

Diary dates

Annual Members' Meeting

When: 5pm on Thursday 20 September

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

Medicine for Members event: Find out more about ED

When: 6pm on Wednesday 10 October

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

Membership Council meeting

When: 1pm on Thursday 8 November

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

Get in touch

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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Helping to ensure excellent patient care

The quality working group meets every two months to progress issues placed before it by the Trust's membership, patient and carer representative groups, the Trust Board and the public. Input from this group is one of the main drivers for improvement and change when holding the Trust to account for the quality of care provided to patients.

The group promotes the highest standards of care in patient safety, patient experience and clinical effectiveness with the objective of putting quality at the heart of everything the Trust does.

The current climate of financial restraint has resulted in cost improvement programmes which involve reductions in overall spending and redistribution of resources. The quality working group questions this process and receives assurances through the membership council that improvements in quality of care are the overriding objective.

The quality working group has a set of core agenda items with the chief nurse and the chair of the Trust's quality and outcomes committee who always present at the meetings.

Staff engagement is a core agenda item because the quality group and the Trust Board both recognise that quality care depends on the full commitment of staff.

Have you ever wondered what the role of a governor involves? Clive Hamilton, right, public governor for North Somerset and chair of the governors' quality working group explains what the group does.



The group also looks at whether the Trust is meeting its patient waiting time targets for cancer referrals, emergency care, stroke care and other access targets. Another important area is the monitoring of performance to prevent hospital acquired harm such as infections, venous thrombo-embolism, pressure ulcers and patient falls.

Quality of care of course includes the effectiveness of treatment and this is assessed from the Hospital Standardised Mortality Ratio and the rate of emergency readmissions. The patient experience measures are referenced from numbers of complaints received and breaches of the same sex bed arrangement rules. All of this information is retrieved from the monthly Board report and analysed by the group to check for non-compliance and effectiveness of follow-up action. There will also be specific agenda items related to current issues.

The Trust is fully supportive of the quality working group and facilitates its work by providing administrative help, access to information and access to patients for feedback. The group is determined to represent the interests of the membership in ensuring that quality of care is not compromised by the many challenges the NHS now faces.

Trust membership newsletter

Issue 14: July 2012



As members of the Trust with interest in our nine hospitals you will be aware that we share the current difficulties of the public sector at large. The Trust's key challenge is to continue to improve the quality of care provided to patients while making increasingly better use of resources and reducing costs.

Here at University Hospitals Bristol we are doing this through Transforming Care; our programme for change and a new programme called Living the Values, where staff, volunteers and governors are come together to hear about the experiences of patients and colleagues; when things go well and when something went wrong. Over 450 members of staff have already completed the sessions and another 1,000 are already booked. Every member of staff will have attended the course over the next year.

Since March a number of significant changes have taken place. There was

a sad farewell to the Bristol General Hospital that had served patients so well for over 170 years but at the same time we celebrated the opening of South Bristol Community Hospital bringing acute care closer to people's homes.

The laying of the last foundation for the redevelopment of the BRI was celebrated when I had the great privilege of unveiling a memorial plaque. This £80 million redevelopment of the BRI includes a new ward block built on the Terrell Street site behind the existing building, refurbishment of the Queen's Building and the closure of wards in the King Edward Building, which is 100 years old this June. We are also building an extension to the children's hospital to accommodate all specialist children's services when they are centralised in 2014.

There are also active plans now for the redevelopment of the Bristol

Haematology and Oncology Centre after the Trust Board agreed the full business case in May. These developments will enable us to offer patients the very best cancer care.

Finally, Bristol City Council has granted planning permission for our Welcome Centre which will alter the front entrance to the BRI; a long held aspiration and a most definite need, which will greatly improve the main entrance and reception area for patients, visitors and staff.

John Savage CBE, chairman

Don't forget the Annual Members' Meeting on Thursday 20 September
The meeting will start at 5pm in the Education Centre, Upper Maudlin Street, Bristol, BS2 8AE. All members and anyone who would like to find out more are welcome. If you plan to attend please contact the Membership Office at foundationtrust@uhbristol.nhs.uk or call 0117 342 3764.

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

Work to improve nutrition is recognised

The Trust's nutrition and dietetics service has received an award from the British Association of Parenteral and Enteral Nutrition (BAPEN) for its work to improve nutritional screening in all nine of the Trust's hospitals.

Rachel Cooke, specialist dietitian for food policy, received the award on behalf of the team. BAPEN is a charitable association, consisting of professional and patient organisations, that raises awareness of malnutrition and works to advance the nutritional care of those in need across hospital

and community settings.

Rachel said: "This is a huge honour and a very welcome recognition of the work that staff have done in all inpatient wards across our hospitals to ensure that patients are receiving the nutrition they need."

Alison Moon, chief nurse, said: "It is essential for us to ensure that our patients are well nourished and we have worked very hard to improve nutritional care as we know how important it is to patients. The work that Rachel and her team have done

with the nurses based on wards throughout our hospitals is essential as it ensures that

Rachel Cooke, top right. Left, members of the food policy team Holly Angus and Claire Merchant with nurse Sophie Williams (middle).



we identify patients who are at risk of becoming malnourished and gives them the necessary care and support."

Over the last year the food policy team within the nutrition and dietetics department has worked with nursing staff to improve nutritional screening and embed the use of a nutritional screening assessment for all inpatients. Members who attended a successful Medicine for Members event in May found out about this important work and had an opportunity to taste our hospital food. To find out about future events contact Maria Fox in the membership office.

"Nurses on our wards are ensuring that the booklet is used in all adult areas in our hospitals"

in May 2011. At the Nurses' Day celebrations in May this year, Carly presented progress with this work.

Alison Moon, chief nurse and chair of the South West Dementia Partnership, said: "It is essential that we provide care for patients with dementia that takes full account of their condition and we train staff so that they have the skills to do this."

improve care for patients suffering from dementia and confusion. The booklet is now widely used across all adult areas.

Carly Hall, who has led the work to embed the use of the booklet, said: "Its purpose is to provide staff with a 'snapshot' of the person behind the dementia. We want relatives and carers to help give staff an insight into the patient's interests and background. It can be something as simple as knowing that a patient is always called by their middle rather than their first name and this can really make a difference."

Carly began this work after she won a Trust Nursing & Midwifery scholarship



"This is me" booklet improves care across the Trust

The number of elderly people in the UK is growing and it is estimated that a quarter of all hospital beds are occupied by people with dementia.

Here at UH Bristol we have introduced the "This is me booklet" created by the Alzheimer's Society and supported by the Royal College of Nursing to

Meet your governor: Pauline Beddoes, public governor for South Gloucestershire

My work experience at Marie Stopes included a role as a nurse manager managing the counselling services. This has given me valuable knowledge and skills which have definitely enriched my role as a public governor.

I live in Thornbury where the majority of people go to Frenchay or Southmead hospitals. For many people in South Gloucestershire, UH Bristol is something of an enigma. Since I became a public governor two years ago lots of people have come to me with a variety of questions about the Trust.

I have always had an interest in mental health and it has been a pleasure becoming involved in mental health services here. Before I worked for Marie Stopes I worked as a sister on the renal unit at Southmead and saw how hospitals can have difficulties caring for people with mental health problems.

As part of my governor role I have tried to raise the profile of mental health. My role has involved raising issues and concerns at executive level and closely monitoring progress. Representing the needs of my peers is

an integral part of my work and I will continue to monitor advancements within mental health.

I have formed a close working relationship with Salena Williams, senior nurse in liaison psychiatry, and it was a pleasure to see the team win an award at the recent Nurses' Day celebrations.

The liaison psychiatry team works to address the mental health needs of adult inpatients by providing clinical expertise, advice, support and teaching. The team has recently worked with patient and carer groups, examining repeat self-harm visitors to the Emergency Department (ED), working with community mental health teams to reduce ED wait times and length of inpatient stays. They've also helped to develop a hepatology liaison service and a nurse-led self harm clinic.

I have been involved in the refurbishment of the service's clinic 7 and noted that staff morale was high. These staff have very challenging roles and this refurbishment has greatly improved the work environment which can only benefit the patients.



From left: Pauline Beddoes, with Ruth Jones and Salena Williams from the liaison psychiatry support team.

Do you want to make a difference?

Have you considered standing to be a governor and helping to shape our future?

Governors bring their ideas, skills and experience to discussions and debates about our hospital services.

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 form of public involvement helps ensure that our services best reflect the needs of the local community. It's an exciting time to be involved in our hospitals.

If you would like more information, please contact Maria Fox, Membership Manager by telephone, on 0117 342 3764, or by email at foundationtrust@uhbristol.nhs.uk