

Autumn 2014

THN

Torbay Hospital news

What matters to you?
*Helping you achieve your health
and wellbeing goals*

and Annual Review



Car Parking Improvements



Read the latest update
on plans to improve
parking at Torbay
Hospital.
See page 12

Torbay surgeons using Google Glass in theatre

Torbay Hospital Orthopaedic Surgeon,
Mr David Isaac, was the first surgeon
in the UK to use Google Glass
throughout a live operation.
See page 12

Membership News

Update from new Lead
Governor, Cathy French,
plus your opportunity to
join us and help shape
the future of local NHS
services. *See page 15*



Re-designing

care for life

Torbay Hospital could soon be part of a much larger NHS Trust that will also provide community health and adult social care for the area.

South Devon Healthcare NHS Foundation Trust, and Torbay and Southern Devon Health and Care NHS Trust hope to merge in 2015. The integrated trust is expected to improve services and save some £10 million a year in running costs, helping protect services for the future.

The move will herald major changes to the care people receive in future. There will be more joined up working between hospital and community teams and more support to help people stay as healthy and as close to home as possible.

"There are clear financial advantages to the merger," explains Torbay Hospital Chairman, Sir Richard Ibbotson. "But the compelling reason is how much we can improve people's quality of life as a result."

"Torbay Hospital is funded according to how many people come through its doors. As a standalone hospital it relies upon people needing hospital treatment, but this makes no sense - people don't want to be sick. Most would prefer the NHS to help them stay out of hospital unless it's absolutely necessary."

At the heart of the proposed changes is how the local healthcare service will support people with long-term conditions such as diabetes, cancer, dementia, asthma, multiple sclerosis or heart failure.

Existing community health and social work teams will become broader, with more input from GPs and hospital specialist consultants. The teams will work together on the welfare of each patient, spotting warning signs and stepping in before conditions flare up.

The new plans also include more specialist community health centres where people will be able to see specialists and have tests without needing to come to Torbay.

Says Sir Richard: *"We all know that A&E services are under huge pressure. If we can relieve demand by giving people better care before they need emergency treatment then it's essential that we do everything we can to make that happen."*

"Our community health colleagues have worked towards 'right care, right place, right time.' We wholeheartedly endorse that principle. As an integrated care organisation we'll be giving that service to patients as one team."

"At the heart of the proposed changes is how the local healthcare service will support people with long-term conditions such as diabetes, cancer, dementia, asthma, multiple sclerosis or heart failure."

Together we care

Chairman's Statement



This is my first chance to contribute to Torbay Hospital News as your Trust Chairman. It has been a stunningly busy first few months; I have met a breadth of people, all demonstrating the determination to deliver the best they possibly can for our patients. As someone with no previous NHS experience, I am really struck by this. Given the well-publicised countrywide resourcing difficulties in our Health Service, I think it remarkable that our people are so supremely dedicated.

We have our share of difficulties of course. For instance we are feeling the national shortfall of A&E capacity particularly severely, and the whole Trust is contributing to resolving this as quickly as we can. We are doing our level best to reduce waiting times but

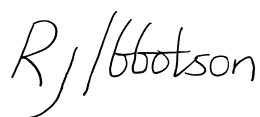
whilst our highly skilled A&E staff are concentrating their efforts on treating patients with serious and life-threatening conditions or injuries, it can mean that those presenting with less serious complaints – for example, bumps, sprains and smaller cuts – may have a long wait to be treated. I would request that people think very carefully before presenting at A&E and consider whether they can be more appropriately treated elsewhere, such as GP, Minor Injury Unit or pharmacy. If you're not sure where to go dial 111 for advice (see page 10).

Turning to broader issues, I am thrilled to find we have a really engaged group of governors. It is a very sound system that the Trust management answers to, and is held to account by these members of our community. It can only work well if our membership (from which governors are chosen) continues to be representative and active. It's not difficult or time consuming, so if you are interested in what your Trust is doing, please do join. Don't think about it – do it. See page 15 for details.

I would like to take this opportunity of thanking all those members who took the time to reply to the survey we sent out last year seeking your views about integration. You can read a summary of the results on page 9.

My final point would be to highlight some of the remarkable successes that I have found as I walk the ground and explore. It is not our way to make a fuss about these things, but we have, for instance, a Day Surgery Unit that leads the country, a maternity team that are constantly receiving accolades and thanks, and a cutting edge Horizon Centre which (together with the rest of the hospital) is leading the nation with the level of satisfaction our trainee doctors express. I could easily go on; I think it is very important that we publicise these remarkably successful parts of the Trust. NHS bashing is something of a national sport – we should counter this where appropriate.

For me, I am here solely because I want to contribute to what is a very worthwhile aim. If I can use my experience to help deliver increasingly joined up health and social care, working with our colleagues in Torbay and Southern Devon Health and Care NHS Trust (who are already world leaders in much of what they do), then I judge that it is something worth aiming for.



Sir Richard Ibbotson Chairman

Given the well-publicised countrywide resourcing difficulties in our Health Service, I think it remarkable that our people are so supremely dedicated.

Interim Chief Executive's Statement



Something which struck a cord with me recently was a statement by the Policy Director at the health and care charity coalition, National Voices, Don Redding, who said we should be asking not *'What's the matter with you?'* but rather *'What matters to you?'*

We must focus on people's priorities for their daily lives and help them achieve their health and wellbeing goals. The way to do this is by integrating services even further to make sure we deliver care tailored around individuals' needs. Rather than focusing on ill-health, there needs to be a shift toward building resilient communities which support people in their lives and developing seamless services not constrained by physical or professional barriers.

For this reason, delivering the full business case for our planned integrated care organisation (joining acute and community care across Torbay and south Devon) is one of my main priorities as Interim Chief Executive, a role which I feel hugely privileged to have taken on.

Over the past year with the ever-increasing financial challenges we face, alongside an increasing number of very sick people admitted to our hospital with multiple problems, we, like many other NHS trusts, have struggled to keep pace with the number of patients coming to accident and emergency (A&E).

Therefore my other main priority for the year ahead is to improve the patient experience in our emergency department. This means taking a look at the whole system and asking how we can do things differently and whether we can look after people more appropriately in different care settings.

Innovation is all about doing things differently and so I was delighted to welcome renowned innovator Göran Henriks as a key speaker at the launch event for the Horizon Institute in June this year. Göran is Chief Executive of Learning and Innovation at Qulturum in Jönköping County Council, Sweden and staff were truly inspired by what he had to say.

The ultimate aim of the Horizon Institute is to ensure that staff have the skills to undertake improvement work and engage in product and service innovation confidently and successfully so that together we can improve the experience and outcomes for our patients, their carers and families.

I would like to finish by formally thanking all of our staff for their hard work and commitment over the past year; each playing their part in delivering the best possible outcome for our patients, to the army of volunteers who regularly give up their time to help make a difference to patients and their carers, and to our dedicated league of friends, members and governors; your support is invaluable.

I look forward to working with you all and continuing in our efforts to ensure this hospital builds on its success and thrives in 2014/15.

Dr John Lowes Interim Chief Executive



Launch of the Horizon Institute with Prof Benjamin, Goran Henriks, Dr John Lowes, Dr Derek Greator & Mandy Seymour



COMBINED APPROACH FOR SEVERE SEPSIS CARE

South Devon and Torbay is to test out a combined approach to the care of children who show signs of severe sepsis – a bloodstream infection that can cause damage to vital organs and even kill. The aim is to develop a model that can be adopted across the NHS.

Local organisations came together last year following the death from sepsis of three-year-old Sam Morrish, who lived in Newton Abbot. A subsequent report, published in June, identified failings in his care across the local NHS.

Sepsis is also rising up the national agenda, especially in the light of Sam's case and of a report by the NHS Ombudsman calling for action against a condition that claims 37,000 lives annually. Most deaths involve adults, but children also die every year and more are left with disabilities.

The local work has seen the development of a care 'pathway' across the entire healthcare system in south Devon and Torbay. Nothing like this exists in the NHS – nor in the rest of the world, as far as can be discovered.

The aim of the pathway is to ensure that parents are always asked the right questions and that those children who do have severe sepsis always get the right treatment, whatever their point of contact with the NHS: GP surgery, out-of-hours service, NHS 111, minor injury unit, walk-in centre, pharmacy or A&E.

Health professionals will use the same words, whichever organisation they work for, based on a 'traffic light' system to describe and assess symptoms and to make handovers. 'Green' symptoms mean the child is fine; 'amber' symptoms call for advice (from NHS 111 or a GP, for example); and 'red' symptoms require immediate action.

This approach is particularly important because thousands of children each year develop the early symptoms of what might be severe sepsis – high temperature, loud breathing or not eating, for example – but few actually have the condition.

The pathway also means any one part of the NHS always knowing if parents have already been in contact with another part of the NHS. Multiple approaches are themselves a warning sign.

The pathway will therefore begin with information for parents, who are recognised as playing the most important part in raising the alarm. Parents will always be taken seriously because they know when their child is very unwell, even if they cannot always describe exactly what is wrong.

There will be guidance sheets for adding to parent-held child health records and for taking away by parents if an initial consultation only shows limited, potential signs of sepsis. These give clear guidance on what to look out for and what to do if symptoms worsen.

This sounds simple, but it is very complex to join up a system that spans so many organisations and staff. That's why the pathway is being tested, with extensive staff training, before adaptations are made and the pioneering work is shared across the wider NHS.

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FINANCIAL PERFORMANCE

The Trust has finished the 2013/14 year with a small surplus and a continuity of service risk rating of 4 on a scale of 1 to 4 (with a score of 4 being the strongest).

This has largely been achieved through the Trust's efficiency savings of £11.6 million in the past financial year.

Careful planning, flexibility and well established financial priorities and systems enable the Trust to develop and improve facilities and services for patients and staff. As in previous years, the Hospital responded to the demands upon it throughout the year, despite a backdrop of increasingly significant financial and operational pressures in the wider NHS.

£19

million pounds

invested in Torbay
Pharmaceuticals

£5

million pounds

spent on estates, including
refurbishment of outpatients
reception are (see page 7 photo)

Funding overview

The Trust earned £241million of income during 2013/14. This was primarily from clinical activities, although a considerable amount of income was generated from education and training as well as income generation schemes.

Capital developments during the last year

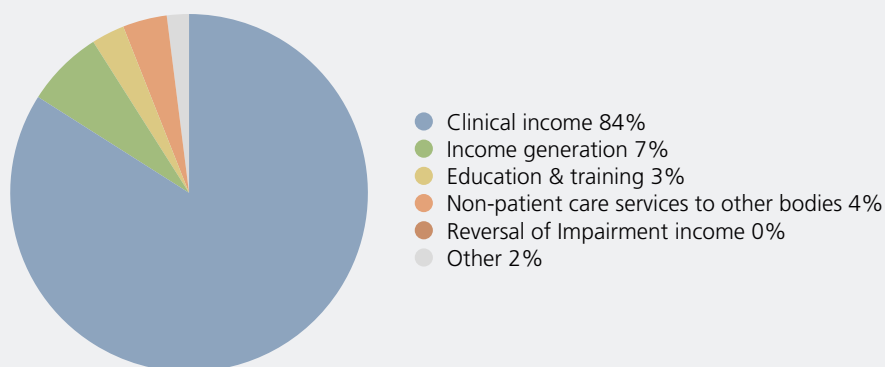
The Trust continued to invest in its facilities and equipment. In-year investment on capital projects amounted to £31million. Recent investments include £19 million on Torbay Pharmaceuticals (our pharmacy manufacturing unit), £5million estates schemes, £2.5million Information Technology schemes, £3.5million medical equipment and £1million on other schemes.

Resources management

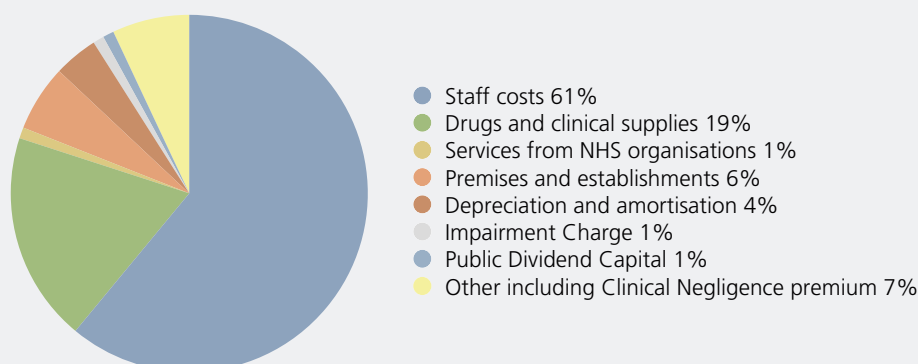
Being licensed as an NHS Foundation Trust means that the Trust, as well as being more accountable to its local public and patients, has greater financial freedoms. NHS Foundation Trusts are free to retain any surpluses they generate and to borrow in order to support investment.

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

Total Income 2013/14 £241m



Total Expenditure (including Impairments) £242.6m



"During a time where we face increasingly significant financial and operational pressures in the wider NHS, it makes complete sense that we manage our resources on a community-wide basis."

Paul Cooper

Deputy CEO and Director of Finance, Performance and Information

Our budget for 2014/15

The budget position for the Trust in 2014/15 is extremely challenging, with limited growth and inflation funding along with a demanding efficiency and productivity improvement target of £11million. Delivering activity, costs and efficiencies within planned levels will allow the Trust to achieve the planned deficit of £2.4million.

Achieving a deficit not more than this will also allow us to make further capital investments in upgrading the hospital site and investment in community wide Information Technology. 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 projects for five years. This timeframe covers the period when the Trust acquires Torbay and Southern Devon Health and Care NHS Trust to form the integrated care organisation (ICO). In addition to continuing to improve facilities at the acute site, development of St Kilda's in Brixham and investment in community wide information technology will help meet the demands of this period.

During the next five years, the Trust is planning to spend its retained surplus and to exercise its borrowing powers to continue to achieve the integrated care goal.

The ability to spend capital funding to improve buildings, equipment and infrastructure beyond 2014/15 will be dependent upon the affordability of the loan repayments and revenue cost of the capital.



Newly refurbished outpatients reception area



The Year in figures

Outpatients attendances **127,717**
(first attendance):

Outpatients attendances **214,608**
(follow ups):

Outpatients procedures: **61,277**

A&E attendances: **77,470**

Elective inpatients (spells): **5,623**

Elective day case patients **30,648**
(same day):

Non-elective (spells): **31,110**

Average length of stay **0.4 days**
(elective):

Average length of stay **2.9 days**
(excluding day cases):

Average length of stay **3.6 days**
(non-elective):

2013/14

THE YEAR IN HEADLINES



Still volunteering at 90!

Torquay Pensioner, Pat Bishop, is still volunteering at Torbay Hospital despite having celebrated her 90th birthday in March.

She started working for Torbay Hospital in 1977 as a ward clerk on Allerton ward. When that role ended after 11 years Pat became a League of Friends volunteer, working on the wards in the mornings and then on to the nearby girls' grammar school, where she was a Lunchtime Supervisor.

Pat began volunteering for the 'Working with us' panel in 2008, and was one of the founder members. She plays an active part in the panel and attends the hospital on a weekly basis, talking with soon to be discharged patients about their experience of the hospital. She also reads lessons as a lay Chaplain.

In November 2011 she was awarded a certificate of long service and a commemorative badge for her many years of working with the League of Friends.

"Pat is unfailingly enthusiastic about patient experience at Torbay Hospital and about the hospital in general. She is always willing to offer her support and advice and actively participates in voluntary activities."

Cathy Bessent, Deputy Director of Nursing

Encouraging results from inpatient survey

The Care Quality Commission's national inpatient survey takes place annually for all acute hospital trusts. In the autumn of 2013, a questionnaire was sent to 850 patients who had at least one overnight stay in August 2013. Responses were received from 466 patients about their experience.

In 32 of the questions asked patients scored Torbay Hospital as being in the top 20 per cent of trusts nationally. These categories included 'patients feeling as if they are treated with respect and dignity', 'receiving a full explanation from anaesthetic staff prior to surgery', 'choice of food' and 'clean toilets and bathrooms'.

There were also categories where Torbay Hospital scored in the bottom 20 per cent of trusts nationally and these included having clear and printed information about medicines, availability of hand gels, and noise at night from patients. Action plans have been made in regard to these areas with actions due for completion by autumn 2014.

As an inpatient for 2 days, the treatment I received was, I have to say excellent and I would have no problem recommending Torbay Hospital to anyone else.



More support for breastfeeding mothers

Mothers breastfeeding in south Devon can now access more support than ever through a network of expertly trained and experienced volunteer peer supporters, who have all had their own experience of breastfeeding. They completed an eight to 12 week training course, in conjunction with Torbay Hospital and the charity Action for Children, prior to working with new mums.

The training covers anatomy and physiology of breastfeeding, how to position babies to breastfeed, good attachment of the baby to the breast, hand expressing and information on common breastfeeding problems.

Rebecca Garside, Infant Feeding Specialist Midwife at Torbay Hospital said: "Breastfeeding is the most natural way to feed a baby but every mum and baby has a different experience and for first time mothers especially it can be a daunting time.

"Our volunteers have all had the same questions that any new mum will have and will have had similar experiences, meaning that they are likely to have lots of tips, advice and knowledge that they can share."

If you are interested in becoming a peer supporter please speak with your midwife or health visitor or contact Rebecca Garside, Infant Feeding Specialist Midwife directly on **01803 656275**.

INTEGRATION SURVEY

FOUNDATION TRUST MEMBERS HAVE THEIR SAY

Trust members were asked last year to complete a survey to get their views about the proposed integration with Torbay and Southern Devon Health and Care NHS Trust. The results of the survey, which were very positive, were fed back at the annual members meeting in September 2013.

Below are some of the comments we received, with the postcode of the respondent alongside:

- I think this will work provided there is 100% communication with everyone concerned – [TQ2](#)
- As an elderly pensioner who finds dealing with multiple organisations quite confusing, I would welcome an integrated service which may at the same time avoid duplication of targets and thus lead to financial economies – [TQ12](#)
- Torbay Hospital is wonderful. Anything new added to the care of patients is a bonus – [TQ3](#)
- I wish the governors and all involved in this important venture every success – [TQ13](#)
- This will need a trial period, especially timing of visits to our homes, but a great idea – [TQ9](#)
- Will services in Totnes be based in the local hospital? If not why not? – [TQ9](#)
- It is extremely important if these two trusts are to join as one unit that from day one of its start as much publicity or knowledge is sent through to the community – [TQ3](#)
- Before you think of becoming of becoming a larger organisation I think your main priority should be to do something about the car parking – [No postcode](#)



Patients join in Worldwide Afternoon Tea

Patients at Torbay Hospital became part of an international event in March when they were treated to a cream tea to celebrate Nutrition and Hydration Week 2014's Worldwide Afternoon Tea.

Staff and volunteers decorated the ward day rooms with bunting and balloons and brought out china cups, saucers and cake stands. Extra volunteers came in on the day to help out with serving the 850 scones freshly baked early that morning by the catering team.

Nutrition and Hydration Week is an annual event run jointly by Patient Safety First, the Hospital Caterers Association and the National Association of Care Catering with the aim of encouraging malnourished people to eat well.

Approximately one in three people who are admitted to UK hospitals and care homes are found to be malnourished or at risk of malnourishment.

Torbay Hospital runs a Mealtime Companions scheme which aims to improve patient nutrition by actively encouraging patients to eat in a calm but sociable atmosphere.



Staff give Torbay Hospital the thumbs up

The 2013 NHS Staff Survey results show that staff working for the Hospital have rated the Trust in the best 20 per cent of acute trusts in England in more than half of the survey's categories, including job satisfaction and staff recommendation of the trust as a place to work or receive treatment.

The annual national survey was issued to a random sample of 850 staff in September 2013 seeking their views about their jobs and about working for the Trust. A total of 497 members of staff took part in the survey, representing a response rate of 59 per cent, which is in the highest 20 per cent of acute trusts in England, and exceeds the Trust's previous year's response rate of 56 per cent.

In the survey's 28 categories, Torbay Hospital staff rated the Trust as above national average in 23 categories, average in three and below average in just two.

The survey also highlighted a couple of areas in which the results fall below average; staff receiving well-structured appraisals and staff experiencing physical violence from other staff. These points are being tackled to look at how improvements can be made.

The introduction of the Friends and Family Test for all staff from April 2014 provides a further opportunity for staff to give regular feedback, enabling the Trust to address any issues as they arise.

NHS111 SERVICE LAUNCHED

South Western Ambulance Service NHS Foundation Trust (SWASFT) launched the NHS111 service across the whole of Devon on Monday 10 March 2014 replacing NHS Direct and GP out-of-hours telephone numbers.

NHS111 is available 24-hours-a-day, 365 days a year and should be used when there is an urgent medical need but the condition does not warrant a 999 call. Trained call handlers, supported by clinicians, will assess calls, provide healthcare advice and direct callers to the relevant service, including out-of-hours doctor, minor injuries unit or local pharmacy. If an emergency ambulance is required this will be arranged during the call.

Remember - keep A&E free for emergencies - dial 111 if you're not sure where to go



Local youngsters brighten hospital waiting area

Torbay Hospital's Radiology CT waiting area has been brightened up thanks to a new mural created by youngsters from Sherwell Valley Primary School, Torquay.

The mural was designed, as part of a Degree project, by Lynn Gillham a clerical officer in the Radiology department. The mural features trees representing each season of the year with the children's handprints making up the leaves on each tree.

Lynn Gillham said: "The design was inspired by the changing seasons with the trees representing the consistency of the NHS. I wanted to highlight that like the seasons of the year - the NHS is always here!"

The mural can be found on level three at Torbay Hospital, in the CT waiting area of the Radiology department.



ACCESS CENTRE RATED HIGHLY BY PATIENTS

A recent patient satisfaction survey has shown top results for Torbay Hospital's Patient Access Centre. The centre handles all calls regarding out-patient appointments.

Some of the highlights from the survey included an outstanding 100 per cent of respondents confirming that the person who spoke to them was well-mannered, 98 per cent being satisfied with the service overall and over 90 per cent saying that the time taken for their call to be answered was acceptable.

Calls are now answered on average in 28 seconds – prior to establishment of the centre in 2011 patients often waited up to an hour to have their call answered.

Patient Access Centre Manager, Dave Crompton, said: "Whilst these results are encouraging, we know that we have more to do in a couple of areas, particularly around choice of appointment times and the centre's opening hours. Plans are already underway to help provide an even better service for our patients."



Volunteering In Care Torbay

The Volunteering in Care Torbay Project (VICTor) aims to mobilise more volunteers at the Hospital to support patients. Within the Hospital, volunteers provide many invaluable services as part of patient care. VICTor will improve support for volunteers to ensure that they enjoy their experience at the Hospital and fulfil their roles to improve the patient experience further. Watch out for more details in the coming months.

Torbay Health Science Café wins award!

The hospital's library team, led by Helen Wharam, was announced winner of The Sally Hernando Award for Product Innovation in the 2013-14 NHS Library and Knowledge Services awards for its work on creating the 'Torbay Health Science Café'.

The Science Café is an international model which aims to help people understand science and technology issues. Usually held in cafés, theatres and bars, it is unusual for a hospital to host a Science Café, but Torbay Hospital has been hosting these events since April 2013.

The Hospital's aim with the Health Science Café is to create an environment for local people to share informal discussion and to give them an opportunity to visit the Hospital at a time other than of medical need.

IMPROVEMENTS TO CAR PARKING AT TORBAY HOSPITAL

The difficulties with parking on the hospital site are well documented and parking consistently appears as a significant issue for our patients and members of the public. Making improvements is therefore a priority for the Trust Board.

Feedback from our patients tells us that they find it difficult to park on the site, often driving around the car parks for long periods searching for spaces and at times unable to attend outpatient appointments as they are unable to park.

In response to this feedback, we worked with staff, governors, unions, patients, carers, and Torbay Council during 2013/14 to develop a car parking solution that meets the needs of our patients, visitors and staff. The improvement plans have been developed by working groups of staff and public representatives in conjunction with Torbay Council and include:

- Additional 400+ parking spaces which includes 100% increase in disabled bays for Blue Badge holders
- Visitor parking provided in the most convenient locations near to entrances with associated drop off facilities
- Public pay on exit systems in three large main visitor car parks
- 'Parkmark Award' standard throughout all car parks – ie safe, resurfaced, lined, lit, and proper sized spaces
- Motorcycle parking in main car park areas and new secure bicycle parking close to main entrances
- New signage including electronic variable messaging system (VMS) providing up to the minute information displaying car park occupancy
- 'Frequent Users' car park for staff who have to leave the site frequently throughout the day to undertake their duties in the community
- Reduction in 'space to permit' ratios to ensure staff with permits can find a space
- Choice of payment options for staff (pay as you go or monthly)

Subject to planning permission, it is hoped that work will commence in January 2015.



Dr George Brighton & Mr David Isaac preparing to use Google Glass in theatre

TORBAY SURGEONS 1ST IN UK TO TRIAL GOOGLE GLASS IN THE OPERATING THEATRE

Surgeons at Torbay Hospital are investigating the potential for using Google Glass in medical and surgical education and have been trialling Glass in theatres since November 2013 when Core Surgical Trainee and app inventor, Dr George Brighton, managed to acquire a set on loan before their official launch in the UK.

The device allows surgeons to record and share their direct view of the surgical field offering huge potential for mentoring and conferencing. The device would enable consultants to mentor junior surgeons through a procedure, extending their hands-on learning, or procedures could be streamed to lecture theatres full of students, giving them virtually the full field of vision the surgeon sees. In addition, surgeons could seek the advice of global experts while performing a rare or complex procedure.

A number of surgeons at Torbay Hospital have used Google Glass during a variety of orthopaedic and ear nose and throat operations, with Orthopaedic Surgeon, Mr David Isaac, being the first surgeon in the UK to use Google Glass throughout a live operation.

The team has used the time since acquiring the device to iron out some technical and confidentiality issues. They have also been investigating the ability to stream and store video to a secure network.



The innovative use of Google Glass in surgery caught the attention of award winning journalist and former doctor, Michael Moseley, who came to Torbay Hospital in May to film an article for the BBC TV programme 'The One Show' featuring patient Nicky Ward's knee operation.



The League's Lynne Hookings pictured with ICU Staff, Interim CEO John Lowes & Medical Director David Sinclair

LEAGUE OF FRIENDS Diamond Anniversary Appeal

Having raised over £15m for Torbay Hospital over the last 60 years we have agreed to try and raise £1.6m to equip a brand new Intensive Care Unit (ICU) for Torbay Hospital. We felt this would be a marvellous legacy to leave the Hospital in our Diamond Anniversary year.

The current ICU, built in 1967 and also funded by the League, is over 50 years old, is too small and struggles to cope with a modern care regime. The requirement now is for a new unit to be "state of the art" and as far as possible, future proof for at least the next 25 to 30 years, to have at least 14 beds providing quality care in the correct environment and to be completed by 2016. It is essential for an acute hospital to have such a unit.

The cost of the new unit is estimated to be £14million which includes specialised ICU equipment in the sum of £1.6million. When we were approached late in 2013 we had no hesitation in saying we would do our best even though it will be a tremendous challenge for us to raise such an enormous sum.

Currently steps are being taken to finalise the design, appoint a contractor and apply for planning permission. If all goes well final fitting out and equipment installation will take place in early 2016 with the new unit opening in August 2016.

The League has taken on challenges before but this is probably our greatest yet. Everything we do from now to 2016 is aimed at raising as much money as we can to enable us to provide the sum required.

The League is well up for this challenge and we feel sure that, with generous help from everyone in Torbay and south Devon, we shall be able to achieve our aim. So whenever you see a Torbay Hospital League of Friends volunteer collecting money please give generously – the probability is that sooner or later someone you know will benefit from the new unit.

Philip White

Honorary Secretary
Torbay Hospital League of Friends

£14m

The cost of the new unit is estimated to be £14million

Revived Memory Garden blooms again at Torbay Hospital



The newly refurbished Memory Garden was officially reopened in May 2014 and now enables full wheelchair access throughout. It includes lawns, a rose arbour, areas of soft planting and trees, plus tree seats for visitors to sit and spend time with friends and family.

One of the central features of the new redesigned garden is a memory wall where members of staff, public, patients and charitable organisations can make a donation for a commemorative plaque to be placed to create a lasting legacy for those who have benefited from the services the hospital provides.

Past users of the garden (previously known as the Rose Garden) will also be happy to learn that the 'Pig' sculpture which has been resident in the garden for the last few years has also returned following some much needed TLC.

The garden can be accessed in two ways, either via the steps in the boardroom foyer (this entrance is open 9am – 6pm) or outside Ainslie and Warrington Wards (this entrance will be open 24/7 and is suitable for wheelchair users).



Quality Accounts

The Quality Accounts are an annual report of how the Trust has performed in 2013/14 against a number of locally agreed quality improvement priorities. The Quality Accounts also set out the Trust's key priorities for the year ahead (2014/15).

The five key priorities for 2014/15 are:

Patient safety

- Priority 1: improve the recognition, timeliness and reliability of the management of severe sepsis (see page 5 for more on severe sepsis)
- Priority 2: Reduce the number of grade 3 and 4 pressure ulcers and the number of hip fractures acquired in hospital by 25 per cent

Clinical effectiveness

- Priority 3: (a) Complete the roll out of Enhanced Recovery in medicine, as well as research, pilot and evaluate a frailty scoring tool. (b) Deliver specialist training to improve the care of those with dementia and develop a companionship service for patients in hospital with dementia

Patient experience

- Priority 4: Improve the support provided to the bereaved
- Priority 5: Improve the involvement and support of carers in the discharge planning process

To learn more about these priorities and how they will improve patient services please visit www.sdht.nhs.uk and search under Quality Accounts.



"By having increased levels of vaccination we are more likely to reduce the prevalence of the illness in ourselves, colleagues, families, friends, and our patients..."

HELPING STAFF FIGHT FLU

South Devon Healthcare NHS Foundation Trust and Torbay and Southern Devon Health and Care NHS Trust are gearing up to tackle this year's flu season by running dedicated flu clinics for all staff. As part of the strategy the Occupational Health and Wellbeing Team will be arranging a flu campaign across the whole health community.

The campaign is designed to encourage staff at every level to bolster their defences against the virus by receiving a free flu vaccine, protecting themselves, their loved ones and their patients.

A range of flexible approaches will be used to make it quicker and easier for staff to access clinics and vital health information in the hope that the number of staff receiving the vaccine will be higher than in previous years. This is especially important considering the number of staff that work outside normal working hours and at many different sites across the patch, as well as those who work in the community.

There will also be a range of information available around myths, health advice and clinic dates, using resources such as staff bulletins, monthly Wellbeing@Work newsletters, intranet and social media.

Torbay Hospital Interim Chief Executive John Lowes said: "I would really encourage all staff to take up this offer. By having increased levels of vaccination we are more likely to reduce the prevalence of the illness in ourselves, colleagues, families, friends, and our patients. To work within a health or social care environment and not be vaccinated would seem irresponsible."

The campaign will run from October to early December prior to the flu season taking hold.



flu fighter

www.nhsemployers.org/flu

MEMBERSHIP news

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. This autumn's vacancies are two 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. Two clinical staff seats will become vacant this autumn.

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 30 November 2014 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 CATHY FRENCH, LEAD GOVERNOR



This is my first report since being elected as Lead Governor in April. I have succeeded Anne Harvey who has worked tirelessly for the Council of Governors and for the Trust. I hope that I too, can make a difference.

The Council of Governors is made up of publically elected governors; seven each from Torbay and Teignbridge and three from the South Hams. In addition there are six nominated governors and four staff governors. The Council is chaired by the Trust Chairman and members are welcome to attend the meetings. All staff are Foundation Trust members (unless they wish not to be).

This year's AGM will be held on 26 September in the Horizon Centre. Before the meeting there will be an opportunity to meet governors, to visit health related stands and to enjoy a cream tea. Please do come to the AGM and to the Medicine for Members evenings (held in TREC); they are friendly occasions and there is always something new to learn – see back page for further details.

We send out an annual survey to members each autumn. The questions are compiled by the Mutual Development Group and all of the replies are read and the findings published each spring. We know that past results have helped to make changes within the Trust, not least to the increase in parking places, coming in the near future! So please do complete and return the survey; we really do value your feedback.

I attended a Clinical Trials Day held in the hospital's Jubilee Research Unit in May. This extremely interesting awareness event was organised by the Trust's Research and Development team and whilst there I enrolled in the DARE project (Diabetes Alliance for Research in England). The objective is to study the genes of people without diabetes, with the aim of improving understanding of the cause of diabetes and its complications. I also took part in the chocolate trial, for which there was a queue - no surprise there!

Toward the end of the afternoon I presented prizes for a poster competition run by Louisa Cary Ward which challenged students to design a new logo for the Research and Development team. Congratulations to the three winners; Darcy Smith who won first prize, Lucy Samuels second and Charlotte Scott third. Well done also to art teacher Rona Barton, for her continued commitment to looking after the educational needs of the children in our care with enduring illness.

Cathy French Lead Governor

DATES FOR YOUR DIARY

Medicine for Members

29 October 2014 - TREC Lecture Theatre, next to the Horizon Centre, Torbay Hospital - 5.30pm to 7.00pm

Council of Governors Public Meetings

10 December 2014 - Anna Dart Lecture Theatre, Horizon Centre, Torbay Hospital - 3.00pm to 5.00pm

Board of Directors Public Meeting

Unless stated all meetings 1.30pm to 3.30pm - Anna Dart Lecture Theatre, Horizon Centre, Torbay Hospital

1 October 2014

5 November 2014

3 December 2014

7 January 2015

4 February 2015

4 March 2015

*Please inform the Foundation Trust Office if you intend to be present at any of the above meetings or fill in the reply slip for the Medicine for Members event. **There is no need to send us your apologies.***

Contacting us

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Torquay, TQ2 7AA
Phone: 01803 655705
Fax: 01803 616334

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

MEDICINE FOR MEMBERS

Why not come along to find out what the trust is doing in Clinical Haematology; the diagnosis and treatment of patients with disorders of the blood and bone marrow, for example: leukemia and lymphoma, and bleeding and clotting problems. Dr Steve Smith Consultant Haematologist will be giving a free talk at 5.30pm on Wednesday 29 October 2014 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.

Becoming a member of the Trust / League of Friends?

If you are a member of the League but not a member of the Trust, or vice-versa, please consider joining the other. 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, please 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.

To become a member of, or volunteer for, the League of Friends please join via: www.thlof.co.uk or pop into the outpatients department at Torbay Hospital on Level 2 and speak to one of the League's volunteers. Alternatively, please ring 01803 654520.

MEDICINE FOR MEMBERS

I would like to attend the Medicine for Members session on 29 October 2014.

Please put a number in box to denote the number of people attending

Please detach and return this form (along with your completed survey) in the envelope provided, or send to the address below.

Freepost address:

**Foundation Trust Office,
Freepost RTGS-CXYH-LZLG, Torquay, TQ2 7AA**

Name:

Address:

Postcode:

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