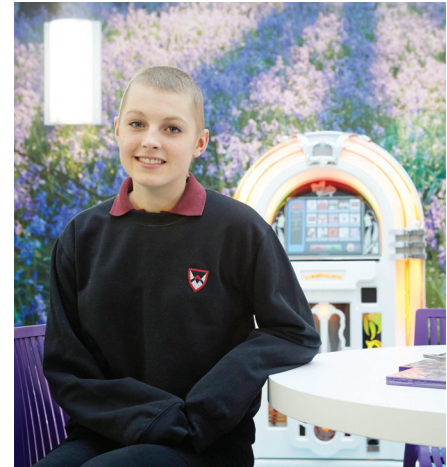


Trust membership newsletter

Issue 16: March 2013



It is my pleasure to welcome you to the first members' newsletter of 2013 - a year in which the NHS faces unprecedented quality, operational and economic challenges.

It is essential that we keep pace with changing healthcare needs, medical advances, and changing clinical practices. To help us do this we are jointly undertaking a wide-ranging review of hospital services with North Bristol NHS Trust. We want to identify any changes required to ensure that hospital services in this area are the very best they can be to deliver high quality, safe and accessible care to patients. This review is spearheaded by senior clinical staff and will run until at least May 2013 and possibly beyond. I will update you as work progresses.

The Health and Social Care Act 2012 is expected to come fully into force in April and will affect how we work,

particularly with governors. Once the Act comes in through commencement orders, the Council of Governors will have a new duty to hold the non-executive directors individually and collectively to account for the performance of the Board and to represent the interests of the Foundation Trust's members and the public. This is a significant change and you will see it reflected in this newsletter in future.

One of the highlights of the year so far was our celebration when building work on the new BRI ward block reached its highest point. The £89 million new block will enable us to transform how we care for patients whilst moving clinical services out of the Trust's oldest building, the Old Building, dating back to 1735.

We also celebrated the opening of a brand new hospital ward, uniquely designed for 11 to 16 year olds with

a variety of complex health issues including cancer, at the children's hospital. The home-from-home themed ward is unlike any other ward in the hospital thanks to design expertise by Teenage Cancer Trust and the enhancements funded jointly by Wallace & Gromit's Grand Appeal and Teenager Cancer Trust.

Finally, we will hold governor elections early this year and I encourage you to get involved either by standing for election as a governor or by voting for your preferred candidate. The Trust benefits enormously from the voice of our members and governors and I would like to reiterate my commitment to supporting your work.

John Savage CBE
chairman

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

Patients praise care in BRI Emergency Department

A national survey of NHS accident and emergency departments has shown that the Adult ED at the Bristol Royal Infirmary scored highly in a number of key areas when compared to the other 146 acute trusts in England.



The Care Quality Commission's Accident and Emergency Patient Survey Report for 2012 highlighted that the department was among the best nationally in ratings from patients for their care and treatment; for the doctors and nurses and their communication and listening skills; and for the level of information about aftercare on leaving the ED.

Patients felt that doctors and nurses listened to what they had to say and explained their condition and treatment in a way they could understand. They also had confidence and trust in the doctors and nurses examining and treating them; they could discuss their anxieties or fears about their condition treatment with a doctor or a nurse; felt they were involved in decisions about their care and treatment and were treated with respect and dignity.

Chief nurse Alison Moon says: "We are delighted that so many of our patients rate our Emergency Department so highly, particularly in key areas such as the standard of care received from our staff. We understand that a visit to the Emergency Department is an anxious time for patients and we are delighted that they rate they have confidence in our doctors and nurses, rate their listening skills so highly and are given the information they need before leaving the department."

"This survey is a demonstration that ED staff continue to work hard to deliver a high quality of service. It is also an invaluable guide to the views of our patients on all aspects of their experience in ED and we will use this feedback in our continuing programme to improve standards of care."

Recognising Success

Staff from across UH Bristol were recognised at the inaugural Recognising Success awards generously supported by Above & Beyond. The awards recognised individual staff members and teams that have achieved extraordinary things over the past year and we hope to bring you information about their varied work in future editions.

Categories included patient safety champion; excellence in teaching, learning or research; volunteer of the year; patient experience champion; best service improvement; inspirational leader; unsung hero; clinical and non-clinical teams of the year.

A chairman's award was also given to recognise the work of one individual who was recognised for her work at UH Bristol but also for her total dedication to continuing to be a great doctor overseas in areas of conflict and danger.

Dr Rachael Craven, a consultant anaesthetists, had not long returned from northern Syria when she was awarded the Chairman's Award and was presented with her award by medical director Dr Sean O'Kelly.



What are the benefits of becoming a governor?

Have you thought of becoming a governor? With governor elections due to take place in the next few months we hear from a few of the current governors about why they chose to become governors and what they have gained from their role.

In my day job I am the practice development midwife and a supervisor of midwives. I have been privileged to have been a staff governor for five years, and have worked with the rest of the Council of Governors to make our views known about the strategic direction of the Trust Board and holding Board members accountable. It has been a challenging but fulfilling role, and I have a huge amount of respect for the whole team of governors who devote their time to undertaking their statutory duties.



Belinda Cox, staff governor for Nursing and Midwifery

To be a governor is a great opportunity to meet patients and staff. Governors work with the Trust to reflect the health needs of members and the local population in the planning of health services in Bristol. As a governor I have been involved and informed about a variety of Trust developments including the extension to the children's hospital, the redevelopment of the Bristol Haematology and Oncology Centre and the development of a Welcome Centre at the entrance of the BRI.



Anne Ford, public governor for North Somerset

I have been a nursing and midwifery staff governor for three years. I am a people person and I like to make a difference. It's rewarding when improvements are identified in Trust processes. For example, working with staff members we identified problems in the linen and laundry process and it is rewarding to see how the process has been improved. For governors to serve our constituency we must be more visible, and find a sustainable way of communicating to the groups we represent.



Florene Jordan, staff governor for Nursing and Midwifery

As a non-clinical staff governor I feel that I can take the voice of staff who may not normally be heard to the Trust Board. Every time any decisions are made I have to think, what would those staff think of that? It's a very proactive role. The staff governor role isn't about being a union rep - that's what I often have to point out to people. It's much more about representing people rather than dealing with individual issues, and this is the aspect of the role that I find fascinating.



Jan Dykes, staff governor for non-clinical healthcare professionals

For further details about the upcoming governor elections and the election timetable see page 4.

Become a governor: Help design the future of healthcare in Bristol

UH Bristol will shortly be holding governor elections, with successful nominees joining the Council of Governors for a three-year term from June 2013.

Governors play a very important role. Including responsibility for appointing the chairman and the non-executive directors of the Trust, they also contribute to the development of services by reflecting the needs and priorities of people who use services.

Peter Holt, a patient governor, reflecting on his time as a governor, says: "Giving time to be a patient governor is worthwhile and rewarding. As a past and current patient, I can bring my own experiences to the role."

To stand for election, you need to be a member of the Trust, you don't need any qualifications, and it's free and simple to join. To be eligible to become a governor, you need to be a resident in the areas served by the Trust, a patient or a carer for a patient who has used UH Bristol services in the past three years. Governors should have an interest in the NHS, have the time, energy and enthusiasm to represent the views of others and the desire to shape the quality of healthcare in and around Bristol.

Maria Fox, Trust membership manager, says: "Governors are one of the Trust's links to the community, representing the views 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."

Training and support is provided to equip governors with the tools to work effectively as part of the Council of Governors, as well as to assist them in furthering the aims and visions of the Trust. Nominations are due to close on 10 April, with a ballot to take place in May.

The 15 Governor positions for election are:

Four Public Governors:

- Bristol area (2)
- South Gloucestershire area (2)

Seven Patients and Carers Governors in the following constituencies:

- Carers of patients aged 16 years and over (2)
- Local patients (who may live in Bristol, North Somerset or South Gloucestershire) (3)
- Patient from tertiary areas (who live in the rest of England and Wales) (2)

Four Staff Governors:

- Nursing and midwifery (2)
- Medical and dental (1)
- Other clinical healthcare professional (1)

Anyone who is interested, or would simply like to find out further information, should contact Maria Fox, the Trust membership manager, on 0117 342 3763 or email maria.fox@uhbristol.nhs.uk or look on the Trust website www.uhbristol.nhs.uk/ftelection

Election Timetable

Open now! - Nominations open for members who wish to stand for election as governors.

Wednesday 10 April - Nominations close.

Thursday 2 May - Ballot papers are distributed to qualifying members.

Monday 27 May - Completed ballot papers must be received by the Independent Scrutineer, Electoral Reform Services Ltd.

June - The results of the elections will be announced.

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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