

'shared Trust, shared success'

First Year as a Foundation Trust

I am delighted to welcome you to your autumn newsletter and to invite you to our Annual Members' Meeting on Tuesday 22 September 2009. The meeting is open to all members.

You can:

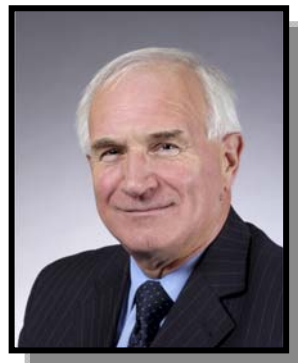
- ◆ Find out about our first year as a Foundation Trust.
- ◆ Hear from Christine Perry, Director of Infection Prevention and Control.
- ◆ Meet your Governors.

There have been many opportunities for members to be involved in our services from joining focus groups to attending members events. In particular, we are very proud of our young members who have formed the Youth Council. You can find out about their activity on our web site uhbristol.nhs.uk.

If you would like to be involved in our services, read about the opportunities on page 4.

I am pleased to welcome our three new non-executive directors who were recruited by the Governors. Read about these and our new directors on page 4.

I look forward to seeing many of you at the Annual Members' Meeting on 22 September 2009.



John Savage, Chairman

Swine Flu

UH Bristol has robust plans in place for dealing with Swine Flu. Over the last few weeks we have trained more than 5,000 staff, clinical and non clinical, in how to manage symptoms in patients and in colleagues, how to keep themselves safe and how to manage the illness should it affect their family. In order to ensure that our workforce plans are as strong as they can be we are also looking at working with registered nursing staff who are currently working in non clinical positions and also recently retired staff. We are also in day to day contact with our health colleagues across the region to ensure a resilient approach.

As Foundation Trust members we would ask you to help us by ensuring that your friends and neighbours do not visit friends or family in hospital if they are experiencing swine flu like symptoms. There is a lot more information available on Swine Flu on the national NHS website, www.direct.gov.uk/pandemicflu, by calling the NHS Pandemic Flu Information Line on 0800 1 513 513, from your local GP surgery and also on our main website www.uhbristol.nhs.uk. If you are concerned that you or a member of your family may have Pandemic Flu, you should phone the National Pandemic Flu treatment line on 0800 1 513 100, or if you are hard of hearing you can contact the textphone service on 0800 1 513 200.

Notice to the Members of University Hospitals Bristol NHS Foundation Trust

The Trust gives notice that the
Annual Members' Meeting will be held on
Tuesday 22 September 2009
from 5 pm
in UH Bristol Education Centre,
Upper Maudlin Street,
Bristol, BS2 8AE

The meeting is open to all members. We
welcome the public to attend and they will have
the opportunity to join as members.

Members' Events

Annual Members' Meeting
22 September , 5 to 7 pm
UH Bristol Education Centre,
Marlborough Street, Bristol,
BS2 8AE
Open to all members

Youth Council
26 September, 2 to 4 pm
UH Bristol Education Centre,
Marlborough Street, Bristol,
BS2 8AE
Youth Council members

Membership Council
29 October , 1 pm to 4 pm
UH Bristol Education Centre,
Marlborough Street, Bristol,
BS2 8AE
Open to all members

My Hospitals My Say
Saturday 28 November
11 am to 3 pm
UH Bristol Education Centre,
Marlborough Street, Bristol,
BS2 8AE
Invites will be sent to young
members

2010 Events

The timetable for members
events for 2010 will be in the
next newsletter.

Membership Council:
3 February
5 May
27 May
28 July
22 September
4 November

**You can check event
details in advance on
our web site**
uhbristol.nhs.uk or
ring the Membership
Office, 0117 342 3764

Free Shuttle Bus from Cabot Circus

The car park at Cabot's Circus is offering a £1.00 hourly parking rate until 6 October 2009. The Trust is providing a free return shuttle bus every 15 minutes, Monday to Friday, between the hours of 7am and 8pm **from Cabot Circus to:**

- ◆ Bristol Eye/Bristol Royal Infirmary
- ◆ Bristol Children's Hospital
- ◆ Bristol Heart Institute
- ◆ Bristol Haematology and Oncology Centre

For more information please contact: (0117) 342 3231

Hospital & University Free Shuttle Bus

A free shuttle bus service is provided for patients, visitors and staff. The circular route includes **Bristol Temple Meads railway station and all of our hospital sites.** The shuttle bus runs from 6.35am until 8.30pm, Monday to Friday. Get a copy of the time table from:

- ◆ Hospital reception areas or
- ◆ Web site uhbristol.nhs.uk (under patients, visitors & carers)

What being a Governor means to me

I have been given the opportunity to write a few words on what it means to me being a governor on the Membership Council of University Hospitals Bristol NHS Foundation Trust. Being a governor is a duty that I take seriously, which must be the case when undertaking statutory responsibilities such as: appointing the Trust's external auditors and monitoring the Trust's activities to ensure compliance with authorisation and the constitution.

I am proud to be part of the membership council and to be working with an excellent group of people (governors, NHS staff/directors/non-executive directors), who treat each other with respect, listening to individual views and opinions. Since starting as a public governor for Bristol, I have learnt a vast amount about: the way a Foundation Trust operates, strategies and plans for the continuing improvement of the Trust's healthcare facilities.

I've engaged in sub-groups looking at the quality of patient care, infection control and experience.

I am pleased to be able to make a contribution to our local community and to represent those who voted for me at meetings and discussions on matters affecting them. Since its birth under two years ago, I am proud to be part of a Foundation Trust that is evolving in such a positive and proactive way.

May I thank those who voted for me. You have provided me with an excellent opportunity. I am very much looking forward to meeting you at events and to hearing your opinions, thoughts and views on the services provided by your Foundation Trust.

Jason Edgar,
Public Bristol
Governor



We have joined the Foundation Trust Governors' Association

The Membership Council has joined the Foundation Trust Governors' Association (FTGA). Their nominated governor representatives are Liz Corrigan and Christine Webb. In their roles they attend meetings and vote on behalf of the Council.

How does the FTGA benefit us and our Trust members?

- Through a membership directory, we are able to contact Governors from other Trusts
- We can receive up-to-date news on relevant topics
- There is an active discussion forum where we can share and debate experiences
- Publications, both printed and online, are available to help us do our job better
- A resource room provides a broad overview of work in other organisations and case studies written by members
- Study days are held, where information is shared and there are opportunities to network

Liz and Christine attended the FTGA National Development Day on 22 April 2009. It was introduced by Sharon Carr-Brown, FTGA Chair, from The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust. She is an experienced governor and was available throughout the day to share her knowledge.

Adrian Masters, Director of Strategy, Monitor talked about Foundation Trusts policy and direction, and reminded us that foundation trusts were created to help improve healthcare and be more responsive to patients needs from the bottom up, and are accountable to local people. He told us that Monitor, the agency which monitors foundation trusts' performance, has just published a draft document for consultation "Guide for NHS Foundation Trust governors: meeting your statutory responsibilities". This is an excellent document which will be invaluable to governors in both existing and new Trusts.

"... reassured us that as a Membership Council we are doing well..."

There were two parallel workshops - Appointing Non-Executive Directors and Performance Management and Strategy. Both workshops reassured us that, although University Hospitals Bristol governors are new to their role, they are performing well alongside the more experienced governors.

The final session was 'Involving Young People' - a panel discussion. On the panel were representatives from ACTIVE, Cambridge University Hospitals NHS Foundation Trust, Hampshire County Youth Council, and the South-East Regional Youth Parliament. All Trusts have difficulty recruiting young members and they had a lot of ideas on engaging with young people and how young people's voices can be heard. It was very useful as we are developing our 'Youth Council' here in Bristol. If you are aged between 11 and 21 years old and would like to join the Youth Council, please email shoutout@uhbristol.nhs.uk

The day gave us the opportunity to consolidate our knowledge and reassure us that as a Membership Council we are doing well and although, it is a steep learning curve, we are developing our duties at the same speed as other Trusts.

Christine Webb, Local Patient Governor



Liz Corrigan, Public North Somerset Governor



Clinical Excellence Awards

Anne Skinner, Local Patient Governor, has joined the committee which assesses and agree awards to Consultants for Clinical Excellence. These awards recognise and reward NHS Consultants who perform 'over and above' the standard expected of their role.

Anne said, 'I felt honoured and privileged to be part of this committee. I was told beforehand that it would be a lot of hard work. I was extremely surprised just how much hard work it actually involved! I am enjoying my role immensely. It has been a most interesting and enlightening experience.' Over 100 applications were received. The breadth of skills and

innovation being employed within the Trust is quite remarkable. The quality of the work undertaken by many of the consultants can only further advance our aspiration to make the Trust a centre of excellence.



GET INVOLVED ...

Patient Experience

Help us improve the “patient experience” at UH Bristol. What things contribute to a positive patient experience while staying in hospital? What does it really mean to “involve” patients in their care and treatment? What inspires patient’s with confidence and trust in the medical staff who are caring for them? These are some of the questions we’ll be considering in an upcoming series of group discussions.

We are looking for around 30 members to take part in these discussions. If you would like to contribute to this debate, and can get to central Bristol, please contact **Paul Lewis (email paul.lewis@uhbristol or telephone 0117 342 3638)**. Groups will be held on the following dates: 13 October (10am–12pm), 14 October (6pm-8-pm), 15 October (10am-12pm).

Quality of our Food Service

Are you passionate about the quality of our food service? Would you like to join our catering ward rounds? To express an interest contact **Tony Watkin on 0117 342 3729 or email tony.watkin@uhbristol.nhs.uk**

Patient Feedback through surveys, interviews and questionnaires

Would you like to contribute to maintaining the quality in our patient feedback processes by joining our Questionnaire, Interview and Survey group. To express an interest contact **Tony Watkin on 0117 342 3729 or email tony.watkin@uhbristol.nhs.uk**

... AND MAKE A DIFFERENCE

About Membership

Your friends and family can join as members by:

- ◆ Filling in a web form on uhbristol.nhs.uk
- ◆ Emailing foundationtrust@uhbristol.nhs.uk with your details
- ◆ Telephoning the Membership Office on 0117 342 3764

Governor elections:

The next Governor elections will be held in March to May 2010. Information about the elections will be sent to you in the next newsletter.

If you would like this newsletter in a different language, in large print, Braille or by email, please call the Membership Office on 0117 342 3764

Director Changes at the Trust

We have said goodbye to one of our long serving non-executive directors, Patsy Hudson, who retired after 8 ½ years. Patsy saw the organisation through challenging times and she was delighted to see us attain Foundation Trust status.

We have also welcomed three new non-executive directors, Sarah Blackburn, Kelvin Blake and Paul May. Sarah holds a doctorate in business administration and she is a fellow of both the Institute of Chartered Accountants in England and Wales and the Institute of Internal Auditors. Kelvin brings experience from the private sector, particularly in the area of government relations and engagement with stakeholders, while Paul has over 45 years of public sector experience, heading up some of the largest public sector bodies in the region. The new non-executive directors were recruited by the Governors.

We recently said goodbye to two Executive Directors to take career opportunities elsewhere in the public sector: Anne Coutts, after 8 years’ service as Director of Workforce and Organisational Development and Lindsey Scott, after 11 years as Chief Nurse and Director of Governance. In the last month we’ve welcomed their replacements, Steve Aumayer as Director of Workforce and Organisational Development and Alison Moon as Chief Nurse and Director of Governance. Steve joins us with experience gained in a variety of different roles within the private sector and Alison is coming home to Bristol; she undertook some of her training here at the BRI and joins us from Yeovil District Hospital where she was Director of Nursing.

John Savage, Chairman