

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

Issue 2 Summer 2010

Welcome

In this edition, we will update you on our news. We feel it's important for you, as a member, to know that we are constantly striving towards our mission statement to deliver the best care for our patients, achieve excellence in education and training, and innovate through research and learning.

We also think it's important that you are kept up to date on our progress in achieving Foundation Trust status.

Malcolm Stamp CBE, the Chief Executive of University Hospitals Coventry and Warwickshire left the Trust in late May 2010 to take up a regional NHS role as Regional Lead for Equality and Diversity. Andrew Hardy, who was Deputy Chief Executive and Chief Finance

Welcome to the summer edition of 'Your Health. Your Trust. Your Say. Your Membership.'

Officer of the Trust has assumed the role of Chief Executive.

Chairman, Philip Townshend said: "We were sad to see Malcolm leave as he had made a significant contribution to the development of the Trust over his 18 months with us and set us well on the course towards Foundation Trust status".

Andy Hardy said: "I look forward to a successful new chapter for the Trust, delivering our strategy to Care, Achieve and Innovate and achieving Foundation Trust status. My previous six years at UHCW reassure me that we have among the best staff in the NHS, working to ensure high quality care for all."



Philip Townshend,
Chairman



Andrew Hardy,
Chief Executive

University Hospitals 
Coventry and Warwickshire
NHS Trust

Strategic News

New University Nominated Non-executive Director welcomed at UHCW NHS Trust

We are delighted to announce that Wendy Coy has started 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 2010 to 17 February 2011. From 2004 she was employed by the University of Warwick, initially as a Job Evaluation Manager, working with Trade Unions, University Senior Management and individuals to agree terms of the Framework Agreement (a new pay structure which included harmonisation of terms and conditions for different staff groups).



Quality Account

UHCW NHS Trust published its first Quality Account on the June 30th. Quality Accounts are annual reports to the public from providers of NHS healthcare services about the quality of services they provide. The public, patients and others with an interest will use a Quality Account to understand:

- what the organisation is doing well;
- where improvements in service quality are required;
- what the hospitals priorities for improvement are for the coming year; and
- how the hospital has involved service users, staff and others in determining those priorities for improvement.

The primary purpose of Quality Accounts is to encourage boards to assess quality across the totality of services they offer, with an eye on continuous quality improvement. The Accounts should assure commissioners, patients and the public that trust boards are regularly scrutinising each and every one of their services.

You can access our Account from the Trust website and NHS Choices website. Hard Copies will be available on request.

www.uhcw.nhs.uk/latest-news/news?action=view&newsID=302

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 of the people we serve.

Dates for your Diary

AGM – At last year’s AGM over 40 members of the public and staff attended. They heard from Chief Executive Malcolm Stamp, Chairman Phil Townshend and Director of Finance Andy Hardy, who gave an update on the Trust’s performance and goals for the future.

This year’s AGM will take place on 28th July 2010 at 4.30pm in the Main Hall, Benn Hall Venue, Newbold Road, Rugby, Warwickshire, CV21 2LN.

If you wish to attend, please can you let us know by ringing 02476 964747, so we can assess how many people are likely to attend and make sure we can accommodate everyone.

Public Board Meetings – Public meetings of the Trust Board are held regularly and provide the opportunity for staff, patients, the public and our members to attend and ask questions.

As part of the Trust’s commitment to openness and accountability, you are invited to attend any of the public Trust Board meetings listed below. All public Trust Board papers are also published on the Trust’s website: www.uhcw.nhs.uk/about/board

- 28 July, Main Hall, Benn Hall Venue, Newbold Road, Rugby, Warwickshire, CV21 2LN
- 22 September, Clinical Sciences Building, University Hospital
- 27 October, Clinical Sciences Building, University Hospital
- 24 November, Clinical Sciences Building, University Hospital

Foundation Trust Round-Up

Governors’ Elections

When UHCW NHS Trust embarked upon the process of becoming a Foundation Trust, it was expected that the first Governor Elections would take place in early 2010. However, due to circumstances beyond our control these have now been delayed until later in the year. Members who have told us they are interested in being Governors have been informed and over the next few months we will be developing a detailed election plan. The elections will be run by an independent external agency according to the Department of Health model of election rules.



Centre of Excellence

Pioneering Surgery

Revolutionary Surgery Could Halve Hip Replacements

A ground-breaking surgical technique, performed at UHCW NHS Trust, is yielding incredible results in curing hip pain where all other treatments have failed. The procedure - femoroacetabular arthroscopy, more commonly known as hip-preservation surgery - is set to transform the world of orthopaedics and experts believe it could eventually halve the number of hip-replacement operations.

Ben Wilkins, 33, recently underwent surgery on his right hip. He started having problems 18 months ago when he thought he had strained a muscle playing football: "I began waking up in the middle of the night in agony," he recalls. "It felt like a stabbing, burning pain inside my right hip. I had to give up sport and my job as a security guard. It was so bad I couldn't even take my seven-year-old son Brandon to the park to play football, which was extremely depressing."

In October 2009 though, Ben's GP referred him to orthopaedic surgeon Professor Damian Griffin, a specialist in hip-preservation surgery at UHCW NHS Trust.

Recent advances in scanning techniques mean surgeons are now able to create highly detailed computer images of the hip joint's surface, and surgically correct minor malformations or repair damage that is causing pain.

Professor Griffin said: "The scans revealed that many patients experiencing pain, like Ben, had abnormalities on the surface of their hip bones. In Ben's case, we discovered that the problem was a malformed

femoral head. It was just millimetres of bone, but the pain it was causing was immense. There would once have been little we could do to help patients like Ben who were experiencing severe, inexplicable hip pain. At best he would have been given painkillers and told to manage but his pain would have gradually got worse.

"In ten years he would probably have developed arthritis and needed a hip replacement. And hip replacements need replacing. If they last 20 years we think it is very good going, and they wear out faster in younger, active patients. He would probably have had to have another hip replacement, if not two, in his lifetime - with all the painful months of rehabilitation each operation entails. Now, thanks to this new procedure, I can say with confidence that he will be pain-free and back to doing everything he enjoyed within a couple of months."



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.

Ben was suffering from the common condition femoroacetabular impingement (FAI).

"We don't know why it happens," said Professor Griffin, "but it is believed that the abnormalities occur when the bones grow during adolescence. Quite apart from the immediate discomfort and disability this causes, if left untreated it is likely the patient will eventually develop osteoarthritis."

Osteoarthritis is a condition affecting around 8.5 million people in the UK and occurs in a joint when the cartilage becomes worn and uneven. Injury or trauma, such as an operation, obesity and even genetics, mean the cartilage does not repair itself as well or as quickly as it should. As a result the underlying bone thickens, causing permanent deformity. This uneven surface hinders smooth movement, causing further damage, and the joint becomes stiff and swollen.

Many experts believe that FAI could be a major risk factor in the development of this kind of joint disease. There is no cure and the condition can be disabling. For many, joint replacement is the only option. Professor Griffin estimates that around half of all hip-replacement patients suffer from FAI.

By treating this and a range of other similar conditions, he hopes the hip-preservation technique will, in these cases, stop arthritis from occurring, eradicating the need for joint-replacement surgery. The early corrective operations were carried out by Swiss doctors and involved making a 9in incision and complete dislocation of the hip joint.

Although successful, recovery was arduous: there was a subsequent three-day hospital stay and patients were usually on crutches for three months.

For the past seven years however, Professor Griffin has pioneered a similar but minimally invasive keyhole procedure that can be carried out as a day case. Patients like Ben can then begin physiotherapy within hours of the operation.

Post-operative physiotherapy sessions are given once a week for six weeks, with daily exercises to be practised at home, followed by a further six weeks of occasional sessions. Scarring is minimal, because the operation is a keyhole procedure. So far, Professor Griffin has treated 1,000 patients and 95 per cent of those who had suffered disabling pain were almost symptom-free a year after surgery. Just two per cent needed further treatment.

So how did Ben feel just two hours after having the wonder procedure?

"It didn't hurt," he said. "It was a bit stiff and sore but it didn't hurt anymore."

Samantha Warden, another patient who suffered with FAI, summed up her feelings about Professor Griffin: "I would walk over hot coals for that man – he helped me when I thought no one else could."



Meet a Governor

With our first Governor Elections due in late 2010, we thought our readers would like a first hand account of what being a Governor involves. We caught up with Richard Hughes, a current Governor for Heart of England NHS Foundation Trust, for a chat about being a governor.

Richard, what inspired you to become a Governor?

“For over 30 years I have worked within and been interested by democratic environments – I was employed within the Co-operative movement. I believe the move towards Foundation Trusts to be the ideal way of letting the general public have more say in the running of hospitals and healthcare services.”

And what does the process of becoming a Governor involve?

“Initially, of course, we have to be elected and appointed to the position. This involves a simple process of filling in a form with your personal details and a short piece on why you should be elected.

“As a Governor I attend five to six meetings a year, including the Annual General Meeting. In addition, I can participate in sub-committees that may be of particular interest to me. I also get invited to training sessions and various learning activities which are often provided to keep the public informed on medical matters.”

What sort of things have you been involved with so far?

“So far I have joined two or three sub-committees where I feel my particular knowledge and expertise will be beneficial, such as in Audit Appointments. I have also attended training sessions on Information Technology and Accounts, as well as medical information sessions on cancer and heart disease.”

What advice would you give to someone thinking about becoming a Governor?

“I would advise anyone who has an interest

in their local healthcare services to put themselves forward. There is not a huge commitment, and this can be controlled according to one’s own availability. This is the only real way for people to have a real say in the running of their hospitals, and gives them the opportunity to meet and question senior medical staff, including the Chairperson and Chief Executive.”

What’s the best thing about the role?

“It is interesting to see how the role of a Governor is moving forward as my Trust progresses and adapts to the new format. I feel that now the Governors are really able to participate, question and even change attitudes. In the two years I have been a Governor, there has been a significant step forward in the democratic process and I anticipate this will continue to move forward in the future to the benefit of everybody.”

And the worst?

“The worst features are from the frustration felt early on, particularly when I felt that we were being used to some extent to ‘tick the boxes’. The development of the Trust has eradicated most of this as the Board and Management themselves learn that we can make a positive contribution.”

Finally, what issues are coming up that you will be getting involved with?

“We are in the process of appointing a new Chairperson and the Governors have a role to play in that. They will also play a role in the appointment of a new Chief Executive when that post becomes vacant. I will definitely be standing for re-election this year when I hope to be re-appointed.”

New UHCW NHS Trust website launched

www.uhcw.nhs.co.uk

University Hospitals Coventry and Warwickshire NHS Trust has launched its new website. The new website has been redeveloped focussing on what visitors and patients told us they need to know and how to access it quickly.

UHCW caters for a wide and diverse population within Coventry, Warwickshire and beyond and the new website has an emphasis on accessibility. This includes:

- Integration with BrowseAloud software which reads text aloud to those with visual impairments
- Ability to change the text size on every website page
- An option to use Google Translate to translate the text on each page
- Addition of signed videos in British Sign Language on key areas around the website
- Interactive PDFs on key website documents
- A new RSS feed to allow visitors to subscribe to the website content



As the Trust is keen to continue to obtain feedback, the UHCW Impressions questionnaire remains to allow online visitors to rate the services of the Trust.

Barbara Hay, Head of Diversity said "The new website has been designed as we recognise that everybody is different and we want to make our site as accessible as possible.

"As you would expect the new site will be updated on a regular basis, in the future we will develop further Trust micro- sites for some specialised and nationally recognised services that highlight the wide ranging healthcare that the Trust delivers."

For More Information Please Contact Daniel Ibeziako.
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University Hospitals **NHS**
Coventry and Warwickshire
NHS Trust

Members' Lounge

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

Membership Cards

As promised in the last newsletter, we are now in the process of sending out Membership Cards. These can be used for obtaining NHS Discounts at many high street outlets. 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 either emailing, telephoning or writing to us, giving your full name, address and date of birth.

The Post Box Tell us what you think...

The first members' event is scheduled to take place on 8th September 2010 from 6pm – 8pm. We are looking for comments from members before finalising the venue, so could you email us at foundation.trust@uhcw.nhs.uk if you wish to comment.

The options are:

- On the University Hospital Site
- On the Hospital of St Cross, Rugby Site
- A Coventry city centre venue
- A venue on the outskirts of Coventry

We are planning to hold several member events each year and will use different venues for each one to make sure members across Coventry and Warwickshire can get to one reasonably close to where they live.

Membership Update

If you know someone who you think would like to become a member, download a form for them at: www.uhcw.nhs.uk/foundationtrust

Alternatively please contact the Foundation Trust office on **02476 964747** or email foundation@uhcw.nhs.uk for a paper copy.