

# Trust membership newsletter

Issue 10: April 2011



**Y**ou cannot miss the news coverage and general conversations about the impact of the financial situation on public services, in which the NHS plays a major part. At UH Bristol we have been talking to our staff about some of the changes we plan to make, largely supported by the unions and while there has not been unanimous agreement on all things, we do agree that we must do whatever we can to protect jobs.

We've also asked staff for help and we'd like your ideas as well. We're looking for ideas about how we can save money and improve care, or just about how to do things differently. Email your ideas to [ideas@uhbristol.nhs.uk](mailto:ideas@uhbristol.nhs.uk) or write to Ideas, c/o The Communications Team, Trust HQ, Marlborough Street, Bristol BS1 3NU.

We held a very successful open day on 5 March recognising the success of the refurbishment of the entrance and patient areas at the Bristol Haematology & Oncology Centre. The improvements were funded by Above & Beyond and the Friends of the BHOC. Former patients who came to the open day said they previously had private feelings of dread at re-entering the building but that the new decor made them feel instantly at ease. Thank you to everyone who raised money and got involved.

In February the Safe and Sustainable review of children's congenital heart services announced four short-listed options for future centres in England. The Bristol Royal Hospital for Children is included in all four options. There is now a significant public consultation process underway and we are mindful that because we have been included in all options, people may not take the opportunity to express their support for our services. It is important that we show the review team that it made the right decision. Find out how to register your support on page 2.

John Savage CBE, Chairman

Respecting everyone  
 Embracing change  
 Recognising success  
 Working together  
**Our hospitals.**

## Make your vote count!

Eligible public, patient and staff members will be receiving ballot papers in early May for the UH Bristol governor elections. Members elect governors to represent their views on the Trust's future plans. Governors bring their ideas, skills and experience as public, patient or carer members to discussions and debates about our hospitals' services.

This type of public involvement ensures our services best reflect the needs of the local community. That's what being a Foundation Trust is all about. The contested governor seats are:

- Two seats in the public North Somerset constituency
- Three seats in the public Bristol constituency
- Three seats in the local patients constituency
- Two seats for carers of patients under 16 years
- Two seats for staff in non-clinical healthcare professions
- One seat for staff in medical and dental professions

Please vote for the person you think would best fulfill this role.

Inside

**2 What's on**

**2 Children's Hospital Safe and Sustainable report**

**3 Patient safety focus group**

**3-4 Governor profiles**

## What's on...

### **Medicine for Members event: Dementia**

**When:** 6 July at 6.30pm

**Where:** Education Centre, University Hospitals Bristol

#### **How to book:**

Email [foundationtrust@uhbristol.nhs.uk](mailto:foundationtrust@uhbristol.nhs.uk) or complete a form on [www.uhbristol.nhs.uk/membership](http://www.uhbristol.nhs.uk/membership)

"UH Bristol is committed to improving the experience of all patients, including those with dementia. As the number of people with dementia continues to rise UH Bristol is responding with a solid strategy to deliver better outcomes for people with dementia and reduced length of stay."

Sian Evans, Public Governor

### **Bristol Royal Hospital for Children: 10th anniversary**

**When:** 18-22 April

Various activities will run throughout the week at the Bristol Royal Hospital for Children. A series of events are also being planned throughout the year, including a clinical symposium.

### **National Thrombosis Week**

**When:** 9-13 May

Trust events to be confirmed

### **Medicine for Members event: Diabetes**

**When:** TBC

**Where:** Education Centre

## Event round up

### **Medicine for Members event: Eye health**

Our first Medicine for Members event was held on 30 March. Members heard from consultant ophthalmologist Clare Bailey and Professor Andrew Dick, who talked about the effects of age related disease, eye disorders, and the latest research in treating these conditions.



## Children's Hospital: Safe and Sustainable

Safe and Sustainable, the NHS review into the future of children's congenital heart services in England, has proposed four options to reduce the number of hospitals providing children's heart surgery from eleven to six or seven. The Bristol Royal Hospital for Children is included in all four recommended options going out for public consultation.



Dr Jacqueline Cornish, head of Division of Women's and Children's Services at the Trust, said: "University Hospitals Bristol NHS Foundation Trust welcomes the recommendations from the Safe and Sustainable panel.

"Our dedicated staff have fully engaged with the Safe and Sustainable review process since it began in 2009, and the Trust continues to support the need to concentrate clinical expertise in the right number of centres to meet the national caseload and achieve the best clinical outcomes for children."

A four-month public consultation was launched in February 2011. A consultation event for the South West is on Tuesday 7 June between 3-5pm at Taunton Racecourse. Show your support by registering – call 0845 363 1478 in advance. Alternatively, complete a consultation response form at:

[www.ipsos-mori.com/safeandsustainable](http://www.ipsos-mori.com/safeandsustainable)

# Why I became a governor

With a passion for improving the patient experience for people with dementia, Sian Evans explains why being a public governor is so important to her.



I first learned about the role of governor when I was researching the structure of the NHS at work. As the external affairs manager for the Alzheimer's Society, I was eager to understand how to influence change at an NHS acute hospital to improve outcomes for people with dementia.

"It's been a steep learning curve but I'm delighted to be working with a wide range of committed people"

A quarter of all hospital beds are occupied by people with dementia who are over 65, which presents a real challenge for the NHS.

When the Alzheimer's Society launched its campaign to improve the quality of hospital care for people with dementia, I was invited by a colleague to attend a meeting at UH Bristol and discovered that the Trust was already making steps towards improving the patient experience for people with dementia.

This is really where my journey began. Meeting many like-minded people confirmed that I wanted to become more involved with UH Bristol.

I have since become a public governor for the Bristol constituency, which I thoroughly enjoy. It's been a steep learning curve but I'm delighted to be working with a wide range of people who are committed to making sure UH Bristol provides the highest quality care possible for all its patients.

If you are interested in making a difference in your community I would certainly recommend becoming a governor. Everybody has something to offer!



## Patient safety

A new focus group including patients and members discussed patient safety in January, as part of the Trust's feedback strategy.

### The fundamentals

The participants overwhelmingly felt that fundamental to good patient safety is the quality of the investigations and examinations on a patient, and that they are made in an accurate and timely manner.

### Communication

The group felt that the quality of the relationship between the patient and the professionals is key. This starts with knowing the names of the people who are caring for you and feeling that care is personal.

### Perceptions

Evidence of a no blame culture, an accessible complaints process and continued professional development are markers of a good patient safety ethos. The group felt that some issues undermined this, including the message they felt was projected by hospital staff wearing uniform and scrubs outside the hospital.

John Beech, a member who took part in the group, said: "We all have different opinions which can be equally valid. To gain a rounded view it is important to take all experiences into account. I enjoy participating in groups like these because I feel that I'm contributing to the improvement of healthcare in our community and adding value to the services provided." The outcomes of the group will guide the patient safety strategy in the Division of Surgery Head and Neck. For more information contact Tony Watkin on [tony.watkin@uhbristol.nhs.uk](mailto:tony.watkin@uhbristol.nhs.uk)

## Tertiary governor experience



I have been a governor representing tertiary patients for over six months now. I have had to learn a lot very quickly, but it has been an exciting experience.

Tertiary patients use the services of UH Bristol but live outside of Bristol, North Somerset and Gloucestershire – like me.

I live in Somerset and have been an inpatient and outpatient at various hospitals at the Trust during the last 10 years. I am keen to represent other patients who live outside the immediate area.

I have previously worked in the NHS so have some understanding of its workings and terminology,

but there is plenty of support for new governors including wide-ranging seminars on topics such as finance planning.

I am particularly interested in the role of members at the Trust. I joined the membership working group to support the Trust's statutory requirement to maintain the required number of members from representative sectors of the community. We also find ways of encouraging more active participation from

those interested members.

It is early days for me as a governor and I look forward to representing my patient group in improving patient care where necessary. I want to encourage

people with a broad range of experiences to consider becoming active members of the Trust – and perhaps even a governor.

**Suzanne Green,  
Tertiary Patient Governor**

**“There is plenty of support for new governors, including wide-ranging seminars on topics such as finance planning”**

**Get in touch**

This newsletter is for members of University Hospitals Bristol NHS Foundation Trust. If you would like to contact a governor, email [foundationtrust@uhbristol.nhs.uk](mailto:foundationtrust@uhbristol.nhs.uk). If you require this newsletter in another format, for example braille or

large print, please contact Maria Fox on 0117 342 3763 or [maria.fox@uhbristol.nhs.uk](mailto:maria.fox@uhbristol.nhs.uk)

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## A day in the life of a governor

An average day for Suzanne Green can include anything from talking to patients to exploring new ideas at a membership working group.

“I recently went with Neil Auty, the other tertiary governor, to a Bristol Eye Hospital outpatients clinic, and talked to people waiting for their appointments. We were keen to find out about the patient experience in person.

Everyone was very happy to talk to us and gave us some useful information which we will pass on. It gave us a sense of the issues that really matter.

After the clinic meeting I had a working group meeting about membership. We have some young governors on our working group and it is very refreshing to hear their ideas and see their enthusiasm about issues such as work experience for young people at the Trust.

In this group we are also looking at events planned throughout 2011 in Bristol. Governors will attend these events to inform a wider audience about the Trust and its work.”

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