

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

Issue 1 Spring 2010

Welcome

Welcome to the launch edition of the members' magazine for University Hospitals Coventry & Warwickshire NHS Trust.

The launch of our members' magazine is a very important step in our journey towards becoming a Foundation Trust and we are excited to present you with the first edition.

Firstly, let me thank and congratulate you on becoming a member of our Trust. You have made the positive decision to get involved in the delivery of healthcare services and we hope that as a member you feel you can make a real difference to the future of our hospitals.

The past year has been one full of challenges and opportunities but our aim throughout has remained the same - to provide excellent patient care through learning and discovery, and to be the first choice for people in Coventry, Warwickshire and beyond.

From all of us at UHCW NHS Trust, thank you for the support you have given as we embark on this exciting journey.

Foundation Trust Round-Up

Consultation Results

UHCW NHS Trust recently completed a 12 week public consultation on our Foundation Trust plans. We are pleased to announce that this has been a huge success. Undertaking over 200 consultation activities, we interacted with more than 100,000 people! You spoke to us at public meetings, ward forums, specialist group meetings and major sporting events, and it has certainly paid dividends with hundreds of pieces of feedback.

Overall, the consultation delivered widespread support for the Trust's FT application.

We would like to thank everyone who took the time to give us their feedback or became a member of the Trust: your contribution is much appreciated. To share all our findings, you can access a full consultation report by visiting our website at: www.uhcw.nhs.uk/foundationtrust

Membership Update

Our membership is flourishing. We have recruited over 4000 public members and 8000 staff members who are supporting our Foundation Trust plans.

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.



Philip Townshend,
Chairman



Malcolm Stamp (CBE),
Chief Executive



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.

Our strategy was developed after independently hosted consultation with our staff, our patients, our visitors and our key partners. Our focus is on providing and improving the quality of care, whilst encouraging innovation to deliver better productivity and improved services.

It is based on four strategic priorities, supported by clear goals, that will help us to realise our mission; our pledge to you and the entire population we serve, to:

CARE	ACHIEVE	INNOVATE
Deliver the best care for our patients	Achieve excellence in education and training	Innovate through research and learning
Patient care is at the centre of our work, and we will focus on continually improving the quality of patient care and patients' experience.	We will support and inspire future generations of healthcare professionals by instilling a culture of achievement, education, training and development.	Through continuous innovation, we will strive to lead in improving patient care, driven by clinical leadership, championing research and collaborating with our partners.

Our mission to *Care, Achieve and Innovate* will ensure that by 2015, we will be an organisation that:

- Enjoys a reputation for quality of care and excellence within the Coventry and Warwickshire community and beyond
- Has highly satisfied staff and patients
- Is a leading institution for research and innovation
- Meets and exceeds national healthcare commitments, delivering benchmark performance
- Works effectively with partners to deliver integrated healthcare that meets the needs of its community

To ensure we are meeting these commitments to you, our progress will be reviewed every two years, the next review being 2011.

To view our full organisational strategy, or give feedback, please email: communications@uhcw.nhs.uk or visit www.uhcw.nhs.uk

The Post Box Tell us what you think...

As a member, we want you to help us to improve our services. We currently have a number of communication projects that we would appreciate your input on. The projects and who to contact if you are interested in participating are:

Production of our Annual Report

Kerry Beadling
email: kerry.beadling@uhcw.nhs.uk
Tel: 02476 967597

Feedback on our proposed new website

Emma Spencer
email: emma.spencer@uhcw.nhs.uk
Tel: 02476 967598

Helping us upgrade and improve direction signs on our University Hospital site

Kerry Beadling
email: kerry.beadling@uhcw.nhs.uk
Tel: 02476 967597

If you want more information about these projects and how you can get involved, simply contact the appropriate person listed above. We look forward to hearing your ideas. Watch this space for more projects you can get involved with.

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 looking to provide a truly excellent service. Here is an example of where we are breaking new ground.

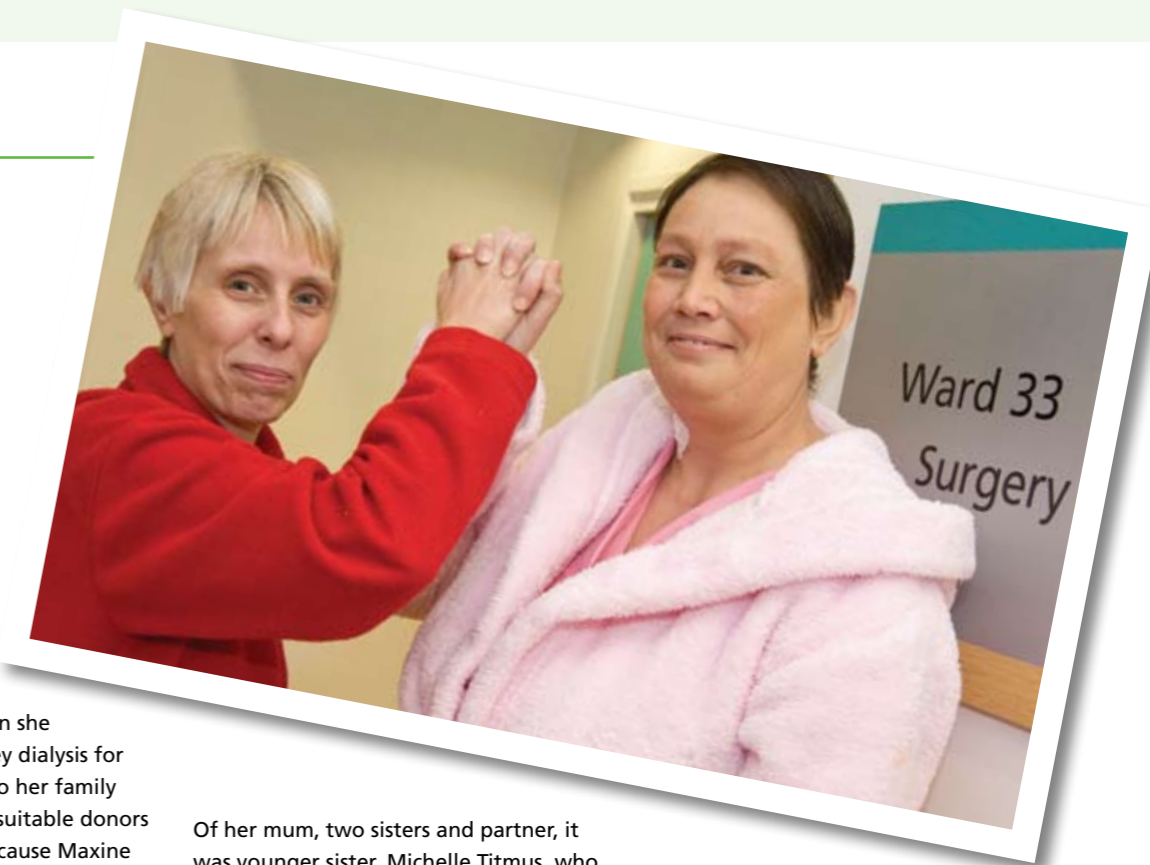
World first

Transplanting the untransplantable: innovative technique breaks new ground in renal care

A freezing technique has been used for the first time ever at University Hospital in Coventry, allowing a sister to save her sibling from kidney failure.

Maxine Bath, aged 41 and from Wolverhampton, developed kidney failure when she was 20 and has been on kidney dialysis for the last 15 years. Ten years ago her family was tested to see if any were suitable donors but none were compatible because Maxine had antibodies against their kidneys. Then, 12 months ago, Maxine took a turn for the worse when she developed the added serious complication of continuous low blood pressure. As a result the Trust was unable to use its normal machine to remove antibodies, a process which can lower blood pressure even further.

Instead, Renal Consultant Rob Higgins and his team used a cryofiltration system whereby the plasma is removed from the blood and chilled to 0 degrees centigrade. At this temperature a lot of antibodies turn into a gel, which can then be filtered off. The plasma is then warmed back up and returned to the blood. It is believed that this is the first ever time the technique has been used in a tissue type antibody-incompatible transplant.



Of her mum, two sisters and partner, it was younger sister, Michelle Titmus, who was the closest match. Both sisters had five sessions of cryofiltration before Maxine was able to receive a kidney from Michelle, aged 40, of Kingstanding, Birmingham, on November 20.

Michelle said: "It's been very difficult to see Maxine getting slowly worse in the last few years, knowing there wasn't anything we could do to help her. "I had a lot of tests and scans done to check I was healthy enough to donate and that was when it started to sink in that I was actually going to be able to do this for my sister. I was so excited. It may sound silly but it really hits home when I can watch her eat food that could have killed her before, like a jacket potato. She doesn't have to have dialysis anymore – how great is that?"

Maxine said: "Six months ago I was contacted by Rob Higgins to see if my family would be tested again as they said they now had a machine which could get rid of the antibodies for me. Although it's not been long since I had the operation I'm already feeling healthier. I am looking forward to being able to eat food I couldn't have at all before, like nuts and chocolate. I just want to get back to a normal life. Rob told me I was the first kidney patient in the world to try this technique, which I thought was really exciting. It hasn't quite sunk in yet."

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.

Membership Cards

Over the next 3 months membership cards will be issued to our members which will carry unique membership numbers. Using your membership cards, public members will be able to register with NHS Discounts. As part of this scheme you will benefit from discounts on products and services from a variety of high street retailers. See our next edition for an update and further details.

Email Addresses

We are sure you will all appreciate our efforts to keep the cost of getting these newsletters to you to a minimum. The best way to do this is to email them. Many public members have given us their email addresses but many bounced back with the email address not being recognised. Because of this, we decided to use post to get this edition to you. However, if you want to receive future newsletters and other membership correspondence from us via email, do let us know and give us your current email address, either by emailing us at foundation@uhcw.nhs.uk or telephoning us on **02476 964747**.

We will email the newsletter to all our staff members who have work email addresses and ask those without to ask for copies from their managers. The newsletter will also be available from our web site and intranet.

Duplicate mailings

One way to make sure we get our newsletters to members as efficiently and cost effectively as possible, is to send just one copy to each household, even if there is more than one member at that address. The newsletter will be sent to "The Householder" who we hope will then share it.

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.

Recommend a Friend

Help us increase our membership and the voice of the public by getting a friend or family member to sign up today! Just get them to go online and fill out the membership form at:

www.uhcw.nhs.uk/foundationtrust

Alternatively, they can request a form from us and send it back FREEPOST to:

Foundation Trust Office (3rd Floor Rotunda),
University Hospitals Coventry and
Warwickshire NHS Trust,
Clifford Bridge Road,
Coventry CV2 2DX

The consultation process

We held over 200 consultation activities and here are members at just some of these events.



Printed on Revive 50:50 - recycled paper containing 50% recycled waste and 50% virgin fibre and manufactured at a mill certified with ISO 14001 environmental management standard. The pulp used in this product is bleached using an Elemental Chlorine Free process.