

Trust membership newsletter

Issue 13: March 2012



BUILDING A BETTER BRISTOL

“ The improvements
to the BRI will transform
many of our facilities ”

Welcome to this edition of the members' newsletter. At a time of increased pressure on all public resources, the staff at University Hospitals Bristol NHS Foundation Trust are ensuring that their main priority is to drive up quality and improve the services provided to patients in all our nine hospitals, ensuring that we deliver improved care more effectively, more efficiently and make the very best use of the resources available to every patient.

Working closely with the governors and members is central to this. Recently governors have been involved in giving comments and feedback on the redevelopments that are happening and planned for our buildings. Work is continuing at the Bristol Royal Hospital for Children to enable services to relocate from North Bristol NHS Trust for the centralisation of all specialist paediatric services in one dedicated building, to serve the

children and young people of Bristol, the South West and South Wales.

There is also a lot of work underway for the redevelopment of the Bristol Royal Infirmary. If you, or someone you know is coming to hospital, please allow more time to get here. If you can avoid coming by car then please do. There is a lot more information on our website, or speak to your clinic before your appointment.

These improvements to the BRI will transform many of our facilities and allow us to move all the beds and wards out of the Old Building, which no longer meets the accommodation standards that patients and staff both expect and deserve.

And finally, the Bristol General Hospital (BGH) will close on 4 April 2012; it will be a sad time for many. However, it is closing because a brand new purpose built hospital fit for 21st Century care is opening in South

Bristol. Many services will move from the BGH to the modern environment of the new South Bristol NHS Community Hospital, some will relocate back to the Bristol Royal Infirmary. On Saturday 3 March we are holding a final open day at the BGH from 10 am until 2pm. At South Bristol Community Hospital, an open day is planned for Tuesday 20 March 2012, and is open to the public from 2.30pm – 7pm (last entry at 6.30pm). There is no need to book for either event, just turn up.

John Savage CBE, chairman

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Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

Medicine for members

A review of the recent Medicine for Members event



Amit Bahl, lead doctor at the Bristol Haematology and Oncology Centre, gave a very interesting and informative talk on developments in the treatment of breast and prostate cancer, two of the most common cancers in the UK, which account for thousands of deaths each year. The talk was very well attended, despite the severe weather forecast for that evening, and there was time for questions from the audience. Dr Bahl also very kindly stayed on to answer questions on a one-to-one basis for those people who did not want to ask a public question.

Dr Bahl outlined the use of gold coils in the treatment of prostate cancer which enable the radiographers to target the radiation treatment to the prostate more accurately, thus reducing the chance of damage to the bowel or bladder, which can occur during treatment.

Dr Bahl also emphasised that every patient's treatment is tailored to their individual health profile and lifestyle. The many members of the team attending the multi-disciplinary meetings all contribute to the overall best treatment for that particular patient.

There are two more events planned in 2012, look out for information in future newsletters.

Waiting times

There is lots of discussion in the NHS, by patients and their families and also in the media about hospital waiting times. If you, a member of your family or a friend is referred for treatment at hospital, or arrives by ambulance, you are entitled to assurance that they will be seen by a nurse or doctor quickly and will receive a diagnosis and treatment as soon as possible.

All NHS Trusts collect information to help deliver that assurance. When a GP writes to ask us to assess or treat a patient, or when someone arrives in the emergency department needing care, we keep a record of the care they receive and a note of how quickly we treat them.

Monitor, the organisation responsible for overseeing what we do, sets us a number of minimum standards that all NHS Foundation Trusts must achieve to give patients and their families assurance that care is being delivered quickly and is of high quality.

For those who are interested in the data and statistics, from October to December 2011, 91.8% of patients who needed to be admitted to one of our hospitals (after their GP had written to ask for an assessment) were admitted within 18 weeks. The target is 90% and not 100% because patients can ultimately choose their own appointments and sometimes they do, and some diagnoses are more

Carers: we need you!

If you are a carer of adults or children, the Trust would like to hear from you. Please let us know about your experience of the services we provide, the areas where we do well and suggestions about where we could improve. We appreciate that your responsibilities can make it difficult to attend meetings in person but we'd like your views to help shape our future strategy for carers.

The Trust would like to recruit more

complex and take time to identify.

Monitor also asks all Foundation Trusts to see 95% of patients waiting in ED within four hours. This can sometimes be very challenging for hospitals, especially over the winter. Here at UH Bristol we didn't manage it in December, but we're working to improve the situation by making sure there are more empty beds available and that patients who need specialist reviews get them more quickly.

Timely care is vital for patients with cancer, so Monitor has set separate minimum standards in this area. At UH Bristol we are pleased to report that we met all nine of these specific standards from October to December 2011.

Alison Moon, chief nurse, and James Rimmer, chief operating officer, say: "Focusing on every patient receiving the right treatment at the right time means that we can ensure every patient receives good quality, timely care. If we need longer than expected to examine or diagnose a condition, we'll make sure we communicate that to patients and their families".

If you are interested in finding out more, visit www.uhbristol.nhs.uk/about-us/how-we-are-doing

Thank you to the member who suggested we write an article on this subject.

carers as members; it would be very helpful if you could let us know about any carers' support groups that you attend or are aware of. Your governors represent the membership of the Trust, and we want to ensure we have input from all groups.

You can contact us through the membership office via email at foundationtrust@uhbristol.nhs.uk or telephone (0117) 342 3764. We look forward to hearing from you.

Meet your governor: Maggie Mickshik, voluntary sector governor representative



"I'm proud to have been elected on to the membership council to champion the many and varied voices of the voluntary sector"

I am the chair of a small charity which supports families caring for very ill or injured children in hospital and belong to a group of small charities with a connection to University Hospitals Bristol.

When the opportunity arose for members to become a governor to represent the voluntary sector I didn't hesitate in applying. I'm proud to have been elected on to the membership council to champion the many and varied voices of the voluntary sector.

The needs and challenges faced by the voluntary sector are sometimes difficult to understand, for example, the way we are held accountable and how we are funded. Working in partnership with a hospital trust sometimes feels like David trying to negotiate with Goliath but I have found the Trust Board to be attentive and listening. They recognise that without the voluntary sector, the experience of those who use the hospitals would be a much poorer one.

As a passionate advocate of carers and parents with children in hospital

and as a parent myself of a child who has spent weeks in hospital, I bring a range of experiences to the role of governor. The charity I chair, Martha Care, aims to address many of the difficulties parents and carers face when they have a child admitted to hospital with long term or complex medical needs.

My experience in safeguarding children means I am keen to bring child protection awareness into board discussions and decision-making. I'm particularly keen to encourage the board to link in with the local Safeguarding Children Board and forge a closer working relationship between the two.

Since joining the board I've received excellent support and, although we're kept busy, I've been able to learn the knowledge I need to understand this very new and challenging role at my own pace. I've been delighted to meet so many people who are aware of the needs of patients and their families and aren't afraid to speak on their behalf to improve their experience.

Dates for your diary

Membership Council meeting

When:
Wednesday 2 May 2012, 2pm

Where:
UH Bristol Education Centre, Upper Maudlin Street, Bristol, BS2 8AE

Medicine for Members event: Diet and Nutrition

When:
Wednesday 16 May 2012, 6pm

Where:
UH Bristol Education Centre, Upper Maudlin Street, Bristol, BS2 8AE

If you would like to contact the governors please call the Membership Office by phone on (0117) 342 3764

Newsletter becomes electronic

This newsletter is currently sent to all non-staff members of University Hospitals Bristol NHS Foundation Trust through the post. You can help us to reduce the amount we spend on posting the newsletter to you by receiving it as an email version. From the next edition onwards (June 2012) we will send the newsletter to you electronically to the email address we hold on our records for you. If you would like to continue to receive a printed copy of this newsletter, please email foundationtrust@uhbristol.nhs.uk by 31 March.

Governor elections in 2013

Have you considered standing to be a governor and helping to 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 2013.

Governors are elected from the Trust's membership to serve on the Membership Council which oversees and advises on the work of the Trust. The Governor seats for election are:

- **2 seats** in the Public South Gloucestershire constituency
- **2 seats** in the Public Bristol constituency
- **2 seats** in the Patient Non-local constituency
- **3 seats** in the Local Patients constituency
- **2 seats** in the Carers of Patients 16 years and over constituency
- **1 seat** in the Staff constituency: other clinical healthcare professionals
- **2 seats** in the Staff constituency: nursing and midwifery

If you would like to check which constituency you are in, please contact the Membership Office by telephone on (0117) 342 3764, or by email at 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 that our services best reflect the needs of the local 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 University Hospitals Bristol NHS Foundation Trust
- You are over 16 years of age
- You are in one of the constituencies listed opposite
- You are able to commit a substantial amount of time to the role (approximately 8 – 10 hours per month)

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 opposite. Cut along the dotted line and post to the Membership Office.



Left to right: Maria Fox, Membership Manager and Vicki Goodwin, Membership Administrator

Governor elections 2013

- Yes, I am interested in nominating myself for Governor in the next elections and I would like to receive information about the elections.
- I would like to talk to a governor about the role.

Full name (in capitals)

.....

Full postal address

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.....
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Email address

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Please return this slip to: Maria Fox, Membership Manager, University Hospitals Bristol NHS Foundation Trust, FREEPOST UH BRISTOL FT OFFICE, Marlborough Street, Bristol BS1 3NU (you do not need to use a stamp)



This newsletter is for public, patient and staff members of University Hospitals Bristol NHS Foundation Trust. If you know someone who would like to join or if you need to contact a governor, email 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 email foundationtrust@uhbristol.nhs.uk. Membership is free.

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