

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

Issue 5 Summer 2011



Welcome

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

Quality Account

Last year we committed to focus on infection prevention and control, the discharge process and improving information for patients. I am pleased to report that we made many improvements in these areas including a new bedside folder of Information for patients, upgrading our website with additional accessibility features and reduced CDiff and MRSA rates for another year.

We have picked another three issues to prioritise: sepsis, nutrition and caring for patients with dementia. We know these core areas of care can make a big difference to our patients' experience.

You may remember from earlier newsletters that we are developing a lounge and 'Memory Lane' area for our patients with dementia. This work is progressing with building work now underway.

The three artists who are providing the artworks for this facility are developing their commissioned works and we shall be formally opening the lounge on 1st December with a conference, for

The full Quality Account will be available at the end of June 2011.

UHCW and Coventry and Warwickshire Partnership NHS Trust staff, on 'Caring for Patients with Dementia in an Acute Setting'. We are grateful to the King's Fund for their financial support for this project.



Andrew Hardy
Chief Executive Officer

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





Wendy Coy

Non-Executive Director

University Nominated Non-executive Director re-appointed at UHCW NHS Trust

We are pleased to inform you that Wendy Coy has been re-appointed in her role as University nominated Non-executive Director at University Hospitals Coventry and Warwickshire NHS Trust.

Mrs Coy has been appointed for 12 months from 18 February 2011 to 17 February 2012 and she will receive a remuneration of £6,096 per annum. Her re-appointment has been made in accordance with the Commissioner for Public Appointments' Code of Practice.

Philip Townshend, Trust Chairman said: *"Wendy has made a great input in her first 12 months and I am pleased that she has been re-appointed for another year."*

Wendy Coy said: *"I have thoroughly enjoyed my first 12 months and I'm looking forward to continuing to be an active part of the Trust for the next 12 months."*

All non-executive appointments are made on merit and political activity plays no part in the selection process. However, in accordance with the original Nolan recommendations, there is a requirement for appointees political activity (if any declared) to be made public. Mrs Coy has no declared political activity or ministerial appointments in the last five years

Healing Arts at UHCW introduces a new Programme



By introducing visual and performing arts into University Hospital, and the Hospital of St Cross the Healing Arts programme will compliment clinical care - help to alleviate the fears and concerns of patients, and their families, enhancing their care and aiding recovery.

Through visual arts we will help soften the clinical environment, distracting concerns of patients, and their families to enhance care and aid recovery.

Exhibitions will change regularly and will celebrate local art and school projects.

Performing arts such as dance, music, theatre and literature will be introduced to help to engage patients, identifying and addressing their concerns about their illness and conditions and improving recovery and recuperation.

The Healing Arts programme will develop so that arts become an integral element of the wellbeing of patients, staff and visitors. If you would like more information please contact our arts coordinator by emailing:

emma.linnane@uhcw.nhs.uk

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.

Hospital car parking charges **REDUCED!**

Patient experience is at the heart of the quality care we deliver. This experience begins the moment you arrive on site.

Based on feedback from our local community - including from patients, visitors, local councillors, MPs and a comprehensive report from Warwick Business School, we are pleased to announce the following changes, **effective from July 1st 2011.**

Up to 30mins:	Free	(new concession)
Up to 1 hour:	£2.00	(previously £3.00)
Up to 2 hours:	£2.80	(previously £3.00)
Up to 3 hours:	£3.50	(previously £4.20)
Up to 4 hours:	£4.20	(previously £4.20)
Up to 5 hours:	£5.40	(previously £5.40)
Up to 6 hours:	£6.60	(previously £7.70)
Up to 7 hours:	£7.70	(previously £10.00)
Stays of 7 hours and over:	£7.70	(previously £10.00)

We are also introducing a new concession for people collecting paperwork in relation to bereavement; they will be able to park for free. This is in addition to our free parking concessions for people receiving intravenous chemotherapy/radiotherapy, renal dialysis patients and parents of sick children who stay in hospital overnight to accompany their sick children.

Over the coming year we will be implementing a series of additional measures to enhance the experience of those using our car parks:

- Shared use of the car parks to allow visitors to use the staff car parks from 6pm to 8pm, seven days a week
- Updating the car park ticket machines to accept debit/credit cards to make it easier for visitors to pay and decrease queues at the payment machines
- Simplifying current parking signage to make it clearer where spaces are available

- Repositioning barriers to certain visitor car parks to encourage fewer queues and aid traffic flow

These changes are separate from our plans to develop the site to improve safety and reduce congestion with an additional access road. We are currently in the process of discussing these plans with our local community and councillors. We plan to register an application for a second access, to go before the planning committee at Coventry City Council. We will also continue to encourage the public and staff to use public transport where possible. Information is available on our website at: www.uhcw.nhs.uk/uh.

Many thanks,
Andrew Hardy
Chief Executive Officer

University Hospitals 
Coventry and Warwickshire
NHS Trust

Coventry's University hospital doctor receives Churchill Fellowship award



Dr Manu Vatish, Consultant Obstetrician at UHCW, has beaten off competition from across the UK to be in the successful top 10% of applicants for the 2011 Winston Churchill Memorial Trust Fellowship awards.

He specialises in high risk pregnancies with particular interests in preeclampsia and intra-uterine growth restriction. The award of a Fellowship recognises that he is a leader in his profession and can excel further in his specialist field. The Fellowship will strengthen his expert clinical skills and help develop research for the benefit of the local

community.

Dr Vatish who is also an Associate Professor at Warwick Medical School, said: *"It is a great honour to have been awarded a Churchill Fellowship, which will allow us to continue to deliver maternity care for our patients to the highest standards and maintain excellence in patient focused reproductive research at Warwick Medical School."*

He'll spend time in the Bronx in New York and at Harvard Medical School and study the effects of obesity on pregnancy, including the best methods in care, pregnancy and in labour. The incidence of obesity in

pregnancy is rising in the UK with 1 in 5 patients who are pregnant being classified as obese.

Birmingham born Dr Vatish studied undergraduate medicine at Oxford University, where he also did his PhD, and went on to train as a consultant at Cambridge University. He has worked at University Hospital for eight years.

This award comes after he was awarded a Fulbright Distinguished Scholar Award in 2008. The Fulbright award gave Dr Vatish the opportunity to study, lecture and pursue research in the United States.

Local apprentices qualify their way to successful careers

Young apprentices from Coventry have successfully qualified in their apprenticeship training scheme at UHCW and managed to secure future roles.

The apprenticeship scheme lasted for 11 months which included visits to the skills lab at Coventry University, a day in the life of a student nurse at Coventry University, monthly apprentice forums and a variety of talks, demonstrations and lectures from various health professionals both from this Trust and other NHS organisations.

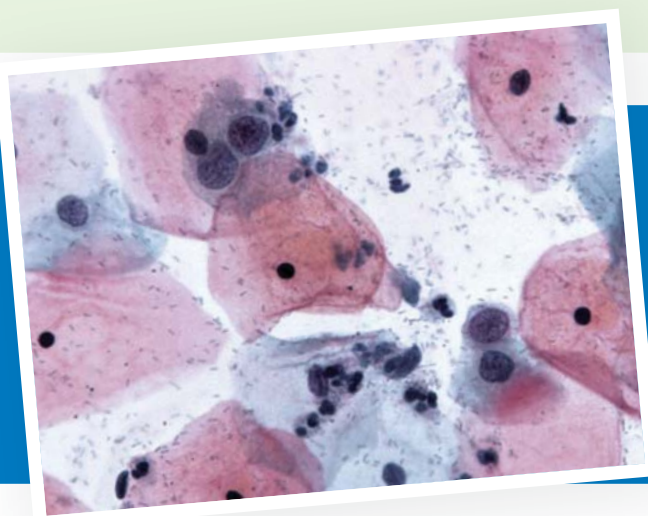
Andy Hardy, Chief Executive Officer, said: *"Young people are the future*

workers of our NHS organisations across the local area. I'd like to congratulate all the apprentices on their success and would like to thank all the staff involved, ward managers and 'buddys' for their hard work and contribution. The success of local apprentices clearly shows the importance of our strong relationship with the National Training Council and partner organisations."



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.

Hospital improves screening service by turning test results quickly



Local women across Coventry and Warwickshire are now benefitting from more timely cervical screening results thanks to improved systems at UHCW.

Cervical Screening (previously known as a 'smear test') is a test to check the health of the cervix (sometimes called 'the neck of the womb') and detect changes which if persistent and left untreated may put some women at a much higher risk of developing cervical cancer in the future.

The cytology laboratories (where the samples are prepared and examined) at George Eliot and South Warwickshire hospitals merged with the laboratory at UHCW in 2009 to form the Coventry and Warwickshire Pathology Service Cytology Laboratory. Based at UHCW it is the largest cervical screening unit in the West Midlands dealing with over 65000 samples per year.

The unit wanted to offer women a more effective and timely service and was chosen as a pilot site to work with NHS Improvement to implement a timescale of two weeks from test date to receipt of result by the end of 2010.

Pam Solloway, Coordinator Cervical Screening Services at UHCW, said: "Making radical changes and service improvements at the screening laboratory were much needed. It used to take anything up to 12 weeks to get some screening results out to women. This was clearly not good enough and certainly resulted in some women experiencing a great deal of anxiety.

"Every process within the laboratory from the time the sample is received, through the processing and examination phases, to issuing a result was carefully analysed to cut out waste and streamline working whilst

maintaining our high standards of quality and accuracy.

"Part of issuing a cervical screening result is recommending precise follow-up and this is very much dependant on the woman's prior results so having correct information is vital. To achieve this we enlisted the help of the nurses and doctors who take the samples and they were encouraged to use the national cervical screening database rather than hand written forms when requesting tests. This provided the laboratory with precise patient demographics and historical data saving huge amounts of time spent on searching previous paper and other computer records.

"Overall the project has been extremely successful and over 98% of women receiving their written results within 14 days of having their sample taken."

Mother of two thanks UHCW staff following a brain operation

A registrar who noticed she had difficulty writing at work is back home after doctors from University Hospital, Coventry, removed a tumour from her brain.

Tracy Webb, a dedicated wife and mother of two, aged 40 from Rugby had an awake craniotomy and was kept awake while surgeons performed the operation on her brain, meaning she was able to speak with her doctors the entire time.

Mrs Webb, a British Masters Champion Hurdler, first noticed that she had a problem 18 months ago when her arm was getting tired from doing simple tasks such as picking up drinks. Her job as a registrar was affected as she found it difficult to grip a pen, crucial in her role registering births, deaths and marriages in Rugby. Then, during a warm weather training event, a fellow sportswoman saw how Tracy was struggling to cut up meat and suggested she see a doctor.

She was referred to Dr Andrea Lindahl, Consultant Neurologist with interest in movement disorders at the University Hospitals Coventry and Warwickshire NHS Trust. She noted that a previous suggestion that she had a condition which causes muscles to contract or twist was not right and ordered a brain scan. This scan revealed a tumour in Tracy's motor strip which was

leading to weakness and problems in her right arm.

Dr Hiten Mehta, Consultant Neuroradiologist and his team of specialist radiographers carried out a sophisticated functional MRI scan of the brain, which is currently only performed in a few neuroscience centres, to help surgical planning. The scan mapped the tumour and its very close relationship to the normal motor cortex of the brain which controls movement including symptoms in her right arm.

A team at the Trust made up of Consultant Neurosurgeons Hussien El-Maghraby, Shabin Joshi and Consultant Anaesthetist Robin Correa operated for two and a half hours to remove a large amount of the tumour.

Tracy said: *"I am so grateful to the doctors and all the team at University Hospital, firstly for spotting the tumour and secondly for performing the operation so successfully. When Mr El-Maghraby explained that I would be awake during the operation on my brain I was quite apprehensive, but he was quick to explain the procedure in detail and I had total trust in him when he said everything would be fine.*

"In fact they were so happy with my progress that I was allowed home on the Friday after spending only three days in hospital, which is amazing."



Dr Correa said: *"The operation needed a special anaesthetic technique that is carried out only within a few centres nationally. These operations are classed as delicate as the patient has to be sedated heavily while we open the skull, and is then brought out from the anaesthetic and awake while the operation is performed."*

Mr El-Maghraby added: *"As we are operating on the brain we need to keep the patient awake and conversing as we perform the tumour removal. This has the benefit of ensuring that only the affected tumour is removed and not other functioning parts of the brain.*

"It is only down to a concerted effort from the dedicated team at UHCW that we are able to perform such cutting edge operations - and I would like to thank all the staff involved. The operation was needed to remove a large amount of the tumour and with ongoing radiotherapy we have managed to prevent any further damage to her brain.

"Professor Ian Brown, Consultant Neuro-oncologist will follow her for many years to come, in a dedicated tumour clinic, to ensure that the tumour remains under control."

New exercise testing for surgery - leads to runner-up award



Joanna Shakespeare,
Clinical Service Manager and
Julie Aughton, Senior
Respiratory Physiologist at
UHCW NHS Trust

Patients who need vascular surgery will undergo a new fitness test to help surgeons find out which type of surgery is best - or whether surgery is needed at all.

University Hospitals Coventry and Warwickshire NHS Trust (UHCW) is offering a new service to test patients' suitability for vascular surgery. The exercise testing has dramatically decreased post-operative mortality and patients' length of stay both in the Intensive Care Unit (ICU) and hospital as a whole - with significant cost savings.

The service at UHCW uses Cardiopulmonary Exercise Testing Equipment (CPET) which enables surgeons to make better decisions about the type of surgery a patient should have - or whether surgery is appropriate at all. The

success of the project has meant it was runner-up for the Chief Scientific Officer's award for leadership (England) in the category of advancing healthcare.

Joanna Shakespeare, Clinical Service Manager at UHCW NHS Trust, said: "I'm delighted we've been chosen as the runner-up, this achievement clearly demonstrates the impact this has had on service change.

"At first, I noticed that the new equipment was not being fully utilised and found out that the trust had higher than average mortality rates for open repair of abdominal aortic aneurysms. Initially, we started off by launching a pilot service using CPET to assess for fitness for surgery instead of the conventional measures currently being used.

"The success of the service has meant that we have had to extend the pilot service to assist surgeons in deciding which type of surgery to offer patients, it was also evident that there was a reduction in the number of lives lost and it saved money too. We hope to be able to expand the service for other surgery in the near future."

Following the success of the pilot study run by Julie Aughton, Senior Respiratory Physiologist along with Consultant Intensivist Dr Watson, all patients were given a full CPET to assess their fitness for surgery, with the anaerobic threshold and peak oxygen consumption being used as independent markers to predict outcome.

Hospital mortality for open repair has now fallen from 14.3 to 3.7% - well below the expected value of 5.2%. The total length of stay fell from 16.4 days to 11.5 days and ICU stay from 8.2 days to 3.4 days. For patients undergoing both open repair and endovascular repair, 30 day mortality fell from 10% to 3% and total in hospital mortality from 11% to 3%.

As part of the Trust's mission to Care, Achieve and Innovate we are always keen to share the achievement of the different departments and employees.

We are pleased to let you know that as a result of hard work the following individuals and teams have been shortlisted for the below awards:

- **Consultant Dinesh Verma** was runner-up for the Health Enterprise East's Innovation Award for his invention Personal Ophthalmic Diagnostic System incorporating innovative Tele eye Screening Tool (iTEST) for self/remote monitoring of visual functions.
- **Maggie Denton** has been shortlisted for a West Midlands NHS Innovation Awards 2010 for her privacy and dignity sign.
- **Natasha Wileman and Margaret Goodman** has been shortlisted for a West Midlands NHS Innovation Awards 2010 for her Teggy Mouthcare device which allows patients to brush their teeth without a sink.
- **Orthopaedic consultant** Richard King's invention for more accurately measuring hips before a replacement operation called "KingMark" has been nominated for an HSJ Award (Acute & Primary Care Innovation category).
- **The Communications team** was shortlisted for an AHCM Communicating Health Awards for Best Media Handling category for the story of world's first use of cryofiltration in a kidney transplant.
- **The Communications team** was shortlisted for a CIPR PRide Awards for Instilling Pride through Internal Communications

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.

We now have over 6500 public members. We understand how important it is to keep our members informed about the Trust but mailing out hard copies of our newsletter on a quarterly basis is now very costly. We are therefore looking to publish and mail out the newsletter electronically in future unless you have contacted us to confirm that you want a hard copy of the document. The newsletter will be published on the following website: www.uhcw.nhs.uk/foundation-trust/extra-information. This is a conscious effort from us to reduce costs and be as efficient as possible.

Where are my personal details held?

We employ Membership Engagement Services (MES), an external database company, to manage our membership database. All information is kept strictly confidential in accordance with the Data Protection Act 1988. If you would like to find out more about MES please visit their website www.membra.co.uk

NHS Discounts

Members can register with NHS Discounts to receive discounts on top brand goods and services, including gas and electricity as well as discounts at retailers such as Currys, Apple, Radley and BHS. To register visit www.nhsdiscounts.com When completing the 'your job' section, answer 'yes' to working for the NHS and then select 'Foundation Member' as the job category.

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.

Young Persons Advisory Committee

We are looking for people to join in and become part of our Young Persons Advisory Committee working with our Partner School and other groups. Any young people aged 11-19 who are interested in joining contact the Foundation Office on **02476 964747**.

Your feedback is important to us

Let us know if you would like us to arrange a talk or tour on a specific issue or area that is of interest to you by calling **02476 964747** or emailing foundation@uhcw.nhs.uk, we also welcome feedback on our magazine. Is it providing you with the information and updates you need and do you find it interesting to read? We look forward to hearing from you.

Encourage your family and friends to get on board

University Hospital Coventry and Warwickshire now have 6,500 public members. Thank you to all of you who are spreading the word and have helped recruit friends, family and colleagues. Friends and family can register as members in the following ways.

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**

Date for the Dairy

University Hospital Coventry and Warwickshire Annual General Meeting will take place on 27th July 2011 (Venue to be confirmed).

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 regarding your membership. She can be contacted:



By email:

foundation@uhcw.nhs.uk



By phone:

02476 964747



By post:

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You can follow us on Twitter and facebook and keep up-to-date with news and happenings at UHCW.

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If you require information in other formats or languages, please contact Andrea Phillips.