-built facility on the Cambridge Biomedical Campus. Plans are also in place for a new cardiothoracic research centre.

Healthy eating and drinking for the elderly at Addenbrooke's

Elderly patients at Addenbrooke's are benefiting from specialist nutritional help to aid a quicker recovery.

On the elderly medical wards, dedicated nutrition assistants work closely with patients to make sure they are drinking enough and eating a healthy balanced diet – two factors which play a vital part in a patient's recovery.

Mark Cubitt, Senior Clinical Nurse, says: "All our staff are committed to making sure that patients' nutrition is taken seriously – but some elderly patients have much more complex physical needs. The nutrition assistants work with these individuals to make sure they receive the right meal at the right time. Our goal is to ensure every patient within the unit receives an individually tailored service."

The assistants work closely with the patient, their family, the nursing team, dietitians and other care specialists.

It is not uncommon for elderly patients to come to hospital with dietary problems such as weight loss and poor appetite leading to malnutrition – the two nutrition assistants, Karen Brogan and Janet Harvey, work with dietitians to address such issues. They also provide help for patients who may have swallowing difficulties or problems holding cutlery – even down to something as simple as getting the table at the right height.

Breakfast, lunch and dinner every day are accompanied by regular drinks rounds and snacks. Set menus are in place but there is flexibility – patients can ask for alternative meals. A menu presented in picture form is being introduced to further assist patients with communication difficulties.

"Nutrition assistants have proved to be very successful," says Mark. "Their work brings down the length of stay and that's hugely beneficial for the patients."

September

Addenbrooke's A & E rated as 'best performing'

Addenbrooke's has been rated as "best performing" for urgent and emergency care. The hospital was graded as part of a study of services in the NHS Cambridgeshire area. Ambulance services, A&E, out-of-hours GP services, NHS Direct, urgent care provided by GPs and urgent care centres were included in the review.

Nationally, NHS Cambridgeshire was among the best areas rated by independent watchdog the Healthcare Commission. Overall, the review found the majority of services in England are performing well, with 60 per cent of PCT areas scoring the top two ratings.

Of those, 33 per cent of local areas are rated as 'best performing' (41 areas), 22 per cent were 'fair performing' (33 areas) and 18 per cent were 'least well performing' (28 areas).

Successful launch of Nursing Strategy



Thursday 18 September saw the launch of the Trust's new Nursing Strategy and the Annual General Meeting. The atrium of the Treatment Centre was the venue for this year event which began with Karen Castille, Director of Nursing and Organisational Development launching our Strategy for Nursing and Midwifery. The strategy sets out the hospital ambition for nursing and midwifery over the next five years.



The Treatment Centre atrium was lined with displays showcasing a wide variety of departments. Staff were on hand at lunchtime and in the evening to provide staff and visitors more information about their work.

The evening began with Dr Mary Archer speaking on the 'Power of Partnerships' followed by Governor Judith Ewer, and Gareth Goodier's talk on 'Cambridge University Hospitals – Going from Good to Great'.

October

Happy 25th birthday to the Rosie!

The Rosie turned 25 last October. Since opening its doors in 1983, the Rosie hospital has delivered thousands of babies – with some now coming back to have their own children. The landmark anniversary was celebrated by Rosie staff at a lunchtime tea party.

The first year of the Rosie saw 3,500 births but today it's more like 5,500 as the area's population continues to grow. Things have certainly changed since the early days of maternity care in Cambridge – there were just 23 deliveries at the city's Mill Road maternity unit during 1934.

The former workhouse for the poor remained Cambridge's base for maternity services until the Rosie opened. The number of deliveries rapidly increased at Mill Road – reaching 1,000 annually by the mid 1940s. David Robinson, a local philanthropist, offered £3 million to build a new maternity hospital on the Hills Road site, paving the way for the Rosie to open and become a leading service for East Anglia.

New patient courtesy bus – helping patients get around

On **Monday 3 November** the hospital's first ever **Patient Courtesy Bus** was launched, making it easier for patients to get around the ever-expanding hospital campus. This bus service will run every 20 minutes from the Main Hospital Car Park, starting at 0830 hrs with the last pick up at 1650 hrs every week day.

The Patient Courtesy Bus can hold a maximum of 8 people at any one time, or 6 people plus a wheelchair. The bus is

fully automated with an electric tail lift allowing easy wheelchair access, and an automatic step which lowers when the sliding door is opened to allow access into and out of the bus. The bus is fully fitted with seatbelts for all 8 seating spaces. Assistance will be provided by the driver.



Stop 1: F & G wards/R block (Pick up point is the reception area of R block)

Stop 2: Oncology and Respiratory Clinic (Pick up point is Oncology reception)

Stop 3: Outpatients Main Entrance (Pick up point is the waiting area in main entrance)

Returns to Main Hospital Car Park to drop off and pick up more patients.

Official opening of the CUH dialysis centre at Hinchingsbrooke Hospital

The new Hinchingsbrooke Renal Dialysis Centre – a satellite unit of Cambridge University Hospitals – was officially opened on Friday 24 October 2008. This state-of-the-art facility gives kidney patients across the Huntingdon area access to treatment without them having to travel to the main Addenbrooke's site in Cambridge.

Linda Hemming, a dialysis patient who lives in Eaton Ford near St Neots, previously had to drive 150 miles a week for three dialysis sessions at Addenbrooke's. Over six-and-a-half years of treatment, she has clocked up more than 50,000 miles. The drive home could sometimes take up to two hours but with treatment now available locally her journey time is now 15 minutes. Linda said, "It's a massive improvement and saves me time and money. It's made a huge difference. The new unit is purpose-built and the staff are great – they're all very helpful."

Speaking about the unit, Clare Daniels, Senior Clinical Nurse for dialysis, said, "Dialysis saves lives, but each session lasts three to four hours, and that has a big impact on daily routine. If you have to travel long distances for treatment you're spending more time being a patient instead of living your life. The new centre provides a great service closer to home."

This state-of-the-art facility is the third satellite unit opened by Addenbrooke's, joining centres at Kings Lynn and West Suffolk Hospital.

November

Addenbrooke's takes part in cardiac arrest research study

Resuscitation services are about to participate as part of a major international study led by Dr Sam Parnia one of the worlds leaders on the scientific study of death. The project was launched at the International U.N. symposium and is being conducted in 25 hospitals in the United States and Europe.

The purpose of the project is to study consciousness during cardiac arrest as 10–20% of people who go through a cardiac arrest and clinical death report lucid, well structured thought processes, reasoning, memories and sometimes a detailed recall of events during their encounter with death.

Special boards containing images have been placed high above beds in certain areas to test the theory that some people witness their own arrest from above and will see the image. The study will run for 3–5 years depending on the amount of data collected. This is an in-hospital study and we cannot accept information from patients who may have had similar experiences in the past. The principal investigators for the study are Jenny Sutton and Lindsay Creek. Further information and updates will be released as the study progresses.

UK's first video and exercise programme for bed-ridden patients

Patients at Addenbrooke's are the first in the country to have exercise videos broadcast straight to their bedside. A 45-minute exercise programme has been developed to help patients avoid deep vein thrombosis and other complications associated with being immobile.

A doctor at Addenbrooke's came up with the innovation while on a long-haul flight. "That was the eureka moment" said Dr Duncan Forsyth, Consultant Geriatrician. "I was watching the in-flight video demonstrating exercises for the neck, shoulders and legs and thought we could provide something similar for our patients. They could benefit from an

exercise programme that can be carried out in a bed or chair. When patients aren't mobile, there's a chance their muscles will weaken and there's a risk of deep vein thrombosis – especially in elderly patients. Exercise can help maintain muscle strength, improve mobility, help avoid complications such as chest infections and install a sense of wellbeing. This should all contribute to a quicker recovery. The exercises are designed so they can be carried out by anyone although staff do keep an eye on people and make sure they're working within their means."

Exercises have been developed by Caroline Stoneham, a senior physiotherapist at Addenbrooke's. The video, made in-house, allows patients to exercise at their leisure. It will be aired on the new bedside Addenbrooke's Television Channel throughout each day – a project funded by Addenbrooke's Charitable Trust (ACT).

December

Additional private drugs for NHS Care

As members will no doubt have seen in the press, the Secretary of State recently called for a review of policy relating to patients who have chosen to pay privately for drugs not funded by the NHS and who, as a result, have been required to pay for the NHS care that they would otherwise have received for free.

Professor Mike Richards, National Cancer Director for the Department of Health, led the national consultation on 'top-up payments' and came to the conclusion that they should now be allowed. The Trust held its own internal consultation in August, to which over 800 patients responded. Of these, the great majority (82%) voted in favour of allowing people to supplement their NHS care by paying for additional drugs not funded by the NHS, 11.1% voted against allowing this, and 6.7% voted 'don't know'.

Cambridge University Hospitals NHS Foundation Trust will be working on how best to facilitate this change in line with what patients wish to see once the current consultation on the proposed changes has completed.

The package of proposed changes also relaxes the cost effectiveness criteria for end-of-life care. These changes could impact on nearly all cancer drugs NICE are due to pronounce on in 2009/10. Overall the NHS provision is likely to increase, reducing the need for patients to exercise the 'top-up' option.

Important dates for your diary: January–July 2009

19 February 2009	Medicine for Members Lecture 1830 hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital. Dr Alexander Gimson, Clinical Director of Medicine, Consultant Physician and Hepatologist: 'Difficult ethical issues in organ transplantation'
25 February 2009	Meet the Governors 1400–1530 hrs at Seth Ward Community Centre, Buntingford
9 March 2009	Nomination papers available from ERS for candidates in 2009 elections for Board of Governors
18 March 2009	Meet the Governors 1400–1530 hrs at Gardiner Memorial Hall, Burwell
26 March 2009	Medicine for Members Lecture 1830 hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital. 'Mental Health for Older People' by Dr Tom Denning, Medical Director & Consultant in Old-age Psychiatry, Cambridgeshire & Peterborough NHS Foundation Trust.
2 April 2009	Deadline for governor nominations to be submitted
2 April 2009	Board of Governors' Meeting 1730 hrs, Frank Lee Centre, Addenbrooke's Hospital
23 April 2009	Meet the Governors 1800–1930 hrs at Harston Village Hall, Harston
12 May 2009	Meet the candidates – chance for staff to meet prospective staff governors prior to voting. 1230–1400 hrs in the entrance to the Food Court
14 May 2009	Meet the candidates – chance for public and patient members to meet prospective public and patient governors prior to voting. 1730–1900 hrs at the Centre at St Paul's, Hills Road, Cambridge
19 May 2009	Meet the Governors 1800–1930 hrs at Bar Hill Village Hall, The Spinney, Bar Hill
20 May 2008 – 1200 hrs	Closing date for governor elections
18 June 2009	Medicine for Members Lecture 1830 hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital. Dr Nigel Burrows, Consultant Dermatologist: 'Spotlight on Skin'
23 June 2009	Meet the Governors 1400–1530 hrs at Newport village Hall, Station Road, Newport
21 May 2009	Governor election results announced
1 July 2009	Term begins for new governors
2 July 2009	Board of Governors' Meeting 1730 hrs, Frank Lee Centre, Addenbrooke's Hospital
3 September 2009	Medicine for Members Lecture 1830 hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital. Professor Martin Bennett, Honorary Consultant Cardiologist: 'How old are you – aging and anti-aging of your heart'
8 September 2009	Board of Governors' Meeting 1730 hrs, Frank Lee Centre, Addenbrooke's Hospital
10 September 2009	Annual General Meeting (details to be confirmed – see local press)
26 November 2009	Medicine for Members Lecture 1830 hrs, William Harvey Lecture Theatre, The Clinical School, Addenbrooke's Hospital. Mr Tariq Ahmad, Consultant Plastic & Reconstructive Surgeon: 'Ear Reconstruction'

continued from front page

Along with Alan Johnson's comments, the Trust has also received congratulations from Andrew Lansley, MP for Cambridgeshire South, NHS East of England and the University of Cambridge.

"This is an outstanding achievement. Please accept my congratulations to the Trust and convey my sincere appreciation to everyone at the Trust for their hard work and commitment to providing such a high standard of service and care to patients at Addenbrooke's and the Rosie."
Andrew Lansley, House of Commons



Staff celebrating excellent rating

"I am writing to congratulate you on the Trust's 'excellent' rating... I would like to offer my congratulations to you and all your staff for your continued hard work and commitment."

Neil McKay, Chief Executive NHS East of England

"I wanted to send you my congratulations on your collective outstanding performance in the annual health check. It must be extremely rewarding for everyone who works for the Trust."

Jonathan W Nicholls, Cambridge University

Sally's letter



Welcome to the new-look winter 2008/09 edition of Members Matter. You will see that Addenbrooke's

and the Rosie Hospitals have had an exciting few months and are going from strength to strength. Focus Groups continue to be held with interested members from a variety of user-groups, the most recent one being for Carers. Our governors continue to travel to 'Meet the Governors' meetings in the local area and the Medicine for Members lectures have become increasingly popular with a wide cross-section of patients and public. Please see the 'Dates for your Diary' section for more details.

Please don't forget our governor elections which will be taking place as usual this Spring – watch out for your voting papers which will be despatched at the end of April. There are vacancies for 7 governors this year: 3 patient, 3 public and 1 staff. If you are interested in becoming a governor and want to find out more, please contact me. Nomination papers will be available from 9 March.

Meanwhile we wish you all a very happy, healthy and prosperous New Year.

Kind regards,

Membership Office

Focus on... Clinical Respiratory Physiologist Matt Rutter



National award for patient turned physiologist

A decade since receiving life-saving treatment at Addenbrooke's, physiologist Matt Rutter has won a prestigious national healthcare award.

Matt was inspired to pursue a career in the NHS during his teens. Having had a bone marrow transplant to treat leukaemia he received further care at Addenbrooke's for a subsequent lung condition. Now aged 25, he works at Addenbrooke's as a Clinical Respiratory Physiologist in the lung function unit, the same unit where he was treated.

At a ceremony in London this week, Matt was named Young Healthcare Scientist 2008 – a testament to his excellent work over the past six years.

Professor David Lomas, Professor of Respiratory Biology at Addenbrooke's, said:

"He is quite an outstanding individual who is a role model for what can be achieved by hard work, dedication and a passion for a service to which he is truly committed. I first met Matt 10 years ago when he was 16. He had acute leukaemia for which he had undergone bone marrow transplantation and approximately a year later he developed a lung disease. Fortunately his condition stabilised but his interaction with the lung function team led to a desire to follow a career in physiological measurement."

Matt, with the support of Addenbrooke's, studies for a BSc in Clinical Physiology at Anglia Ruskin University in Cambridge. In the long-term, he hopes to undertake a PhD to continue his career progression. Matt said: "There was a point when it was looking like my illness was going to prove fatal but I managed to battle back. I enjoy my job and am overwhelmed by this award – I really wasn't expecting to win. I have to say a big thank you to all my colleagues, friends and family who have helped me over the years."

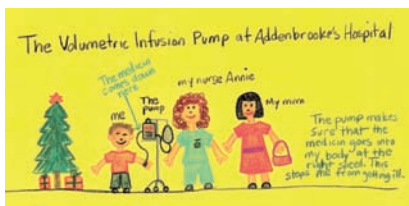
What Jamie wanted for Christmas...



Jamie's letter to Father Christmas (below) was the first direct mailing

sent to supporters of Addenbrooke's and the Rosie by the charity for the hospitals – Addenbrooke's Charitable Trust. If you are a registered supporter of the charity you may have received it yourself. This is a new venture for Addenbrooke's Charitable Trust and we hope it will be the first of a number of mailings each year.

The letter informed supporters of the need for extra volumetric infusion pumps at the hospital from the point of view of fictional patient, Jamie, who has Crohn's disease. The mailing included a drawing from Jamie of a volumetric infusion pump (pictured) and a letter from him explaining what the pumps do (they administer medicine into the body at a set rate), and why more pumps are needed at the hospital.



After receiving the letter many generous supporters made donations towards the volumetric infusion pumps to help patients like Jamie and others with different needs.

If you are interested in supporting our patients, or if you would like to receive mailings like this and hear more about charitable activities for Addenbrooke's and the Rosie contact: Addenbrooke's Charitable Trust, Box 126, Addenbrooke's Hospital, Hills Road, Cambridge CB2 0QQ.

Tel: 01223 217757

Email: act@addenbrookes.nhs.uk

www.act4addenbrookes.org.uk

Performance Report (to end of October 2008)

N.B. This highlights the position prior to the recent Norovirus outbreak which obviously has had a major impact on capacity in December due to the closing of wards and puts targets at risk going forwards.

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; both are now below trajectory to meet the year end targets
- delayed transfers of care – has had an adverse impact on length of stay
- emergency re-admissions – a 2% rise on last year and adverse to target. Overall Emergency Department attendances are up by 4% year to date, and along

with winter pressures, the A&E 4-hour performance was below 98% in October.

Delayed discharges – the Trust continues to liaise with the PCT and Social Services on reducing the number of delayed transfers and providing better facilities in the community. As part of the Effective Patient Care (EPC) programme, Directorate level EPC service delivery programmes have been compiled – every plan holds initiatives that contribute to the continued reduction of length of stay; integrated care pathways are also being used.

Emergency re-admissions – Multidisciplinary Working Group has agreed and finalised actions for high readmission rate groups of patients.

Winter planning to meet increased demand – includes the opening of new capacity early in the New Year to help facilitate patient flow through the period January to March 2009.

Obituary

Malcolm Perry, Patient Governor

It is with great sadness that the Membership Office informs Trust members of the death of Patient Governor Malcolm Perry, who has been a member of the Board of Governors since the end of 2005.

Malcolm was a highly active and committed governor throughout this time and despite recurrent health problems continued to work tirelessly and with huge dedication in the interests of members, some of whom will know him from our 'Meet the Governors' sessions in the

community. He was Chairman of the PSA Prostate Cancer Support Association National Executive and Chairman of the Anglia Branch, which fund-raised a considerable sum of money for this very worthy cause.

Malcolm will be greatly missed by all and we would like to join in sending our sincere condolences to his family at this very sad time.



Medicine for Members – Free lectures

Please see the 'Important Dates for your Diary' section for all future topics covered in this series. Lectures are aimed at interested lay members of the Trust – no medical knowledge is required.

If you would like to attend any lectures, please call the Membership Office:

Telephone: 01223 256 256

email: foundation.trust@addenbrookes.nhs.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 you can join by visiting the Trust website at www.addenbrookes.org.uk

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
- 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.

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, more importantly, your election papers. Without them you will not be eligible to vote for staff governors in the annual elections.