

Your Health. Your Trust. Your Say.
Your Membership.

Issue 3 Autumn 2010

Welcome

Welcome to the autumn edition of 'Your Health. Your Trust. Your Say. Your membership'

In this Autumn edition, we would like to update you on what effects changes in the wider NHS may have on our Foundation Trust progress.

Many of you will be aware of the recently published Government White Paper and the intention within it that all NHS providers become NHS Foundation Trusts over the next two years or so. Indeed, you may have even heard of the possibility of Trusts becoming Foundation Trusts via a simplified application process. Whilst the Government is looking at alternative arrangements, it has made clear its intention to stick with the current rules for becoming a Foundation Trust. It has also said that it will maintain the current assessment process, used to make sure only organisations fit to be Foundation Trusts can do so, whilst it consults on alternative arrangements over the next 2 years.

This means we are expected to work to achieve the current standards required in respect of both the quality of the services we provide and in our business and financial performance. We are committed to continue to improve and achieve the objectives to improve the quality of care we provide and achieve the objectives set out in our Quality Account and our Annual plans.

Chief Executive, Andy Hardy said: *"Whilst a number of factors have brought some delays to our Foundation Trust application, be assured that we are working to achieving Foundation Trust status as soon as we can during the coming year."*



Andrew Hardy
Chief Executive



Philip Townshend
Chairman

Chairman, Philip Townshend said: *"Becoming an NHS Foundation Trust requires all our support and everyone's contribution to this is important and of value. The involvement of our Members is an important part of this and I was delighted by the feedback at our first members' event in early September. In response to demand from members, we will repeat the event in the new year."*



Strategic News

Two new Associate Non Executive Directors welcomed at UHCW NHS Trust



Samantha Tubb

Date of appointment as director:

22 September 2010

Professional qualifications:

MA in Economics from Cambridge University

Experience:

Ms Tubb has worked as a management consultant since 1997, specialising in risk and finance for the financial services industry. Since 2004, when she was made a partner, her role has focused on helping banking clients to measure and manage their financial and non-financial risks. She has also worked with a number of banks to optimise the organisation and governance of their risk functions. In her career to date she has worked with a wide range of international financial institutions across the UK, USA, Australia and mainland Europe. She also runs her own personal property and investment portfolio.



Bal Claire

Date of appointment as director:

22 September 2010

Professional qualifications:

MSc Telecommunications and Business; Post-graduate diploma from the Institute of Management

Experience:

Mr Claire has worked at BT for 29 years since leaving school. During that time his career has ranged across a number of varied roles from network engineering, product development and business change management. Currently he works in the wholesale division of BT and leads on service transformation.

Dementia Care needs your help

The Dementia Care Group involves members in design of new facility

We have recently been awarded money, £65k in total, from the King's Fund to provide a Memory Lane and Dementia Lounge at University Hospital. The Memory Lane is going to be positioned along the corridor between wards 40 and 41 on the 4th Floor.

The Project Team have been gathering views from the public and staff about the design of the facility and what images they think should be included in the Memory Lane. Some of our members have been involved in this work and Julia Flay, our Patient and Public Involvement facilitator said: "We want to include images that could trigger memories and generate conversation between patients with dementia and our staff, their carers/visitors when viewing the images.

These will be given to the Artist/ Interior Designer(s) who will be awarded the Contract to provide the Memory Lane."

Watch out for more news on this important piece of work in our next newsletter.



Paving the way forward

Our plans to achieve Foundation Trust status form part of a long-term strategy for UHCW NHS Trust. This will guide our future direction and commitment to meet the health needs for the people we serve.

Awards we have been shortlisted for

We have been shortlisted for:

- **HSJ Awards** (Acute & Primary Care Innovation) category for the KingMark invention). Winners announced November 29.
- **NHS West Midlands Leadership Awards** (Richard King nominated). Winners announced October 7.
- **AHCM Communicating Health Awards** (Best Media Handling category - this was for the handling of the kidney transplant world first). Winners announced October 6.
- **CIPR PRide Awards** (Instilling Pride through Internal Communications). Winners announced December 3.
- **Privacy and Dignity Sign**
- Maggie Denton
- **Teggy Mouthcare Device**
- Natasha Wileman.

Festival of Invention



UHCW attended the Festival of Invention in Coventry City Centre last month. The Festival highlighted Coventry's inventive past. The Trust had a stand showing videos of some key innovations including Richard King's KingMark, the Teggy Mouthcare device and Privacy and Dignity sign. The event was also used by the Foundation Membership Team to recruit members.

Foundation Trust Round-Up

As indicated by Andrew Hardy on the front page of this newsletter, we have experienced some delays to our Foundation Trust application and we are waiting to agree with the Strategic Health Authority a modified timetable. We are working to become a Foundation Trust as soon as we can but it is now expected to be in the latter part of 2011. Because of this, we cannot say when we will be allowed to hold elections for Governors but we will certainly make sure you all know when this is imminent.



University Hospitals **NHS**
Coventry and Warwickshire
NHS Trust

Centre of Excellence

Pair of Scissors, some sticky tape and the expertise of one surgeon cures Rugby baby



A baby born with a rare condition that meant her knees bent right back has made an incredible recovery thanks to the expertise of an innovative consultant at University Hospital in Coventry.

Shortly after birth, baby Sienna-Rose Webb from Rugby was diagnosed with hyperextended (bent back) knees, an exceedingly rare condition in newborn babies. In the womb her legs were in the wrong position and because of this her muscles did not stretch or grow properly and she was born with one of her knees dislocated and bent right back.

Scans taken before Sienna-Rose's birth did not show any problems, it was only when she was born that it was realised she needed specialist treatment. Traditional treatment might have been

plaster casts or even surgery but leading expert in paediatric trauma and orthopaedic surgery, Ms Irene Van der Ploeg knew from experience that a simple splint might do the trick. Ms Irene Van der Ploeg used an adult finger splint which she then modified to fit the tiny baby using a pair of scissors and tape. She gently bent the leg into a better position and fitted the splint.

Ms Irene Van der Ploeg said: *"I fashioned the splint myself because they don't exist as a standard piece of equipment as is it a rare condition. The splint needed to be fitted as soon as possible to prevent the deformity from worsening as newborn babies grow very quickly. Splinting is more comfortable and it was easier to see the leg and monitor for complications. If splinting or plastering did not take place, the knee would remain*

dislocated and would have likely required surgery in the future and would have caused significant problems with walking."

Proud new parents Amy and Zack Webb are delighted that just after one week baby Sienna-Rose was the picture of health and happiness.

First time Mum, Amy said: *"The doctor knew exactly what she was doing she explained that Sienna-Rose needed a splint to keep her leg in place which she made right in front of our eyes. We went home and came back a week later and to our delight Sienna-Rose's knee was all ok. The treatment Sienna-Rose has received has made an amazing difference. I would like to say a big thank you to Miss Van der Ploeg for helping our beautiful daughter."*

Here at UHCW NHS Trust our mission is to **Care, Achieve and Innovate**. Whether it's performing pioneering surgery or finding new ways to deliver convenient care, we are constantly pushing the boundaries to provide a truly excellent service. Here are just some areas in which we are breaking new ground.

Parents thank doctors after life threatening infection found in baby at routine check up



© Coventry Telegraph.

The parents of a 14 week old baby being treated for a club foot have thanked the doctors at University Hospital, Coventry, for spotting and treating a life threatening infection.

Little Jordan Landsbury was having his weekly check up on his club foot at University Hospital in Coventry with his parents Mick and Aimee when they mentioned to consultant Irene Van der Ploeg that Jordan had a little lump behind his left ear and nobody knew what it was.

Ms Van der Ploeg decided to have a look and it appeared to her this could be a serious infection of bone behind the ear which would need urgent treatment. She therefore arranged for Jordan to come in for intravenous antibiotics

immediately. They were worried that it was an ear infection which had spread to the skull bone, which can cause potentially fatal brain abscesses. The following morning he had an urgent MRI scan of his ear and head and this confirmed that the bone was infected. Even though Jordan was just 10 weeks old at the time, he had emergency surgery the same day.

The whole process took less than 24 hours and Jordan was well enough to return home just four days later.

Aimee, from Brownsver, Rugby, said: *"It was worrying but everything happened so quickly and the hospital were absolutely brilliant."*

"To start with I just thought Jordan had a big ear that was sticking out. He didn't seem to

be in any pain so I didn't realise anything was wrong."

Mick added: *"We can't thank the hospital enough, in particular Ms Van der Ploeg who has been amazing for us."*

"We see her every week and she always tells us what's going on. We even bought her a card to say thank you for being so caring."

"I've never known a doctor like her. The best way I can describe it is that if she won the lottery, I think she would still go to work because she just loves to help people."

Ms Van der Ploeg said: *"This was a hospital effort using specialists from different teams across the Trust to make sure Jordan got the best care possible and we are all thrilled that he is better."*



University Hospitals **NHS**
Coventry and Warwickshire
NHS Trust

Members' Event

The 1st Members' Event - 8th September 2010

This event took place on 8th September and was a great success. Over 120 members attended along with a number of staff manning stalls, with interactive events taking place during the evening. The message to those involved from the Chief Executive below sums up the event and we are pleased to inform you that another repeat Event has been organised for 12th January 2010, in Rugby.



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All

I would just like to take this opportunity to thank personally all those involved in last Wednesday's FT Members' Event. It was a huge success and really showcased services we offer with some excellent examples of how we Care, Achieve and Innovate, making our vision come to life for our members.

All the feedback I received directly from members on the evening was positive, with comments on how much people had both enjoyed it and found it interesting and instructive.

The evaluation forms returned on the night have been looked at and, apart from a minor issue with car parking early in the evening, there was no significant adverse feedback. All arrangements were well received and I thought it would be good to share with you some of the comments we got:

- A good introduction to the Trust
- I look forward to the next one and participating in some way
- "More power to your elbow" - fantastic work being done
- It was that good you should get an award - maybe from the government
- Thank you to the people and NHS who look after my body

Please make sure you pass on this message to those in your teams who also contributed.

Well done all.



Andy Hardy
Chief Executive Officer

Celebrities give a hand to support Infection Control Week

A Hollyoaks actress and the local Coventry Blaze and Coventry Rugby Club players were in Coventry to support this year's Infection Control Week themed as "Clean Safe Hands".

The week ran from October 17-23 and University Hospitals Coventry and Warwickshire NHS Trust held a series of events to encourage the public to practice good hand hygiene.

Melissa Walton, who played Loretta in Channel 4 soap Hollyoaks, spent time with members of the Coventry Blaze and Coventry Rugby club teams alongside Infection Control and Prevention staff from UHCW to show members of the public why it is so important to practice good hand hygiene.

This is especially important at this time of year when the winter sickness bug Norovirus can become more prevalent in the community. This is a vomiting and diarrhoea bug and the spread of it can be prevented by following good hand hygiene.

An information stand in the main reception of University Hospital, Coventry was also set up and children from the Busy Bees nursery on site at the hospital performed a song in the Clinical Sciences Building about the importance of hand washing.

UHCW celebrated its lowest month for MRSA and C Diff infections since it started recording them. In September the Trust had 4 C Diff and 0 MRSA infections.

Kate Precv, Matron for Infection Prevention and Control at UHCW said: *"We are very proud of the low infection rates we have here at the Trust, although we know we could always improve."*

"We are proud because to keep infections low everyone has to play their part from staff to



patients and visitors in making sure they use the gels and are washing their hands."

"Infections don't just make people feel unwell, they can be potentially life-threatening for those who are already sick. This is why we will continue to raise awareness about the actions everyone can take to prevent them."

"We would also remind people, as we enter Norovirus Season, that if they are feeling unwell, please do not visit loved ones or attend outpatients appointments as they may inadvertently spread the bug to those sicker than them."

Norovirus (sickness and diarrhoea) usually starts with the sudden onset of nausea. Some people also develop diarrhoea, whilst others may just have one symptom. In general the symptoms last for about 24 - 48 hours after which the person feels lethargic/washed out for a day or so.

What are the symptoms?

The symptoms of Norovirus infection generally begin around 12 to 48 hours after becoming infected. The illness is self-limiting and the symptoms will last for 12 to 60 hours. They will start with either sudden onset of nausea often followed by projectile vomiting or watery diarrhoea. Some people may have a raised temperature, headaches and aching limbs. Most people make a full recovery within 1-2 days



Members' Lounge

Welcome to the exclusive 'Members' Lounge'. This area is full of handy tips and information on how you can get the most from your membership. From discounts to important dates for your dairy, it's all right here for your information.

THE POST BOX

Tell us what you think.....

The next Members' Event is scheduled to take place on 12th January 2011 from 6pm - 8pm. The event will be held in Rugby and will be a repeat of the one that took place on 8th September 2010 at University Hospital.

Membership Cards

The membership Cards are now printed and ready to be sent to every Public Member. As well as quickly identifying your involvement and commitment to us, it entitles you to NHS staff discount rates. For more information go to www.nhsdiscounts.com

Public Register

When we become an NHS Foundation Trust we will be required by law to publish a register of members. This will include your name plus the constituency to which you belong. You may apply to have your name excluded from the public register should you wish. Just tell us by emailing, telephoning or writing to us, giving your full name, address and date of birth.

Encourage your family and friends to get on board

We want our membership to be as representative as possible so that it grows to truly reflect the local community - a requirement to become a Foundation Trust.

Will you help by encouraging friends and family to register as members?

They can complete a registration form available from the address below or:

- Fill in the on-line application form on our web-site: <http://www.uhcw.nhs.uk/foundation-trust>
- E-mail or ring Andrea Phillips: andrea.phillips2@uhcw.nhs.uk or phone **02476 964747**

Have your details changed?

Have any of your personal details changed (ie: have you moved or changed your email address?)

If so, then please inform the Foundation Trust Office so that we can make sure we address any correspondence correctly and keep you up to date with what's going on at UHCW.

Andrea Phillips is our Foundation Trust Membership Manager and is, therefore, your first point of contact at the Trust. She can be contacted:



By email:
foundation@uhcw.nhs.uk



By phone:
02476 964747



By post:
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If you require information in other formats or languages, please contact Andrea.