

'shared Trust, shared success'

Trust gets two 'good' ratings in annual health check

University Hospitals Bristol has received two 'good' ratings in the Healthcare Commission's Annual Health Check (for the year April 2007 to March 2008). The categories are 'use of resources' and 'quality of services'.

The Healthcare Commission's Annual Health Check is the most comprehensive assessment of performance ever undertaken in the NHS, providing a detailed picture of each NHS trust.

Dr Graham Rich, Chief Executive says: "We are pleased for patients, staff and local people that the quality of our services have been rated 'good'. Despite dropping from 'excellent' to 'good' in this category, our performance has continued to improve in most areas."

"There are a few areas where we did not do as well as we would have liked and we have already started to address these issues. We have come a long way on our journey to provide the highest quality healthcare but there is clearly more work to be done if we are to achieve the very highest standards. This organisation will continue to strive for excellence in everything it does."

"We are delighted to get a 'good' rating for use of resources, up from 'fair' last year. The Trust is now in a much stronger financial position."

"This is good news for patients because it allows us to plan ahead with confidence as a Foundation Trust and push ahead with major capital schemes to replace old clinical accommodation with new state-of-the-art buildings."

The Patient Experience



Rais Hyder, Jane Buswell and David Clarkson were some of the members who attended the patient experience events in August 2008. Find out about more ways you've been involved in on page 2.

Making a Difference

At University Hospitals Bristol we have been working hard to reduce the number of patients affected by clostridium difficile (*C.diff*) infection. We need to ensure that no patients acquire the infection whilst in our care. We are focusing on the five key things that are known to be effective at preventing *C. diff*. Find out more on page 3.

Wanted!

More members.

**Family and friends
(aged 4 years and
older) can join and
have their say!**

**Sign up on
www.uhbristol.nhs.uk
or ring 0117 342 3764**

Appointment of Non-Executive Directors

Your governors appointed three new Non-Executive Directors in October 2008. They are: Mr Paul May and Mr Kelvin Blake who started on 1st November 2008 and Dr Sarah Blackburn who starts in June 2009. Their profiles are on our web site www.uhbristol.nhs.uk/who-we-are-and-what-we-do/trust-board.html The governors at the Membership Council said they bring essential commercial acumen and expertise to the Trust.

How we have involved our Members and Governors

As a Foundation Trust the role our members and governors play in shaping our future and giving us valuable insight and feedback is extremely important to us. Thank you for all the ways you have been involved so far, here are just some of the ways you have contributed.

Patient Experience Events

In August 2008, members were invited to patient experience events to hear what the Trust is doing about services and to receive feedback from members. Your feedback has made a difference. Here is how it has progressed:

- ◆ Specific comments have been fed directly to various bodies and members of staff who are responsible for those issues. For example, the comments on infection control and cleanliness have been given to the Infection Control Committee to consider their implications and what we can learn.
- ◆ We are now embarking on a 3 month project to look at how we use patient feedback in a more meaningful way and have much more impact on the patient experience, thereby improving it.

A full report will go to the Trust Board and the Membership Council.



From right to left: Stacey Hartrey and Diane (members) talk to Tony Watkins and Rosaleen Cooper (staff) about equality and diversity at the patient experience events.

Governors have been involved in

- ◆ Reflecting members views about the BRI Frontage project (see Membership Council papers on the web www.uhbristol.nhs.uk).
- ◆ Recruiting three non-executive directors
- ◆ Taking part in the Divisional Strategic Workshops.

Members have been involved in

- ◆ Nominating themselves in the elections for governors on the Membership Council.
- ◆ Patient Experience events.
- ◆ Special interest opportunities.

Wanted!

More members.

Family and friends can join and have their say!

Sign up on
www.uhbristol.nhs.uk
or ring 0117 342 3764

Clinical Audit Awards

The Trust held its Clinical Audit awards in September. The staff winners were Helen Morris, Julie Barker and Tom Martin. Governors and members were invited to attend. Anne Skinner, Patient Governor said: "I had little idea of what Clinical Audit meant before I attended the Clinical Audit Oscars. I found the experience very interesting and enlightening. It was reassuring to see that there is a mechanism in place for continual reassessment of the way things are done within the Trust leading to improvements in efficiencies which benefit patients." Clive Hamilton, Patient Governor said: "I found this to be quite refreshing in terms of the enthusiasm of the presenters ... and of course, of particular interest to me as a patient governor as the subjects covered had implications for patient safety and quality of care."

Dr Jonathan Sheffield presents Clinical Audit Awards



From left to right: Anne Skinner, Helen Morris, Bob Skinner, Jonathan Sheffield, Phil Quirk, Julie Barker, Clive Hamilton and Tom Martin

Making a Difference

Clostridium difficile (C.diff) is a bacterium that causes infection of the intestines, usually in association with antibiotics. Patients who get this infection suffer with diarrhoea and it can occur many times a day if the infection is severe. We are focusing on the five key areas that are known to be effective at preventing C. diff.

1. Hand washing with soap and water. Whilst alcohol hand gels are great for preventing most infections, hand washing with soap and water is best when patients have diarrhoea. We have started a programme to install extra sinks on wards and at the entrances to wards to make it easier for staff and visitors to wash hands.

2. Cleanliness of the environment and equipment. C. diff can survive as a spore (similar to plant seeds) for many months and perhaps even for years; this is why cleaning is vitally important. We have increased the number of deep cleans taking place on our wards in the last 6 months. We are also investing in new technologies for cleaning. Technologies such as using vapourised chemicals to disinfect electrical equipment.

3. Use of protective clothing. Gloves and aprons reduce the risk of staff getting contaminated with bacteria on their hands and on their uniforms.

4. Prescribing antibiotics wisely. Whilst antibiotics are needed to treat infections, many of them can affect the 'good' bacteria that live in the intestines and may increase the risk of getting C. diff. Our doctors have been asked to prescribe antibiotics that are less likely to cause C. diff and also to prescribe them for the shortest period possible.

5. Placing patients with diarrhoea in single rooms. We are increasing the number of single rooms that we can use for infection control purposes.

Visitors can help us in our campaign to reduce C. diff by washing hands and/or using the hand gel on entering and leaving single rooms and wards. Also, visitors can help by keeping the area around patients easy to clean by not bringing in too many belongings for patients and keeping patients' possessions stored away in lockers.

We have already made a difference to C. diff. Staff, visitors, patients and members all working together can make an even bigger difference.

Norovirus

In the winter months there is generally an increase in Norovirus (viral gastroenteritis or gastric flu) which causes diarrhoea and vomiting. This is commonly brought into hospitals by patients and by visitors. Our Trust members can help us keep this infection out of our hospitals by not coming to visit anyone in hospital if you have had diarrhoea and/or vomiting in the last 2 days.



Christine Perry,
Assistant Chief Nurse/Director
Infection Prevention and Control



Above: architects impression

Bristol Heart Institute

The building of the new Bristol Heart Institute is nearing completion and detailed work is underway to complete the interior as the project moves into the final few months. The 'state of the art' building will bring together all cardiology and cardiac surgery activity from across the existing site into one location.

The building will be handed over to the Trust in February 2009 before clinical services move into the building in mid May 2009. Clinical team leaders are busy at work reviewing the pathways of patient care and refreshing their ideas about how patients will move around the building.

Young People Update



Hello, my name is Cathy Gane and I am the new Young Persons Involvement Worker based at the Bristol Royal Children's hospital. Part of my role is to support children and young people so that they are able to influence what happens within the Trust.

Thank You

Above and Beyond Charities

To Above and Beyond for their support of Foundation Trust Membership work.

Volunteers

To the Trusts volunteers who help prepare mailings for Foundation Trust membership.

Up & Coming Events

Carol Service

16 December 2008

12.30 to 1.30 pm

St James Barton Church (next to bus station)

Membership Council meeting

29 January 2009

29 April 2009

Time and venue to be confirmed
Open to members and the public

My Hospital - My Say For under 21 year olds

31 January 2009

10.30 to 3 pm

UH Bristol Education Centre
Marlborough Street, Bristol

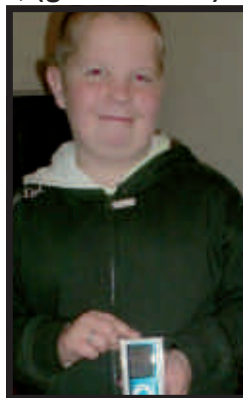
The Trust would love to engage more children and young people and I am very excited about the plans we have for the future. These include creating a process whereby young people can contribute effectively to decisions made at a strategic level. We also have plans to recruit more Under 21s to the membership particularly from traditionally hard-to-engage groups. There is a real commitment from staff and the Trust for this role to be successful. I look forward to working with the children and young people to ensure that they can fully participate in the work of the Trust.

Wanted!

Young members (aged 4 years and older). Join up and have your say! Sign up on www.uhbristol.nhs.uk or ring 0117 342 3764

Competition Winners!

The winners of the September competition are: **Tina Haysom, (champagne), Jack Moat-Whyte, (iPod) and Audrey Joseph, (gift voucher).**

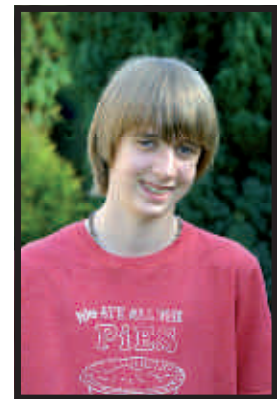


Above: Jack, Foundation Trust young member, with his iPod

New Member Winners

Thank you to all new members for joining our Foundation Trust membership. The two lucky winners who received vouchers were: **Ali Yasmin, Wells and Ewan Mathewson, Bristol.**

Sam Miller was part of the recruitment panel for the Young Persons Involvement Worker. He said, "I have gained useful experience from the interviews because just as we finished the interviews, back at school we were set an assignment in English to theoretically apply for a part-time job at one of our favourite stores in the form of a letter. I immediately knew what to write because I had looked at all the candidates' CVs and knew what information to put down."



Above: Sam Miller, Foundation Trust Young member

Bristol 'LINK' (Local Involvement Network)

Bristol LINK has recently been launched. It is a network of local people, organisations and groups to monitor and improve health and social care services across the whole of Bristol.

UH Bristol Governor for Community Groups, Andrew Yerbury, also a member of Bristol LINK, says: "Members of UH Bristol also feed into Bristol LINK and vice versa. Being members of both will allow shared information flow and a stronger local voice. It is really easy to become a member of Bristol LINK. It is free, and just involves filling out a short registration form." For more information telephone 0117 9589347 or email carolinemcaleese@linkbristol.org.uk