



TORBAY HOSPITAL *news*

Summer 2011



**Torbay
Hospital in
top 20%
nationally
for 'care
and
treatment'
say patients**

Patients continue to praise Torbay Hospital as once again South Devon Healthcare NHS Foundation Trust has performed well in the latest Inpatient Survey published by the Care Quality Commission.

The survey is based on the responses of hundreds of patients who stayed in hospital for at least one night last summer and who were asked to report back on their experiences.

This year the Torbay Hospital exceeded in many areas, with patients saying that they:

- were pleased with the short waiting times from referral to treatment
- have confidence and trust in doctors and nurses
- enjoyed the quality and choice of food
- are involved in decisions regarding their treatment, including their discharge from hospital

The hospital was in the best performing of acute trusts in England in the section 'Your care and treatment' - scoring in the top 20% in eight out of nine of the questions asked.

continued

MESSAGE FROM THE CHAIRMAN



Welcome to this first edition of our new information bulletin about developments at Torbay Hospital. Many people are interested in what goes on here – our patients; their carers, relatives and friends; Foundation Trust members; our staff and their families and friends; colleagues who work in other parts of our local NHS and social care system such as GP surgeries or community teams; and of course our public representatives on councils and in Parliament.

This newsletter is for all. The hospital is a dynamic, living place full of committed people providing high quality services, introducing new initiatives, taking pride in their work and helping to put South Devon Healthcare on the national map as a part of the NHS which people can look up to. With the invaluable backing of our League of Friends we are not content to be average, we aim to be at the leading edge and to ensure that our population benefits from the best care available.

The current national debate on how to take the NHS forward has underlined how much it matters to everyone. Whatever the outcome, our job is to keep focussed on providing safe, effective and compassionate treatment to all who come through our doors.

Peter Hildrew Chairman

Continued

Hospital chief executive Paula Vasco-Knight said: *"This is wonderful news for our staff as it acknowledges the fact that day after day they go the extra mile to do what they can to make a stay in hospital a positive experience. I would like to thank all those patients which took the time to complete the Inpatient Survey. Last year Torbay Hospital treated over 38,000 inpatients and this feedback enables us to build a picture of where we are succeeding in providing excellent quality of care and where we can still improve."*

However the hospital is disappointed that the survey reports that patients weren't aware that hand gels are available to patients and visitors to use, and also reported that there were no posters on the wards asking people to wash their hands or use hand gels.

The Trust is seeking to overcome misconceptions about good hand hygiene, so that more people understand when, where and why hand gel is not recommended for use. It is keen to continue to raise awareness among patients and visitors about the use of soap and water for hand washing as an alternative to the use of hand gels. This includes promoting understanding that good practice is use of water and soap or gel at the entry to clinical areas - instead of at hospital main entrances.

Paula stressed: *"We would like patients to know that they should have greater confidence than they reported in this survey about the care that our staff take to clean their hands. Infection control is of the utmost importance to the Trust. We carry out a high level of monitoring, with weekly audits of hand washing carried out across the hospital which demonstrate our compliance with hand hygiene. Our reduction in cases of both hospital acquired C difficile infections and MRSA bacteraemia is outstanding."*

Hospital commended for care of older people

Torbay Hospital has received a glowing review from patients and experts as part of the latest report into dignity and nutrition for older people by health watchdog, the Care Quality Commission (CQC).

This report is part of a targeted inspection programme of acute NHS hospitals across the country to assess how well older people are treated during their hospital stay.

Torbay's unannounced inspection was carried out in April this year and led by CQC inspectors and a practising, experienced nurse. The team visited two of Torbay's wards and talked with patients and staff while observing the ward at work.

Liz Childs, Director of Nursing and Deputy Chief Executive said: *"This latest report from the Care Quality Commission focuses on areas which are absolutely fundamental to patient care. I am proud of our staff and the commitment they show, day and night, to making our hospital as warm and caring a place as possible."*

For a full copy of the CQC's report visit www.cqc.org.uk.



GROUNDBREAKING APPROACH TO TREATMENT FOR HIP PATIENTS

Over the last year clinicians and their teams at Torbay Hospital have transformed treatment for patients coming into hospital with a broken hip and the quality of care offered to local people is being upheld nationally.

Robert Lofthouse, Consultant Orthopaedic Surgeon, explained: *"Every year we see over 400 patients coming into hospital with a fractured neck of femur. Many of these are elderly and vulnerable people and we felt that the previous approach to their care and treatment could be improved. We involved patients, carers and the whole clinical team in redesigning the pathway so that those coming into hospital are treated as promptly and efficiently as possible."*

As part of the improvement the hospital has now appointed Clinical Trauma Co-ordinators who oversee the patient's care pathway. Paramedics now ring ahead to a Clinical Trauma Co-ordinator as they travel to the hospital. The Trauma Co-ordinator receives the patient from the ambulance, escorts them promptly to X-ray for diagnosis, and then straight to theatre for surgery the same day, or next morning. If there is any delay to surgery, then the Trauma Co-ordinators ensures the patient is comfortable and in no pain.

The revised neck of femur pathway involved joint working within the Trust including staff in A&E, radiographers, theatres and recovery teams, ward nurses, occupational therapists, physiotherapists, surgeons, anaesthetists, ortho-geriatricians as well as paramedics from South Western Ambulance Service NHS Foundation Trust.

Mr Lofthouse continued: *"Our work means that the length of stay for patients coming into Torbay Hospital is already reducing. While the national average of stay is around 10 days for hip fractures, we have been able to get many patients back on their feet and back home in less than a week. Those kinds of benefits cannot be underestimated."*

The team from Torbay Hospital has been invited to talk at the Royal College of Nursing Society of Orthopaedic and Trauma Nursing international conference which is taking place in Bristol in September.

"Excellent treatment" says Cicely

Cicely Williams from Torquay was recently rushed to Torbay Hospital with a severely damaged neck of femur. Cicely explained: *"I was at the supermarket when another customer failed to see me next to them and swung round their trolley. I was thrown with force to the ground – I literally didn't know what had hit me. Customers and staff rushed to help and someone called an ambulance. From the very start my treatment was excellent. The ambulance came quickly and on the way to the hospital the paramedic was so reassuring. When we arrived at the A&E Sue, my Trauma Co-ordinator, was there at the door waiting for me. She told me exactly what was going to happen and ensured I wasn't in any pain before going into surgery. The care I have received has been so impressive. Everyone has been so good at looking after me."*



PATIENTS TO BENEFIT FROM £10.5M INVESTMENT IN HOSPITAL SITE

South Devon Healthcare NHS Foundation Trust has announced plans to invest over ten million pounds to improve the hospital's buildings and facilities over the next year. Paul Mears, Chief Operating Officer, explained: *"This is a significant investment and which will certainly improve the experience of patients and visitors to the hospital. For example, work is planned to refurbish our outpatient area including major improvements and expansion of the paediatric outpatient area. We are also planning to upgrade two of our major theatres and commence planning to relocate and refurbish our critical care unit. Patients and visitors are to also benefit from our plans to spend £80,000 on improving signage both externally and within the hospital as well as capital funding to further improve patients' experience of parking."*

Torbay Hospital opens doors on green issues

Recent patients and visitors were given the opportunity to attend a free 'green' event on how to use water wisely. This was just one of a series of regular events which has been organised and hosted by the Torbay Hospital that aim to help people save money and to promote environment and sustainability issues. Previous themes have included food, energy-consumption, transport, and recycling.

The events are an example of South Devon Healthcare NHS Foundation Trust's pledge to reduce unnecessary waste, make the best use of resources and protect the environment.

Paul Boocock, Director of Estates and Facilities, said: *"We are one of the largest employers in the area and every year we see thousands of patients from across south Devon coming onto the hospital site. It is vital that we lead by example and are proactive in managing our environmental and sustainability agenda at all levels throughout the organisation."*

"The Trust recently published its Sustainability Strategy which describes our commitment to this. We are aiming to save money through energy efficiencies which can be reinvested into patient care, contribute to the local economy, and help to increase health and wellbeing across the community. Of course this will also minimise our impact on the environment."

Mr Boocock added: *"These events are an opportunity for our staff to find out what habits they can adopt to be conscientious and resourceful, both at home and in the workplace."*

LATEST QUALITY ACCOUNTS PUBLISHED

The 2010/11 Quality Accounts for the Trust has just been published. It is an annual report of how the Trust has performed in 2010/11 against a number of locally agreed quality improvement priorities and what our key priorities are in 2011/12. At South Devon we believe that quality is central to how we work and this year our priorities include improving the way wards work, embedding enhanced recovery across the hospital and improving our patient's experience with a focus on older people.

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



Hospital's League of Friends pledges over one million pounds

The Trust's dedicated League of Friends (LoF) continues to offer their unfailing support, enabling the hospital to make improvements which would not otherwise be possible. Since April 2010 the LoF has made pledges amounting to over a million pounds, which included the purchase of eye clinic and breast surgery equipment. The League has recently made a pledge of almost £150,000 which will be used to expand the use of the £1.5 million da Vinci Si Robot, which the LoF purchased for the hospital 18 months ago. Torbay Hospital was one of the first hospitals in the country to have this cutting edge equipment which takes key-hole surgery and patient recovery time an astounding step forward.

Over the last year the League has also raised £373,000 through legacies, membership donations and fundraising activities.

"The League of Friends remind us that our hospital is a community asset, to be valued and sustained for the benefit of present and future patients. On behalf of the Trust I would like to thank them for their tireless hard work and commitment"

Peter Hildrew
Chairman

New high tech breast screening service thanks to £750,000 donation

Thousands of local women are to benefit from a brand new digital breast screening system, thanks to a huge three quarter of a million pound donation from the hospital's League of Friends.

The very generous donation will mean that over the coming months Torbay Hospital will be able to move from its current film based screening service to much more sophisticated and proficient digital imaging. The investment will include a new static mammographic unit, which will be based at on the hospital site, as well a new mobile unit that will travel across the south of Devon, annually offering breast screening to about 14,000 women.

The League is keen to extend its membership. If you are interested in becoming a Friend then please go to: www.thlof.co.uk/ or visit the LoF office on level 2.

Bus changes

The 111 bus service which ran from Torquay to Dartmouth via Totnes has been withdrawn. For those coming into the hospital from Totnes you can now catch the **149** which also serves Berry Pomeroy and Marldon. If you are travelling from Dartmouth then you can get the **66** bus from Brixham. The hospital is served by the following buses: **12, 32, 64, 65, 66, 67** and **149**.

For further information go to www.traveline.info or call 0871 200 22 33 (calls cost 10p per minute).



Hospital team jump on their bikes for JOGLE

A team of doctors from Torbay Hospital is taking time out to cycle from John O'Groats to Land's End (JOGLE) this July to raise money for the hospital's League of Friends. The team consists of Andrey Varvinskiy, Jeremy Ackers, Rupert Pullan, Mark Ashworth, Stephen Blake and Jack Greenhalgh. During their 13 day journey they will be aided by Lisa Owens and James Huntington, who will be their support vehicle drivers. Andrey Varvinsky, Consultant Anaesthetist, said: "We will be setting off from John O'Groats on the 3rd July. The trip is 953 miles and we expect to finish at Land's End on 15th July. All funds raised will be donated to the Torbay Hospital League of Friends. We are aiming to raise at least £12,000 for Torbay Hospital and would appreciate your support."

To find out more and to make a donation visit www.torbayjogle.co.uk

Well done to...

Torbay Hospital's Cancer Services team which received 'Highly Commended' at the Health Service Journal and Nursing Times Patient Safety Awards 2011. The team was recognised for their Take Early Action (TEA) campaign which includes a range of educational materials and methods to help chemotherapy patients recognise the early signs of neutropenic sepsis following treatment and make them aware of what essential action they need to take.

Mike Andrews, Transport Services Manager, who recently attended the South Devon Skills Awards, and received Highly Commended in the 'Skills in Large Business Employer of the Year' category. Mike's award was acknowledgement of his commitment to training his staff to NVQ level.

The hospital's catering staff which were recently presented with their NVQ Level 2 Customer Care training certificates. The course that they attended included modules on customer service; organisation reputation; food hygiene, health & safety and use of equipment.

Those presented with their certificates were: Harron Howarth; Blair Godfrey; Karl Mooney; Richard Ryalls; Sean Keiffer; Diane Rose; Alan Farquhar; Andrew Jackson; Gary Pond; Steven Norton; Sharon Gale and Darren Osbourne.

These awards followed on from Sue Hewitt and Valeri Ungi who successfully achieved their NVQ Team Leader qualifications earlier in the year.



Staff working at Torbay Hospital, and across the NHS community, were recognised at a recent special awards ceremony for their contribution to health and social care within Torbay.

The Blue Shield award ceremony which took place earlier this year, was the first joint awards ceremony to be hosted by Torbay Care Trust and South Devon Healthcare NHS Foundation Trust. The award aims to recognise individuals or groups whose energy, commitment and dedication are helping to improve services provided for local people.

Paula Vasco Knight, Chief Executive for South Devon Healthcare NHS Foundation Trust said: *"The Blue Shield awards evening was a truly celebratory event and I was very proud to be there. Everybody that was nominated and shortlisted deserves a huge pat on the back for their hard work and commitment to offering high quality health services. I would like to send special congratulations to all the awards winners who received the much deserved recognition for their exceptional dedication and enthusiasm in the work that they do."*



Top: Winners: Team Gold Award – Multidisciplinary Foot Team

Above: Individual Gold Award – Karen McMahon

Volunteers are celebrated at tea party

South Devon Healthcare NHS Foundation Trust and Torbay Care Trust recently teamed up to hold a tea party for their volunteers, who give up their time freely and help to make a difference to so many patients.

Adrienne Murphy, Joint Director of HR for South Devon Healthcare NHS Foundation Trust and Torbay Care Trust said: *"The work that our volunteers do across the health and social care community is invaluable and is truly appreciated by the organisations and all of the patients that they come in to contact with."*

"We are lucky enough to have around 700 volunteers in various roles across the hospital and the Torbay and Southern Devon Community, all of whom show a passionate commitment and dedication to what they do."

"The event is just a small token of our appreciation for all of our volunteers and the time that they give up so freely."

Welcome to our new governors

Terry Bannon – Teignbridge Constituency

Terry is a Chartered Information Technology professional. He left Lloyds Bank in the early 90s to be an independent consultant, advising worldwide in a number of industries including healthcare.

Christina Carpenter – South Hams and Plymouth Constituency

Christina qualified as a RGN (Registered General Nurse) and SCM (Specialist in Community Medicine) in 1966 and has in the past undertaken roles of matron/manager of a Community Hospital whilst being a member of the board of examiners for nurse finals.

Sylvia Gardner-Jones – Torbay Constituency

Sylvia is now retired but she worked and trained as a SRN (Senior Registered Nurse) at Torbay Hospital before her qualification and work as a midwife and FPA (Family Planning Association) nurse. Sylvia has recently joined the Torbay Hospital Chaplaincy Team.

John Hyde – Torbay Constituency

John is a chartered accountant with many years' experience of operating at Board level as Head of Finance and Administration including the provision of premises and Facilities Management. He has experience beyond financial interpretation such as creating new management information systems and reporting structures on non-financial milestones.

David Wakefield – Teignbridge Constituency

David has 21 years as a Royal Naval Officer, 12 years as a UK Director of a Canadian Company and own business designing and delivering database programs. He has been a Trustee of the Torbay Prostate Support Association for the last five years and is a MacMillan trained counsellor.

Update from **Anne Harvey,** Lead Governor



My letter this time is going into the new eight-page newsletter which is designed to engage all those who work within the Trust as well as our members. Consolidation of staff and membership publications into a single newsletter, is not only efficient and making the best use of resources, but it also means that our members can gain a real insight into what the staff are busy with. Similarly, I hope that the staff will get a better understanding of governors' activities and those involving our members.

I would like to warmly welcome our new governors – whose details are listed to the left. We hope you may soon be hearing more about your local governors, whoever they are, as they are all being encouraged to introduce themselves through parish newsletters and other local papers. In future governors will wear identity badges on the hospital site in the same way as staff already do; we are, after all, all part of the same team.

I have recently been re-elected as Lead Governor. People ask me what this involves. It is certainly not the equivalent of a Chief Whip or even a Head Girl! I would describe it is a 'first among equals' post and I remain an ordinary, elected representative of the membership, but with a few extra responsibilities thrown in. Last year was busy, but I learned such a lot! Above all, I gained a tremendous respect for the hard work and effectiveness of the people who work for this Trust. I am looking forward to working with them - and our members too - during the rest of my term of office.

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

Could you be a voice for your community?

We want to give you advance notice of the annual elections to our Governance Board, which take place each autumn. Anyone like you who is part of our membership, or who wants to join, can put themselves forward to stand in the elections. We will have two seats available in the Teignbridge Constituency, two seats in the Torbay Constituency, and two staff seats, where the current governors are coming to the end of their elected terms. You are welcome to contact our Foundation office (contact on the right) to find out more.

Our next Medicine for Members event

Why not come along to find out what the Trust is doing to improve the way patients receive treatment and care that helps all those with an advanced progressive incurable illness to live as well as possible until they die. It enables the supportive and palliative care needs of both the patient and the family to be identified and met throughout the last phase of life and into bereavement. This includes the management of pain and other symptoms and the provision of psychological, social, spiritual and practical support.

Dr Jo Sykes (*Consultant in Palliative Medicine and Clinical Director*) will be giving a free talk about End of Life care at 5.30pm on 28 July 2011 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.*

Dates for your diary

Governance Board Public Meeting

20th July 2011 - Governance Board, Anna Dart Lecture Theatre, Horizon Centre, Torbay Hospital - 5.30pm

28th September 2011 - Governance Board, Riviera International Centre - 6.00 pm

14th December 2011 - Governance Board, Anna Dart Lecture Theatre, Horizon Centre, Torbay Hospital - 3.00pm

Medicine for Members

28 July 2011 - TREC Lecture Theatre, next to the Horizon Centre, Torbay Hospital - 5.30pm

Governance Board Annual Members Meeting

28th September 2011 - Annual Members Meeting, Riviera International Centre - 7.30 pm

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. Please do not contact us to give your apologies.

Contacting us

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

Medicine for Members

I would like to attend the Medicine for Members session on 28 July 2011.

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:

Email address (*if available*) or telephone number - for confirmation of place

Telephone number (*so we can contact you with any last minute information*)