

Trust membership newsletter

Issue 17: August 2013



Welcome to the summer edition of our members' newsletter and a particular welcome to our new governors. Fifteen have been elected (four public governors, seven patient and carer governors and four staff governors) and will work with us for the next three years.

Governors play a very important role. They hold the responsibility for appointing the chairman and the non-executive directors of the Trust and also contribute to the development of services by reflecting the needs and priorities of people who use them. On page 3 of this newsletter we introduce you to the new governors and will share their work with you in future editions.

The building works to redevelop the Bristol Royal Infirmary, the Bristol Haematology and Oncology Centre, the extension to the children's hospital and the creation of a new Welcome Centre to receive patients, visitors and staff have all reached

key milestones over the summer. The Trust is extremely grateful for the charitable support given to these projects and many of you may have enjoyed a hunt for the Aardman Gromits around Bristol or have taken part in other charitable activities to this end.

Work has begun on the two radiotherapy bunkers at the Bristol Haematology and Oncology Centre. Over nine weeks enough concrete to cover four and a half football pitches is being poured into the site of the bunkers, which are located under the Centre's former car park. They will replace two small, existing bunkers and house two new state-of-the-art linear accelerator machines, which deliver advanced radiotherapy treatments to adult cancer patients. Local charity, Friends of Bristol Haematology and Oncology Centre, is donating £2 million to fund one of the new linear accelerators, which will ensure that the Bristol Haematology and Oncology Centre remains at the forefront of delivering world-class radiotherapy treatments. We were delighted to welcome Carol Vorderman on a visit to the site to support the appeal (see picture above).

It is no secret that the façade of the Bristol Royal Infirmary is past its best; indeed it was once voted one of the ugliest buildings in Bristol. All of this is now set to change. Earlier in the year the Trust held a competition to find a design that will improve the frontage appearance and, at the same time, address shortcomings in the fabric of the building. Views from patients, the public and staff were sought at several stages and we have now selected a design called "Veil" by Nieto Sobejano, a Madrid-based architectural firm (see picture above). Pending checks for feasibility and affordability the transformation could take shape in 2015.

Finally, we know that research ultimately improves care in the future and doctors at the Bristol Heart Institute have successfully trialled a new technique that significantly reduces blood pressure and helps lower the risk of stroke, heart and renal disease in patients.

John Savage CBE
chairman

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.

New unit gives mums new choice

A new midwifery-led birthing unit opened at St Michael's Hospital in June and already many babies and new mums have benefited from the new non-medical environment.



The new unit was opened by everyone's favourite mum, actress Lynda Bellingham (pictured here with head of midwifery Sarah Windfeld)

The new unit offers mums-to-be a safe alternative to giving birth in a traditional hospital setting or at home. The birthing unit is suitable for women with uncomplicated pregnancies who wish to give birth in a home from home, non-medical environment.

There are four birthing rooms including two large rooms with birthing pools and double beds and two smaller rooms with en suite showers. One-to-one midwifery support will be provided during labour in a relaxed and homely environment. All rooms have mats, birth balls and equipment to support women to achieve a safe and natural labour and birth.

The midwives aim to support women to give birth with minimal intervention and pain relief. However, should the woman decide that she needs increased care once labour has begun she can be transferred to the Trust's Central Delivery Suite (CDS), which is conveniently located in the same building.

Sarah Windfeld, head of midwifery at the Trust, says: "All the midwifery staff are absolutely delighted to now have the new midwifery led unit within St Michael's Hospital, especially as it will mean more choice for women giving birth in Bristol."

Get to know your new governors

Fifteen new governors are now in place following the elections in May. You will get to know them as you hear more about their work - here we briefly introduce them to you.

John Steeds, representing local patients; "I have now had three years as a patient governor and am now even more strongly committed to enhancing the service offered by University Hospitals Bristol. These are difficult times for the Trust and as considerable strengthening of the governors' role is anticipated I want to be able to make an effective contribution to future developments."

Pam Yabsley, representing local patients; "After three years as a governor I appreciate the challenges the NHS has had, and will continue to have, in delivering effective healthcare. I believe as governors we have a vital role to both challenge and support the Trust in providing best possible outcomes for all patients."

Elliott Westhoff, representing local patients; "I'm a 24 year old patient and a long term service user of UH Bristol. As patient governor, I want to be an advocate for all patients, especially children and young people, and those with long-term conditions. I want to be part of shaping the strategic future of the Trust and ensure it continues to be successful."

Tony Rance, representing patients from other areas; "Having experienced excellent treatment over the last five years I feel I should be giving something back. For the last 30 years I have held senior positions in a customer related industry. I am not a clinician or medical person but as a patient I look to represent the members from their viewpoint."

Mani Chauhan, representing patients from other areas; "Having been a governor for a short time I feel that to really get to know the role and do it justice it will take a few more years. I am an outpatient at Bristol and so can take a view from the patients' perspective and as a chartered surveyor and a director of an international property company, I hope to bring some qualities of a director into the role of governor and in a professional manner."

Wendy Gregory, representing carers of patients aged 16 and over; "I have been a carer governor for five years and I have lived locally all my life. I have experienced the excellent quality care that this hospital delivers every day but also its weaknesses. I work with vigour, compassion and with a strategic head to support our Board and non-executive directors to be the best they can, but have always been an objective critical friend. I remember every day that I represent you and your loved ones."

Sue Milestone, representing carers of patients aged 16 and over; "As a carer for two family members, I have experienced hospitals from different perspectives, and seen improvements in mental health care. I welcome the opportunity to influence future healthcare in Bristol, hold the Trust to account and ensure transparency. I will support the aims of the Trust while representing the interests of patients and families."

Pauline Beddoes, representing the public in South Gloucestershire; "I have been a governor for three years and wanted to continue with this role because, with my nursing background, it has enabled me to be part of positive change within the Trust. In particular, raising the profile of mental health and refurbishment of clinic 7 provided immense benefits to both staff and patients within the mental health specialist unit."

Tony Tanner, representing the public in South Gloucestershire; "My skills and experiences gained over four decades in business, together with experience as a patient, could help improve the quality of care and help design the future of health care. I have a wide range of skills in communications, marketing, advertising, photography and print. I listen and I am not afraid to stand up and ask "why"."

Brenda Rowe, representing the public in Bristol; "I have worked all my adult life in the media as a reporter/presenter and as a correspondent. I am now retired and became a Bristol magistrate in 2008. I have seen all sides of life and met all kinds of people. I have a strong sense of fairness and would work to ensure people get a fair deal from the new NHS."

Glyn Davies, representing the public in Bristol; "For the past 20 years I have been a volunteer with the Complaints Procedure Advocacy, so I know how hard it can be for vulnerable people to make their needs and views known. Hospital patients often feel vulnerable, and it is really vital to improve communication."

Patient views make a difference

Every year hundreds of thousands of patients come to our hospitals for treatment. Maybe they've come to A&E, been for an outpatient appointment, a diagnostic test or come to a hospital for planned or emergency treatment. How does the Trust measure and act on the feedback patients give?

The new Friends and Family Test was introduced in March to measure feedback from patients but this is just one of the methods used at University Hospitals Bristol. The Trust also encourages patients and visitors to fill in comment cards which are available in wards and clinics; sends out a postal survey each month to around 1,500 people who have recently used our inpatient or maternity services, and carries out an annual survey of around 4,500 outpatients.

We also use a team of volunteers to interview patients on our wards about their experience. UH Bristol participates in all of the NHS national patient surveys, which enable us to benchmark patient experience here against other NHS Trusts in England.

Paul Lewis, patient experience lead, explains: "The immediate feedback that we get from the comment cards and the Friends and Family Test helps staff on the ground to identify and address issues quickly, but of course the more in-depth information that we get from our survey programme gives us a comprehensive understanding of the experiences our patients have."

"This feedback is incredibly valuable to us in not only identifying areas where we need to improve but also

where we have made a real difference to a patient's experience. Feedback is looked at by the Board, divisions and individual clinical areas, and action taken to address areas where feedback indicates we could do better," said Helen Morgan, acting chief nurse.

Recent results from all the Trust's patient feedback work shows that 98% of inpatients and 97% of outpatients rated their care as excellent, very good or good,

"These results are of course very encouraging but we are not complacent in our determination to continue to improve patients' experience. For example in the first few months after South Bristol Community Hospital opened patients told us about problems with travel and access to the hospital and we have now addressed these," said Helen.

Terrence Flawn, representing staff from other clinical healthcare professions; "In this role I will aim to empower my constituents and the Foundation membership, with myself, to collectively improve the Trust, the part we play in it, the experience and care of the patients. Our Trust excels in many areas. It is essential we strive to take it forward in the understanding that the pressures on it are a constant trial to provide quality without compromise, cost awareness not cutting care."

Ian Davies, representing medical and dental staff; "I have worked in the NHS for 29 years. In addition to my clinical work I have striven to develop clinical services such that they would be ones I would be happy to use myself. This combination of medical skills and experience place me in a position to make a real contribution as a Trust governor."

Ben Trumper, representing nursing and midwifery staff; "Working in critical care I have first-hand experience of the challenges in the NHS. I also see the commitment and determination of staff to make things better. I want to bring this positive attitude to the Council of Governors and ensure we are part of the solution, helping to make a better Trust for everyone."

Florene Jordan, representing nursing and midwifery staff; "The experience I gained over the past three years has taught me how best to use and enhance my skills. I am not afraid to ask probing questions and voice your concerns at Board Level. I believe in equality and diversity. During the past 3yrs in the role I have raised concerns on the behalf of my constituents, we were heard and changes were made."



Governors and staff working together at a recent meeting of the Council of Governors

Opening our doors

There are a number of opportunities to find out more about University Hospitals Bristol, its services and how it works, and more events are being planned.

On Saturday 14 September, the Bristol Heart Institute (BHI) will once again take part in Bristol Open Doors Day. This annual event, now in its twentieth year, is the day when many of Bristol's significant contemporary

and historic buildings open their doors to the general public.

The BHI has taken part for the last two years and welcomed hundreds of people through the doors, giving them an opportunity to see behind the scenes, speak to staff and find out more about what goes on in this award winning building. The BHI will be open to the public from 10am - 2pm on 14 September.

The BHI also features in the free Open Doors Day smartphone app.

Don't forget that the Annual General Meeting will take place at 17h00 on Thursday 19 September in Lecture Theatre 1 of the Education Centre. Following the formal business we hope to bring you more information about the new facilities we are building and how they will support staff to change how healthcare is delivered to patients.

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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