

Trust membership newsletter

Issue 9: December 2010

I would like to thank all the members who took the time to complete the questionnaire in the August edition which asked what they wanted from their newsletter.

We had an excellent response – almost 200 questionnaires were presented to the editorial panel of Trust staff and governors, to help them make decisions about the newsletter's content and format.

The majority of people want the regularity and size of the newsletter to remain the same:

- 94.5% want a printed copy;
- 66.8% want it to come out three times a year;
- 92.8% want it to be A4;
- 73.4% want four pages; and
- 60.7% want it to be full colour.

There was also a request to make



**Welcome by
John Savage CBE
Chairman**

the finish less glossy, which we have done this time. Unfortunately, choosing a matt finish won't save us money, but it may be more visually appealing – please let us know what you think (contact details are on the right).

We also received some interesting feedback about content, with members making great suggestions such as more 'good news' stories

about the Trust and features on departments and governors. Research is also important to you, with 90.6% of respondents saying they want to learn more about Trust research projects.

There is also interest in a members' letters page – so please send your letters for inclusion to the membership team at: Membership Office, FREEPOST UH Bristol FT Office, University Hospitals Bristol NHS Foundation Trust, Marlborough Street, Bristol BS1 3NU or email foundationtrust@uhbristol.nhs.uk.

We're still receiving feedback from the questionnaire, which will be used by the editorial panel to plan future newsletters. In the meantime, I hope you enjoy reading this pre-Christmas edition.

Oscars celebrate the best in the Trust's clinical audit projects

This year's annual Clinical Audit Oscars took place on 14 October at the Education Centre.

Five clinical audit projects from the Trust's programme of work were shortlisted, with the project leads each giving a ten-minute presentation and five-minute question and answer session to an open audience.

We were delighted to welcome as part of the audience Bob and Anne Skinner, as a Foundation Trust member and local patient governor, respectively, and Liz Corrigan and Mo Schiller, as public governors, and we would like to thank them for supporting the event.

Entries covered a range of topics: connecting to local communities within the breast care service, hip fracture care in orthogeriatric

patients, appropriate consenting of patients undergoing coronary intervention, management of retinal disease, and maternity risk standards.

As ever, the competition was fierce, each project highlighting the great work that clinical teams are doing to improve the care we provide to our patients. After much deliberation, the judging panel, consisting of previous Clinical Audit Committee chairs, decided that the winner was consultant radiologist



Suma Chakrabarthi and her team

Suma Chakrabarthi, for her project aimed at increasing the numbers of women undergoing breast screening within the black and minority ethnic (BME) community.

The project showed how the work she and her team had done to implement a programme of direct health promotion had led to a marked increase in the uptake to the National Screening Programme.

Suma and her team received £100 of restaurant vouchers to share and a bottle of champagne courtesy of Above & Beyond Charities.

Stuart Metcalfe, clinical audit manager, said: "Our thanks to everyone that presented and for all the hard work that went into the projects; I look forward to seeing more of the same at next year's awards."

What's on...

What? Membership Council meeting

Where? Bristol Dental Hospital Lecture Theatre

When? 1pm, Thursday
3 February 2011

What? Public open day to celebrate the Bristol Eye Hospital's 200th anniversary

Where? Bristol Eye Hospital
When? 11am-3pm,
Saturday 2 April 2011

What? Membership Council meeting

Where? Lecture Theatre 1,
UH Bristol Education Centre
When? 1pm, Wednesday
4 May 2011

Medicine for Members

Details of events will be available in January 2011 on our website: www.uhbristol.nhs.uk/membership

Members who have told us they are interested in the subjects will receive personal invitations.

Trust website – have your say

Thanks to charitable funds from Above & Beyond and The Grand Appeal, the Trust will shortly be starting a project to develop a new website. This should result in an improved look and feel, more interactive content and video for users and a special site for children. We'd like your views on how you think the site can be improved – please fill in our questionnaire at www.uhbristol.nhs.uk/website-feedback-questionnaire



Governor Anne Skinner, right, talks to Charlotte King, lead specialist screening practitioner, in the Queen's Day Unit at Bristol Royal Infirmary

Meet your governor: Anne Skinner

I have been a Local Patient Governor for two-and-a-half years and I am passionate about representing both patients and the general public. I bring my professional experience as a retired nurse and my personal experience of being a patient, having had ten operations.

I see my role as that of representing patients and the public and doing my very best to improve care and protect patients in whatever way I can. I often spend three or four days a week at our various hospitals hopefully making a difference.

I am a member of many committees and groups, all of which relate to improving patient care. I believe that this is essential for me to understand what is being achieved in our hospitals and how I can influence changes for the better.

For example, I was involved in the redesigning of the patient information leaflet for hospital acquired thrombosis. Also, I was invited to give a talk to newly trained pharmacists to help them

see things from a patient's view. I also attend the monthly Trust Board Meetings and other meetings with non-executive directors and the Chief Nurse, all with the intention of improving patient care.

I feel immense satisfaction when I see things that I have raised being acted upon and resulting in changes for the better.

I know that there are some amazing things being accomplished in our hospitals. However, I am a great believer that there's always room for improvement and I will continue to strive for this improvement primarily in patient care but also in the many other things that I know are important to our patients and the public.

'I feel immense satisfaction when I see things that I have raised being acted upon and resulting in changes for the better'

2010 was an active year for governors

I am pleased to report that the governors have been very active this year with increased involvement in the Trust's activities.

We sit on Trust committees such as the Infection Control and Carers Strategy committee and we continue to improve our own membership, quality and strategy groups.

We update our knowledge through training and education, meet our members and attend Trust Board meetings. All this helps us to have an understanding of how the Trust works and how it is performing, enabling us to hold the Board to account.

We have recently had our Annual Members' Meeting and were pleased to see so many of you there. We hope that next year more of you will come as this is your opportunity to hear how we, and the Trust, have performed over the year and where you can also have your say.

Statutory duties

We have met regularly with the non-executive and executive directors and attend Trust Board meetings. This has allowed us to understand the strengths and weaknesses of the Trust and observe the Board in action. We hear how the Trust is addressing failures and see evidence of progress. It is very rewarding to see, for example, when failing targets are turned round and met.

Our nominations and appointments committee have appraised the chairman and re-appointed him for a further three years. The Membership Council was involved with, and approved, the appointment of new Chief Executive Robert Woolley.

Working with the Trust

We work with the Trust to help

improve the service you receive, taking particular interest in your feedback and the resolution of your concerns. But equally important is the feedback given to staff on the things they do well.

We have been following the progress of the Histopathology Inquiry and are now awaiting the report, which is due to be published in the near future.

The groups and committees we are involved with are wide ranging, from paediatrics to dementia, ethics to research and environment to finance, to name but a few. We are involved with the Award for Excellence scheme and other award presentations, demonstrating to our staff that they are very important to us and that we are proud of their achievements.

We also commented on the Trust's registration with the Care Quality Commission and, with the Trust, responded to the White Paper Consultation Document – Equity and excellence: Liberating the NHS.

New governors

The governor elections were held between March and May, but we were disappointed that the number of members coming forward for election which was considerably lower than in 2008.

Despite this, we were pleased to welcome 14 new governors who bring with them valuable knowledge, experience and skills and from the very start have been active members of the membership Council (we are particularly pleased to welcome members from the Youth Council who have been elected to represent you).

They all have a steep learning curve and we hope they will build on their knowledge and enjoy the very special role they play in the quality of patient care.

Meeting our members

Last, but by no means least, we are accountable to you, our members. We are pleased that the Trust has exceeded its target growth in membership this year but we would like to see more children and young people come forward.

We are developing ways to get closer to you through our educational events and the other opportunities throughout the year where we can meet you.

Currently, we hold governor constituency meetings in clinic outpatient areas (see page 4) where we ask patients, relatives, visitors and friends to tell us about their experiences. The results are fed back to the Trust who collates this information alongside their own feedback to help improve the patient experience.

In addition to this we are now developing quality walk-rounds where, with the staff, we visit the hospitals, talk to patients and staff in order that we may better understand what we do well and where improvements can be made.

We have worked hard to find ways of communicating with you but are very aware that we do not get to meet the majority of members and we are developing ideas to improve this. There are challenging times ahead and we would welcome any suggestions that you may have to help us improve your care and represent your views.

Liz Corrigan
Public Governor,
North Somerset
and Governor
Representative



Governor constituency meetings

It is important that patients have a chance to meet governors face-to-face and express their views on the care they receive in hospital.

This is why several governors visit outpatient clinics on a regular basis to offer patients a chance to complete a feedback questionnaire.

This can highlight areas where the Trust could improve, as well as areas that patients feel are performing well.

Some of the topics covered in the questionnaire are:

- The quality of communication (including appointments and referrals);
- Transport;
- Service and environment;
- Patient choice of time and hospital.

The responses we receive from the questionnaires are fed back to the nurse in charge to look at how the service can be improved.



Jacob Butterly
Local Patient Governor

Could you represent members?

Have you considered standing to be a governor and help shape our future? Would you like to represent your members' views as a governor?

Members elect governors to represent their views on the Trust's future plans and the next elections are taking place from March 2011.

Governors bring their ideas, skills and experience as members of the public, or patients and carers of people who use our services, to discussions and debates about our hospitals' services. This type of public involvement helps to ensure our services best reflect the needs of the local community. That's what being a Foundation Trust is all about.

Governors are elected from the Trusts' membership to serve on the Membership Council which oversees and advises on the work of the Trust.

The next elections take place from March 2011 and seats for election are:

- 3 seats – [Public Bristol Constituency](#);
- 2 seats – [Public North Somerset Constituency](#);
- 2 seats – [Carers of Patients 15 Years and Under Constituency](#);
- 3 seats – [Local Patients Constituency](#);
- 2 seats – [Staff Constituency](#);
- [Non-clinical Healthcare Professionals](#);
- 1 seat – [Staff Constituency: Medical and Dental](#).

If you would like to check which constituency you are in, call the membership office on (0117) 342 3764, or email foundationtrust@uhbristol.nhs.uk

What does a governor do?

Governors are one of our links to the community, representing the views and opinions of our membership.

They do this by bringing their ideas, skills and experience to discussions and debates about our hospitals' future plans.

This type of public involvement helps ensure our services best reflect the needs of our community.

What are the requirements for eligibility to stand for election to be a governor? You may stand to become a governor if:

- you are a member of the University Hospitals NHS Foundation Trust;
- you are over 16 years of age.

How do I put myself forward in the election to become a governor?

If you are interested in nominating yourself or want to find out more about the role, please return the reply slip below. No stamp is needed.

Cut along the dotted line and post to the membership office.

REPLY: Governor elections 2011

Yes, I am interested in nominating myself for governor in the next elections.

Full name (in capitals):.....

Full postal address:.....

Return to:

University Hospitals Bristol NHS Foundation Trust, Membership Office, FREEPOST UH BRISTOL FT OFFICE, Marlborough Street, Bristol BS1 3NU (you do not need a stamp)