



TORBAY HOSPITAL *news*

Autumn 2012

and Annual Review

Patients first...

"...improved efficiency must also result in an improved experience for our patients"

Chief Executive's statement, page 4

Inside:



New Women's Unit

Three of Torbay's most influential women launch the Hospital's new women's health unit.
See pages 10 & 11

World-first for robot surgery

Torbay Hospital is leading the way forward in the South West and worldwide for robotically assisted surgery.
See page 13

Membership News

The latest update from our Council of Governors plus your opportunity to join us and help shape NHS services for the future.
See pages 15 & 16



About our Trust

South Devon Healthcare NHS Foundation Trust runs Torbay Hospital – a medium sized acute hospital which serves the South Devon area.

The Trust catchment area covers 300 square miles - from South Dartmoor to the length of coastline which stretches from Dawlish, at the mouth of the River Exe, past the Teign and Dart estuaries and up to Dartmouth.

Torbay Hospital serves a resident population of approaching 300,000 people, but this increases by as many as 100,000 visitors at any one time during the summer holiday season.

South Devon Healthcare was established in 1991 and became one of the first NHS Foundation Trusts in 2007. As a Foundation Trust we remain part of the NHS and are subject to the same national standards and inspections.

Our Board of Directors is accountable to local people, who are represented by elected members on our Council of Governors.

The services that we provide are funded by our NHS commissioners, who receive an allocation of NHS money from the government each year and who decide on the healthcare priorities for their local population. The amount of income that we earn depends on the services we undertake.

Below: Our NHS Foundation Trust public membership is divided into three public constituencies, and elections are held within each to choose representatives to sit on the Council of Governors.



CHAIRMAN'S STATEMENT

Welcome to this special edition of *Torbay Hospital News* which incorporates a summary of our 2011-12 Annual Report as well as updates on recent developments at the Hospital and information for Foundation Trust Members.

The full Annual Report – available on our website – charts a successful year in which we achieved national recognition as the Health Service Journal's *Acute Healthcare Organisation of the Year*, demonstrating strength in depth and resilience in the face of the many changes taking place within the NHS.

Patients come first, and we received much positive feedback during the year. As you will see from the more detailed reports in this newsletter, we have been commended for our efforts to meet the specific needs of patients with dementia and patients who have a learning disability. Patient survey results continue to be strong. Inspectors from the Care Quality Commission who carried out an unannounced visit to observe the quality of care on our wards, talking to both patients and staff, were impressed with our standards. No hospital gets everything right, and we always seek to learn when mistakes are made. But we entered 2012-13 with a sound record of achievement and an enhanced reputation at both a local and national level.

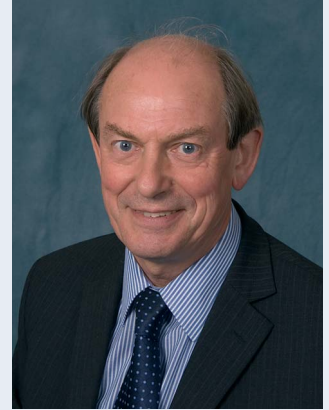
The financial outlook remains challenging - both for the NHS and for our local authority partners who commission social care. The Annual Report shows that we achieved our savings target – over £9 million – during 2011-12, thanks to dedicated effort and flexibility on the part of our staff. During the current year we have to save a similar amount again.

However, maintaining financial balance has enabled us to increase our capital programme substantially, through long-term loans. Patients and visitors are now able to see some of the benefits, through improvements such as the corridor refurbishment programme, the new Paediatric Outpatients Department, and the dedicated Women's Health Unit. Many other less obvious improvements are also in progress, including upgrades to operating theatres, roof and window replacements, purchase of new medical equipment, and renewal of fire safety systems.

Now that Parliament has approved the new Health and Social Care Act we are working closely with our local GP leaders who will play a key role in commissioning services – including those provided by the Hospital – under the new arrangements. We all recognise that closer integration will help patients by providing more joined-up services. It will also improve efficiency and provide a more sound basis for meeting the challenge of an ageing population expecting the best care.

Our neighbouring organisation, Torbay and Southern Devon Health and Care NHS Trust, have declared their intention to seek a suitable NHS Foundation Trust partner to acquire their organisation and we are preparing to put forward a proposal for joining our two Trusts together. With our strong record of local collaboration, we have an opportunity in Torbay and South Devon to be trail-blazers in demonstrating how a fully integrated health and social care system can work. Our Trust Board is committed to playing its part in achieving this.

Peter Hildrew Chairman



"Patients come first, and we received much positive feedback during the year"

CHIEF EXECUTIVE'S STATEMENT



'The NHS belongs to the people.

It is there to improve our health and well-being, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives. It works at the limits of science – bringing the highest levels of human knowledge and skill to save lives and improve health. It touches our lives at times of basic human need, when care and compassion are what matter most.'

The NHS Constitution.

"...we have always been clear that improved efficiency must also result in an improved experience for our patients..."

The opening passage of the NHS Constitution serves as a reminder to us all of the core values of the NHS. During the last 12 months, the NHS has undergone the most radical and comprehensive programme of change since its creation, nearly 65 years ago.

The Health and Social Care Act, which passed into law in April, aims to provide doctors and nurses with the ability to tailor services, give patients more choice over how they are treated, and reduce bureaucracy in the NHS. One of the Act's key themes is 'no decision about me without me', and the principles of devolved power and responsibility, greater community and individual control, and greater integration run throughout it.

In South Devon we already pride ourselves on very strong relationships with local GPs and the community health trust, making decisions together which reflect the needs of our population as a whole and ensuring we make very best use of our resources to deliver maximum benefit for our patients. The success of such a system relies upon the effectiveness of each individual partner and within this Annual Review you will see how strongly South Devon Healthcare NHS Foundation Trust has performed during 2011/12.

Much has been said about our winning of the HSJ (Health Service Journal) *Acute Healthcare Organisation of the Year* award in November. However, it still bears repeating that such accolades are not gained without strong leadership, clear evidence of sustained quality, a caring, cohesive culture and staff, and robust financial management.

While it remains necessary for our Trust to be vigilant about the efficiency of our services, we have always been clear that improved efficiency must also result in an improved experience for our patients and an increase in safety and quality. Thanks to the commitment and flexibility of our staff we have managed to achieve the targets of our Continuous Improvement Programme – a comprehensive programme of service development which ensures we are making absolutely best use of our resources for our patients, identifying opportunities for managing and providing services more efficiently and more effectively.

As a clear indication that efficiency does not come at the expense of quality, during the same period we have seen some overwhelming evidence of consistently good patient experience, innovation in care, and the quality of the Hospital environment.

"...we have seen some overwhelming evidence of consistently good patient experience, innovation in care, and the quality of the Hospital environment."

Foundation Trust

members have their say

The Care Quality Commission (CQC) inpatient survey for the last year shows a solid performance by the Trust across a very wide range of factors, from setting up appointments through to discharge. Reports from our own patient experience surveys, continually conducted by Hospital volunteers, show overwhelmingly positive feedback from those we look after, with some of the most positive and powerful data coming from questions about the care and compassion of our clinical staff.

The 2011 NHS staff survey results place us in the top 20 per cent of Trusts when it comes to satisfaction with the quality of work and patient care, feeling valued and supported by colleagues and managers, job satisfaction and whether they would recommend the Trust as a place to work.

Due to our exceptional infection control practices the Trust reported a period of nearly two years without a single case of hospital acquired MRSA bacteraemia – a true reflection upon the commitment of our infection control team and indeed all of our clinical staff to ensure the highest levels of care and cleanliness.

Our reputation as a Trust which embraces new technology remains, with wider use of our surgical robot in areas such as gynaecological medicine and for nephrectomies, the latest mammography equipment to improve accuracy and patient comfort, and new, state of the art, digital imaging equipment within our ophthalmology department.

All these examples, and the resulting enormous patient benefit, are thanks to donations from our exceptional League of Friends.

I am genuinely proud of our Trust, our Hospital and our staff; what we have achieved and the vision and drive which I am sure will enable us to continue achieving into the future.

Paula Vasco-Knight Chief Executive

The Trust received a record number of responses to its annual survey, seeking views on our plans for the year ahead. Over 4,270 people responded, which is a 128 per cent increase on last year and the Trust would very much like to thank all members who were able to respond. This feedback has been shared with the most senior managers in the Trust and is already being used to help develop and improve services for the future.

The Trust received overwhelming positive responses to each of the seven core questions; 95% - 99% of responses stating good or adequate.

The main themes identified by the Trust were :

1. Appointments or follow-ups (2.8%)
2. Signage or navigating the site (2.5%)
3. Treatment / care whilst in hospital (2.1%)
4. Parking (1.4%)

At the joint Board of Directors and Council of Governors meeting in March 2012, governors asked the Board of Directors for improvements around:

1. Communication;
2. Appointments system; and
3. Parking.

Governors and members have already seen improvements in signage since the survey was distributed in 2011 and the Trust continues to receive recognition for the treatment and care of patients both from external inspections and other national and local real-time surveys. Governors will be receiving a further update at their next meeting.

Become a member

To become a Foundation Trust member, so you can receive regular news from Torbay Hospital, and the opportunity to participate in elections and our annual survey, just ring **01803 655705** to register (or visit **www.sdhct.nhs.uk**). This is also the number to call to request a nomination form if you are interested in standing as a Governor on the Council of Governors or if you wish to communicate with your elected representative.

FINANCIAL PERFORMANCE

The Trust has met all of the financial targets for the year set by the regulator Monitor, finishing the year with a surplus of £4.7 million and an overall financial risk rating of 4 on a scale of 1 to 5 (with a score of 5 being the best). This was all made possible through the Trust achieving efficiency savings in the year of £9.5 million.

Careful planning, flexibility and well-established financial priorities and systems enable the Trust to develop and improve facilities and services for patients and staff, and as in previous years, the organisation met the demands upon it throughout the year. This was against a backdrop of significant financial and operational pressures in the wider NHS.



“Recent investment into the Hospital site includes the refurbishment of the paediatrics outpatient department”

Funding overview

The Trust earned £219 million of income during 2011/12, primarily from clinical activities, but also received a considerable amount of income from education and training and income generation schemes.

Capital developments during the last year

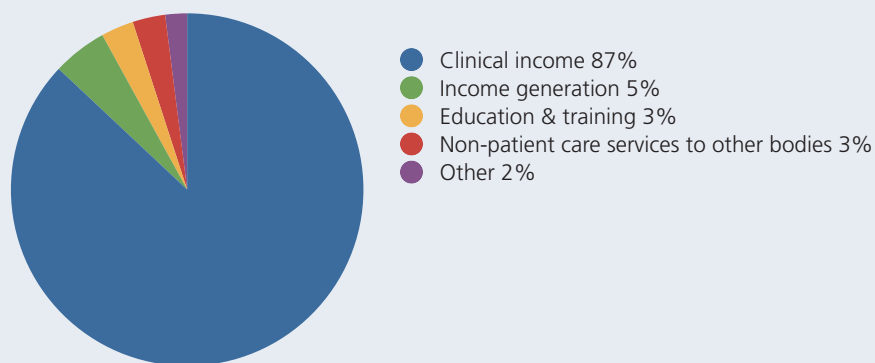
The Trust continued to invest in its facilities and equipment and carried out capital projects with in-year costs of £17.4 million. Recent investment into the Hospital site includes the refurbishment of the paediatrics outpatient department.

Resources management

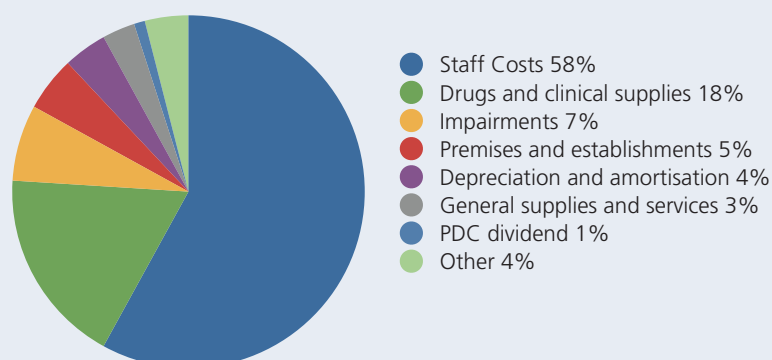
Being licensed as an NHS Foundation Trust means that the Trust, as well as being more accountable to its local public and patients, has greater financial freedoms. NHS Foundation Trusts are free to retain any surpluses they generate and to borrow in order to support investment.

A fundamental principle of operation for the healthcare organisations within the South Devon health economy is that resources will be managed on a community-wide basis. Chief executives, clinical leaders and finance directors have met on a monthly basis to review progress against the key targets across the whole of the health system.

Total Income 2011/12 £219.4m



Operating Expenditure £229.6m



“During such periods of financial challenge, it is vital that we plan for the future and capitalise upon opportunities to deliver care in more efficient and effective ways.”

Paul Cooper

Director of Finance, Performance and Information

Our budget for 2012/13

The budget position for the Trust in 2012/13 is extremely challenging, with limited growth and inflation funding along with a demanding efficiency and productivity improvement target of £9.3 million. Delivering activity, costs and efficiencies within planned levels will allow the Trust to achieve a surplus of £2.3 million.

Achieving a surplus of this level is necessary in order to invest in service developments to achieve targets and further improve services as well as for further capital investment in upgrading the Hospital site. Good relationships and partnership working with other organisations, together with the opportunity to explore new business and commercial opportunities, will be key to the Trust in the coming year, as will its performance against existing and new national targets.

Future spending plans

The Trust has developed a long-term financial strategy which presently includes financial projections up to and including 2014/15. This timeframe covers the period when the Trust continues the refurbishment of the Hospital site. This will be achieved through building cash surpluses and exercising the right to borrow funds in order to update buildings and equipment. In 2012/13 and 2013/14 the Trust is planning to spend its retained surplus and to exercise its borrowing powers to continue to achieve this goal.

The ability to spend capital funding to improve buildings, equipment and infrastructure beyond 2012/13 will be dependent upon the affordability of the loan repayments and revenue cost of the capital.

The expected value of capital investments in 2012/13 is £31 million, which includes £4.3 million for the Pharmacy Manufacturing Unit.

THE YEAR IN HEADLINES

2011/12

Trust scoops two prestigious national awards

South Devon Healthcare NHS Foundation Trust was named *Acute Healthcare Organisation of the Year* at the Health Service Journal (HSJ) Awards in 2011.

The Awards recognise the best innovation, ideas and dedication found throughout the healthcare sector and the Trust fought off stiff competition from six shortlisted organisations from across England to scoop the coveted prize.

The judges commented that the Trust is a high performing, excellent organisation with a real focus on patient experience. They said staff work together to deliver best outcomes and innovations in care with high levels of clinical engagement.

The award followed the submission of a comprehensive nomination by the Trust and a visit to Torbay by judges in which staff had the opportunity to showcase a range of the innovations and leading-edge practice that keep our Hospital at the forefront of modern practice.

Chief Executive, Paula Vasco-Knight, said: *"This award was wonderful news for staff and the people of South Devon alike, as their Hospital was highlighted as one of the best in the country. To be shortlisted for Acute Organisation of the Year is a great honour but to win the title, against a very strong shortlist of organisations, is absolutely fantastic."*

"As a Trust, we strive to achieve and provide the very best services for our patients and ensure that they remain at the centre of all that we do. This accolade is testament to the level of commitment and dedication shown by staff across the organisation to provide high quality care."

The *Acute Healthcare Organisation of the Year* was the second of the Trust's HSJ awards in late 2011, coming shortly after the Estates and Facilities Management Department won the Efficiency in Estates Management trophy at the inaugural HSJ Efficiency Awards.

The Department was recognised for the innovative and creative way it has implemented changes which have resulted in removing waste, making change, achieving efficiencies and improving effectiveness across the organisation. Using modern business approaches the Department streamlined and simplified processes across the Trust, leading to greater job satisfaction for staff and better care for patients.

Trust meets Compliance Review

The Trust received a clean bill of health from the Care Quality Commission (CQC) during 2011/12, after a Review of Compliance of the standards at Torbay Hospital in February 2012.

The CQC is responsible for checking all hospitals in England to ensure they are meeting government standards, and shares its findings with the public.

The Review found that the Trust is meeting each of the standards that the Government says people have the right to expect.

Patients reported that they felt safe, that staff were respectful and kind to them, that their privacy was protected, and they felt involved in their care and treatment planning. Patients said staff are *"excellent"*, *"marvellous"* and *"brilliant"*.

Dignity and Nutrition

The Hospital received a glowing review for its dignity and nutrition standards in 2011 as part of a national programme of unannounced inspections conducted by the CQC.

Nationally, Torbay Hospital was one of 45 of the 100 hospitals inspected by the CQC which were fully compliant in meeting the essential standards for dignity and nutrition on wards caring for older people.

The unannounced inspection of Torbay Hospital led by CQC inspectors and a practising, experienced nurse. The inspection team also included an 'expert by experience' – a person who has experience of using services (either first hand or as a carer). The team visited two of Torbay's wards and talked with patients and staff while observing the ward at work, assessing the Hospital's performance against two essential 'Outcomes':

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run.

Outcome 5: Food and drink should meet people's individual dietary needs.



"The judges commented that the Trust is a high performing, excellent organisation with a real focus on patient experience."



“Overall, patients’ experience of outpatient care placed Torbay Hospital among the best performing 20 per cent of hospitals in the country.”

Torbay Hospital’s outpatient services among the best

Patients visiting Torbay Hospital for outpatient treatment receive care which is among the best in the country according to the latest survey by the Care Quality Commission.

The comprehensive survey was conducted with more than 511 patients following their care at the Hospital. It asked patients a range of questions about their experience of the Hospital with the results then plotted against every other acute hospital in England.

Nationally, more than 72,000 outpatients responded to the survey and gave feedback about their experiences of waiting times, hospital facilities, seeing a doctor or other members of staff, tests and treatments and prescribed medications.

Torbay Hospital’s Outpatients Department, which sees more than 300,000 patients each year, was rated as performing better than the majority of hospitals in the UK in nine areas of the survey, covering all elements of patient care from first appointment through to being discharged home.

These included top ratings for waiting times for a first appointment and the way staff explained the reasons for medical tests and results.

The Hospital also performed better than others in how patients were involved in decisions about their care, and how doctors listened to any concerns or questions.

Patients rated Torbay Hospital as one of the best when it came to giving support when leaving hospital, helping them to safely use any medicines, and ensuring they had access to ongoing professional support if needed.

Overall, patients’ experience of outpatient care placed Torbay Hospital among the best performing 20 per cent of hospitals in the country.

Brighter, lighter and easier to navigate - major refurbishment project for Torbay Hospital

A major scheme of work to improve the Hospital estate and make it easier for patients and visitors to find their way around, was launched last year and is continuing in 2012.

Wards, clinical areas, corridors and receptions areas are all receiving attention, with a cleaner, brighter, more modern feel afforded through the comprehensive project.

At the same time, new signage has been implemented using a simple, accessible colour-coded system to help people navigate their way around the Hospital.

“The work is making a really significant difference to the patient environment,” said Director of Estates and Commercial Development, Lesley Darke. *“Because much of our estate is older, it is really important we maximise the use of modern decoration and lighting to provide a comfortable and pleasant space for patient and visitors.”*



THE YEAR IN HEADLINES 2011/12

"Torbay Hospital featured in the 'Best performing' category in five areas, including patient privacy, pain control, and the availability and manner of doctors."

Inpatient care

Patients at Torbay Hospital received a consistently good service during 2011 according to the results of the latest national inpatient survey by the Care Quality Commission.

The survey asks thousands of patients across the country a wide range of questions – 77 in total last year – about their experience and treatment whilst in hospital.

Results from the survey are categorised into three sections, comparing trusts against the country's averages, 'Better performing'; 'About the same'; and 'Worst performing'.

Torbay Hospital featured in the 'Best performing' category in five areas, including patient privacy, pain control, and the availability and manner of doctors. For the remainder of the questions the Hospital was on par with others in the country.

The Trust did not feature in the 'Worst performing' category for any element.

The annual National Inpatient Survey is used by Trusts to help them gauge the patient experience in the Hospital and identify opportunities for improvement.

Quality care for patients with Dementia

A local watchdog noted the *"considerable and impressive progress that has been made in improving the care for people with dementia"* at Torbay Hospital following a peer review in November 2011.

The review identified many areas of good practice for each of the eight Hospital Standards in Dementia Care developed by the South West Dementia Partnership in February 2011. The eight Standards cover issues such as dignity, respect and appropriate care, access to specialist mental health liaison services, nutrition and hydration needs and high quality end of life care.

Of particular note in the review was the Trust's impressive clinical leadership for dementia and its committed and enthusiastic Dementia Link Nurses.

The review noted the good links with the South West Ambulance Service, sensitive interventions in the Emergency Department, as well as a good range of dementia information available for patients, carers and staff.

Pauline Rooks, Support Services Manager for Alzheimer's Society Plymouth, said: *"Up to a quarter of people on a general ward at any one time have dementia and the Alzheimer's Society welcomes the improvements to dementia care at Torbay Hospital. Person-centred care, which considers the individual circumstances and interests of the person, ensures that people with dementia receive the high levels of care which they need and deserve, prevents people deteriorating whilst in hospital and allows them to return home rather than be moved into another care setting."*

New Patient Transport Vehicles

Torbay Hospital invested in a fleet of state of the art patient transport vehicles this year demonstrating the Trust's commitment to providing the best possible care for its patients and staff.

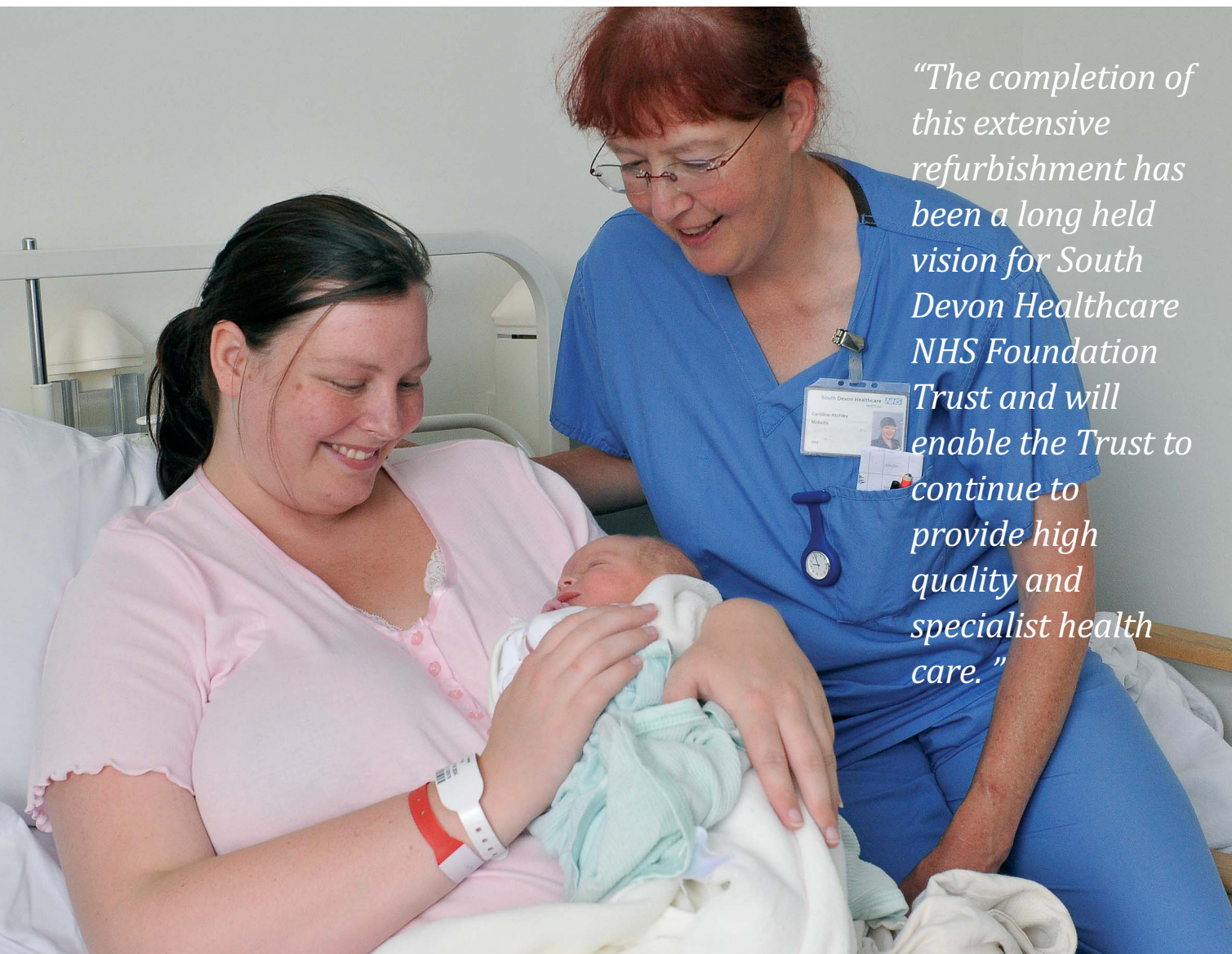
The new vehicles, which come fully equipped with some of the most up to date equipment, mean patients are now transported to and from their hospital appointments in safety, style and comfort.

Local power-women launch Women's Health Unit

Three of Torbay's most influential women, responsible for shaping and managing many local public services, launched the Hospital's new Women's Health unit earlier this year.

The £1.4million refurbished Unit has created new and improved facilities for women's health and was officially opened by Sarah Wollaston, MP for Totnes, Debbie Stark, Director of Public Health for Torbay, and Paula Vasco-Knight, Chief Executive of South Devon Healthcare NHS Foundation Trust, the Trust which runs Torbay Hospital.





"The completion of this extensive refurbishment has been a long held vision for South Devon Healthcare NHS Foundation Trust and will enable the Trust to continue to provide high quality and specialist health care."

The new Unit has brought together enhanced facilities for inpatient maternity and neonatal services, as well as brand new areas for inpatient gynaecology and breast surgery services. It also incorporates outpatient services for gynaecology, antenatal, early pregnancy and fertility services.

The creation of this multi-functional unit brings together under one roof a range of services in a tailor made environment for newborn babies and for women who are receiving healthcare at what can often be a particularly sensitive time of their lives.

The completion of this extensive refurbishment has been a long held vision for South Devon Healthcare NHS Foundation Trust and will enable the Trust to continue to provide high quality and specialist health care.

Associate Director of Nursing and Midwifery, Heather Parker, welcomed everyone to the official opening and said: *"Having co-located inpatient services will enable maternity and gynaecology staff to provide even better and more accessible care than ever before."*

League donation provides high tech screening service

Thousands of women living across South Devon are now being screened with the latest technology in digital mammography imaging thanks to a fantastic three quarters of a million pound donation from Torbay Hospital League of Friends. The new equipment was officially launched at the Breast Care Unit in the Hospital on Monday 11th June.

The donation from the League covered the decommissioning costs of the old equipment and the purchase and installation costs of the new equipment, which consists of a mobile breast screening unit, currently travelling across South Devon, a static mammographic unit, located in Torbay Hospital's Breast Care Unit, and a dedicated mammography Picture Archiving & Communications System (PACS) to store the digital images.





Kenya Mission

A team of NHS professionals travelled to Torbay Hospital's partnership link hospital in Nanyuki, Kenya at the end of June where they carried out 24 operations on local people in urgent need of orthopaedic surgery to help them lead normal lives.

The range of professionals, mostly from Torbay and Derriford, sacrificed their annual leave for the nine day trip, so there was no impact upon services at the hospitals they left behind. They each raised funds to cover their personal costs for the trip and worked long days providing much needed care to the local people who may otherwise have never received the treatment they needed.



With the average wage in Kenya being just over a pound a day, most patients with traumatic injuries simply cannot afford the required orthopaedic surgery, and are left with permanent pain,

physical deformities and loss of use of the affected limbs, often no longer able to work to provide for their families.

Torbay's links with Nanyuki District Hospital began in 2008 with the Kenya Orthopaedic Project and were formalised in 2011 under the Tropical Health Education and Trust (THET) Health Partnership scheme. So far there have been four visits to Nanyuki and three to Mombassa, under the umbrella of the charity Exploring Global Health Opportunities.

An exhibition of photos from the visit can be seen at Torbay Hospital's gallery until early October.



Queen's Award for League of Friends & TPSA

Torbay Prostate Support Association and Torbay Hospital League of Friends have had the Royal seal of approval for their excellent contribution to the local community.

Both organisations were recently presented with the Queen's Award for Voluntary Service at a ceremony in County Hall.



The awards were presented on behalf of The Queen by the Lord-Lieutenant of Devon, Eric Dancer, in the presence of an invited audience of civic dignitaries and voluntary sector representatives. Both groups received a certificate signed by the Queen as well as a commemorative piece of crystal.

The annual awards, known as the MBE for volunteer groups, were established in 2002 to mark the Golden Jubilee. Awards are granted in recognition of outstanding achievement by groups of volunteers who regularly devote their own time giving a social, economic or environmental service to the local community.

League of Friends Chairmain, Georges Adroit, said: *"This is a magnificent award and even though I have only just taken over as chairman, it's a very proud day for me. I know how much hard work has been done by those before me and I think it is a great credit to everyone involved in the League's activities throughout almost the whole of the Queen's reign."*

Chairman of South Devon Healthcare Foundation Trust, Peter Hildrew, commended the League of Friends for their achievement and praised them for their 'unfaltering support' of the Hospital's work.

"We can quantify the enormous amount which the League has donated to our Hospital in funds – many millions over the years – but where their legacy really lies is in making a difference to the lives of patients and in many cases helping to save lives. We really do owe the League of Friends an enormous and ongoing debt of gratitude and I cannot think of a more deserving winner of the Queen's Award."



Torbay Prostate Support Association raises awareness about prostate cancer among patients, provides support for patients, families and carers, and raises funds towards better detection and treatment. The Chairman and Trustees were delighted to be nominated by a variety of people; including TPSA members, NHS staff, prostate cancer patients and their carers.

Peter Hildrew continued: *"We would like to extend our congratulations to the Torbay Prostate Support Association. Prostate cancer is an illness which claims many thousands of lives in this country every year, and I know their work has a real positive impact for patients and carers in the local area."*

Advances in the use of Robotic technology



Surgeons, League members and a recent robotic surgery patient watch the Da Vinci Si Robot's precision in action

Torbay Hospital is leading the way forward in the South West and worldwide for robotically assisted surgery.

The world's first day case nephroureterectomy was carried out using the Da Vinci Si Robot this year. The major procedure which involves the removal of a kidney as well as the entire ureter - a tube which leads from the kidney to the bladder - would usually involve an average stay in hospital of around five days. However with the use of the very latest robotic technology, a dedicated day surgery unit and highly skilled staff, the complex operation was performed for the first time ever as a day case.

Seamus MacDermott, Consultant Urologist at South Devon Healthcare NHS Foundation Trust said: *"We have been using the Robot for a while now in urology but to be able use it for such a complex procedure and as a day case is a great achievement."*

"A patient having this procedure in the more conventional way could expect to stay in hospital for about five days, so being able to carry out this procedure with the use of robotic technology and as a day case means that a patient can go home within just a few hours. Robotically assisted surgery also means less discomfort for the patient, with minimal incisions, something which is very appealing to anyone who requires surgery."

The world first day case procedure using the Da Vinci Si Robot follows on from Torbay Hospital becoming the first place in the South West to perform laparoscopic hysterectomies using the Robot in March 2012.

In the next few months Torbay will also become the first place in the country to pioneer TransOral Robotic Surgery (TORS) on behalf of the whole peninsula.

The £1.5m Robot was kindly purchased by the Torbay Hospital League of Friends in 2009 and up until this year has mainly been used in colorectal and urology procedures.



Above Left to Right: Annette Drewett, John Thorn, Viv Thorn, Stephen Blake (torch bearer), Amelia Hall, Emily Lovell, Lucy Obolensky

Local NHS staff volunteer as Olympic Games Makers

NHS Staff from across Torbay and South Devon were amongst 70,000 volunteers who gave their time this summer to be a part of something truly amazing by helping out at the London 2012 Olympics.

The Games Makers came from various professional backgrounds and all worked hard, in both clinical and administrative roles, to ensure athletes and spectators had a safe and enjoyable experience.

All of them, without fail, said how proud they were to have taken part, what a huge honour it was and how they "wouldn't have missed it for the world".

Hospital 'Highly Commended' for Patient Safety

The Nursing Times and Health Service Journal have awarded 'highly commended' to Torbay Hospital for introducing the Ward Improvement Programme, a specific initiative which improves safety, effectiveness and efficiency on wards.

The Programme has freed up nurses to provide more time caring for patients at the bedside and introduced improved systems for checking on patients' conditions and comfort, both of which have led to an improved experience for patients, as well as a shorter, safer and more comfortable stay.

The use of electronic white boards has also been introduced which has improved the way information is shared, and nursing shifts have been redesigned to support better continuity of care.

Quality Accounts

The Quality Accounts are an annual report of how the Trust has performed in 2011/12 against a number of locally agreed quality improvement priorities and set out what our key priorities are for 2012/13.

At South Devon we believe that quality is central to how we work and this year our priorities include: improving the way wards work using the 'productive ward' methodology; improving the quality of medicines information provided to patients, families and carers; improving the transition of care of young people with epilepsy, cystic fibrosis and neuromuscular disorders; improving the quality of end of life care provision (*read more in our transition of care article to the right*); and increasing the numbers of letters written directly to the patient and copied to the GP.

The Quality Account is available via NHS Choices or through our website www.sdhct.nhs.uk

Staff Awards 2012



Do you know a person or a team making a real difference to people's lives? Someone hard working, committed and always prepared to go the extra mile? Now is your chance to put them forward for recognition in this year's staff awards.

Whether you're a patient, client, service user, staff member or carer; you can nominate an individual or team for our annual Blue Shield Award.

For a nomination form, visit our website www.sdhct.nhs.uk, email ameliahall@nhs.net or call **01803 656608**

Nominations deadline - mid Dec 2012.

QUALITY ACCOUNTS UPDATE

Transition of care of young people with epilepsy, cystic fibrosis and neuromuscular disorders



Medical advances over the last 30 years mean that increasing numbers of children with long term conditions now require adult health services. This means the way children make the transition from paediatric health services to adult health services is more important than ever before.

Successful transitional care arrangements may improve a young adult's quality of life, health outcomes and support them into adulthood.

Within the Hospital, the focus for 2012/13 will be to ensure that there are effective transitional care arrangements for children with epilepsy, cystic fibrosis or neuromuscular disorders. The Trust will review current arrangements and, working with patients and their families using post-transition questionnaires, interviews and focus groups, will set up improved pathways of care. The lessons learnt will then be used to inform transitional care arrangements for other conditions.

Staff Awards 2011- Staff recognised for going that extra mile

Torbay Hospital staff and volunteers were recognised at the Blue Shield Awards ceremony in March for their contribution to healthcare.

The awards recognise individuals or groups whose energy, commitment and dedication ensures that high quality and effective services are delivered to patients, service users and staff. Nominations are made anonymously, both by staff and by members of the public, and a panel of experts and independent members make the final decisions.

The Individual Award gold winner was dementia specialist nurse, Maggi Douglas-Dunbar, with the Emergency Assessment Unit getting gold in the Team Awards. Torbay Sexual Medicine Service won the Partnership Award, the Volunteer Award went to the Working With Us panel, Environmental Services scooped the Sustainability Award and the Equality and Diversity Award was picked up by the Learning Disability Steering Group.

Catering Department's Janet Sellwood's 50 years of continued commitment and professionalism was recognised with the Lifetime Achievement Award, an award bestowed by the League of Friends to those who have made an outstanding contribution in their field over many years.

Could you be a voice for your community?

Being a governor of South Devon Healthcare NHS Foundation Trust can be very rewarding, as it is a way of representing your community, learning new skills, making new friends and helping to maintain Torbay Hospital's excellent reputation. If you have an interest in, and commitment to, the public's understanding and awareness of acute health services, and want a challenging role that can make a difference, then becoming a governor may be for you. We shall have:

- **one seat available in the South Hams and Plymouth Constituency;**
- **three seats available in the Teignbridge Constituency; and**
- **two seats in the Torbay Constituency.**

We are also seeking staff to take on the role of staff governors to ensure that the voice of the workforce is heard on important strategic matters. We shall have:

- **two non-clinical staff seats available.**

You are welcome to contact our Foundation office (contact information on back cover) to find out more.

Have your say

As an NHS Foundation Trust, we place great value on the opinions, ideas and experiences of local people.

Having read this special Annual Review edition of the newsletter, we would very much welcome feedback from our Foundation Trust Members* as to how we can continue developing and improving the care we provide for you, your family, and your community.

Inside this newsletter you will find your membership survey which will enable you to record your thoughts. This information will be collated, reviewed by our Council of Governors, and will ultimately help influence the Trust's operational plans for the coming year.

Please return your completed survey as soon as possible using the enclosed envelope. We regret that surveys received after 7th December cannot be processed.

**If you are not a Foundation Trust member but would like to be, please contact us at the address on the back cover.*

Update from Anne Harvey, Lead Governor



Thank you all for taking part in last year's annual membership survey. There was a tremendous response. We do not know whether it was the revised format or the questions asked that persuaded you to complete it, but over 4,000 forms were returned and have now been analysed. The areas of major concern to you were with communications, problems with appointments and with finding your way around the hospital. We reported back to the Board in March so we hope that you are beginning to see real improvements.

As stated under the article heading 'Have your say' the 2012 survey is enclosed with this newsletter which will enable you to record your thoughts. The survey will not take any longer to complete and as always, we, your elected representatives, will be looking at all your responses. Governors from each of the three constituencies will then report back on their findings and any recommendations to the Board of Directors in March. We really appreciate the time and trouble you take to let us know what you think.

The Council of Governors is very sad to have lost two governors to ill health since I last wrote, plus one of our Teignbridge governors, Paddy Masfield, who sadly died. The Governors you choose can only serve for a three year term so elections for replacements must be held annually. Governors can stand for up to three full terms so you may see a few familiar names on the ballot sheet again this autumn. That said, we are keen to refresh the Council, as each new governor brings individual experience and ideas to the role, so please think about whether you would like to become one.

I was very pleased to congratulate, on behalf of the Council of Governors, two of our ex-governors, Peter Hosking and David Wakefield, who worked very hard indeed on the Torbay Prostate Support Group's successful bid to achieve the Queen's Award for Voluntary Service. This is just one of the many links in integrated community care that is being fostered in our community at present.

It was good to see so many of you at 'Medicine for Members' recently. I look forward to meeting you again at the Annual Members' Meeting in September.

Anne Harvey

Share our news! Once you have finished reading Torbay Hospital News please pass on to a friend or relative.

Our next Medicine for Members event

Why not come along to find out what the Trust is doing to help patients who have suffered a stroke; the most common type is called ischaemic stroke, which happens when a clot blocks the blood supply to the brain. The second type, called haemorrhagic stroke, is caused by bleeding in the brain. Dr Peter Sleight (Stroke Consultant) will be giving a free talk about stroke at 5.30pm on 23rd October 2012 in the TREC lecture theatre, next to the Horizon Centre, Torbay Hospital. Refreshments will be served from 5.00pm. *If you would like to book a place to attend please complete and return the reply slip below.*

Staff discount on selected Bayview Restaurant products

Until the end of November 2012 please hand a copy of this newsletter to a member of staff on the till to receive staff discount on hot meals and hot drinks within the Bayview Restaurant, Torbay Hospital.

Contacting us

Foundation Office, Torbay Hospital
Torquay, TQ2 7AA
Phone: 01803 655705
Fax: 01803 616334

E-mail: foundationtrust.sdhct@nhs.net
Our website is at: www.sdhct.nhs.uk

Help Torbay Hospital save money

Do you use email?

If you do, please let us know if you would prefer to have this newsletter sent by email.

Medicine for Members

I would like to attend the Medicine for Members session on 23rd October 2012.

I live in: (please tick as appropriate)

- ☐ South Hams and Plymouth (eastern area)
☐ Teignbridge
☐ Torbay

Freepost address:

**Foundation Office, Torbay Hospital,
FREEPOST NAT 14057 Torquay TQ2 7ZX**

Name:

Address:

Postcode:

Telephone number/e-mail address (so we can contact you with any last minute information)