



TORBAY HOSPITAL *news*

Winter 2012



Torbay Hospital is number 1

Torbay Hospital wins top healthcare award

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Paula Vasco-Knight, Chief Executive
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MESSAGE FROM THE CHAIRMAN

The *Acute Healthcare Organisation of the Year* award is one of the most coveted accolades in the NHS, and to have won is a great boost both to our reputation and to the morale of everyone associated with the Trust. We enter 2012 on a high note, sensing that our vision of being "the best provider of healthcare services, delivering excellence in all that we do" has come a step closer.

The external panel of judges cited a variety of factors that had influenced their decision, including the culture of learning and improvement within the organisation, the commitment to partnership and integrated working, and support from the League of Friends. They were also impressed with the relationship between staff and patients, and this has been a key factor mentioned in several other recent inspection visits by external bodies like the Care Quality Commission.

An acute hospital is a complex organisation. We have many different specialties; we have medical advances taking place all the time, and many of the patients we treat are acutely ill or injured. Clinical staff work in an environment where outcomes cannot be guaranteed, and where the one-to-one interaction with the patient is crucial. The true strength of the organisation lies in being able to deliver consistently good care and a good patient experience at all levels and at all times. The external recognition we have earned shows how hard we are trying – but there is always room for improvement.

This will be a challenging year. The NHS changes which have been working their way through Parliament will take increasing effect, with local GPs assuming a leadership role in commissioning services, including those of the hospital. We again face a reduction in the amount we will be paid per patient episode, so the relentless drive to work more efficiently will continue. Our aim for the year will be to build closer collaboration with all our partners. It is only by working together that we can meet the demands we are facing, and provide a truly seamless services for our patients.

Peter Hildrew Chairman



Patients praise outpatient care

Patients visiting Torbay Hospital for outpatient care receive a service which is among the best on 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.

Patients were asked a wide range of questions and the results were then plotted against the performance of other trusts. Torbay Hospital's Outpatients Department was rated as performing better than the majority of hospitals in the UK in nine key areas of the survey.

There were very positive results for the Hospital at every step of the patient's journey through the Hospital. People were impressed with the speed at which they were given their first appointment, and the way in which staff explained the reasons that tests were needed and any subsequent results.

Patients also felt that doctors properly listened to their concerns, that they were involved in decisions made about their care and treatment, and that they were afforded good privacy during their stay. And when leaving the Hospital, patients said staff explained about the medicines they were given to take home, told them about how to monitor their health for any potential problems, and made sure patients knew who to contact if they had concerns.

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

John Lowes, the Trust's Medical Director, said:

"This survey is a strong endorsement of our outpatient services, and I am sure the clinical and non-clinical staff who work so hard to provide this care will be pleased their patients had such a positive experience."

"There is, of course, no room for complacency when it comes to providing any element of patient care and we will be using the results of the CQC survey, together with findings from our own regular internal monitoring, to identify opportunities to further improve services."

Torbay Hospital entered 2012 on the crest of wave having been awarded Acute Healthcare organisation (Hospital) of the Year in the prestigious Health Service Journal Awards.

In giving Torbay Hospital the award, the judges said the Trust was 'a high performing, excellent organisation with a real focus on patient experience'. They also commented on 'high levels of clinical engagement' – the way in which clinicians are central to decisions made about the way the hospital is run.



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Judges visited the Trust in October and spent the day speaking with executives and staff, and visiting a number of areas of the Hospital. They also met with the Governors, the League of Friends and representatives of learning disability advocacy group Speaking Out in Torbay (SPOT).

Among the criteria on which the Trust was judged, were the involvement of the community and patients in shaping services, use of the latest and best skills and innovations in treatment, good access to care, and strong partnerships with other NHS organisations.

Chief Executive of the Trust, Paula Vasco-Knight, who attended the awards ceremony in London with colleagues from across the Hospital, said the award illustrated the quality of both services and staff.

"The criteria for this award are very tough and to come out on top shows that Torbay Hospital is getting things right for our patients," said Paula.

"This award belongs to every member of staff at Torbay Hospital. Everyone, whether they are a porter or a consultant, has a part to play in making our hospital a safe, caring and innovative place to receive care. Showing the judges around during their visit brought home what a dedicated and professional workforce we have and I felt justifiably proud of our organisation and my colleagues."

"We are all working so hard it is all too easy to take for granted the difference we are making – saving lives and striving to give the very best care and support to our patients. However, an award such as this is not a licence for complacency. Our patients rightly expect the highest quality of care every time, regardless of our accolades, and we are committed to providing it."

The award has been dedicated to the memory of Communications Manager Paula Wakeham, who was instrumental in the hospital's nomination, and who sadly passed away in November 2011.

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Paula Vasco-Knight
Chief Executive

Praise for dementia care

The South West Dementia Partnership carried out a peer review of the Trust in November 2011, and identified very good practice across all their eight standards. This included clinical leadership, which has been instrumental in enabling the Trust to make the Hospital an accessible, safe and comfortable place for those with dementia.

The Partnership was also impressed by the individualised and sensitive approach given to patients with dementia as well as the many tools and guides used by staff to help patients who have dementia with their nutrition needs.

Areas for further improvement, on which the Trust is already working, include the wider use of memory boxes and more varied stimulation for patients.

VTE Exemplar Centre Status

The Trust has been awarded 'Exemplar Centre' status for its work on venous thromboembolism (VTE) prevention.

The Trust joins just 21 trusts in England to be awarded the status, after demonstrating the excellence of its work to prevent this potentially life-threatening condition.

VTE is a condition in which a blood clot forms in a vein, limiting the blood flow and causing swelling and pain. The most common form is deep vein thrombosis. An embolism occurs if the clot breaks away and travels to another part of the body, including organs. If it lodges in the lung it causes a pulmonary embolism; a serious and sometimes fatal condition.

Exemplar Centre status means the Trust joins the exemplar site group and will share and promote best practice across the NHS.



Health watchdog commends dignity and nutrition in Torbay Hospital

Torbay Hospital received a glowing review for its standards of dignity and nutrition in a new report published by the national health watchdog, the Care Quality Commission (CQC).

The Hospital was one of just 45 inspected by the CQC which were fully compliant in meeting the essential standards of dignity and nutrition on wards caring for elderly people.

Torbay's inspection was carried out in April and led by CQC inspectors, with a practising nurse and 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.

Liz Childs, Director of Nursing and Governance and Deputy Chief Executive for South Devon Healthcare NHS Foundation Trust, said: *"We were delighted with this achievement. Ensuring our patients are treated with dignity and respect, and responding to their individual nutritional needs is a vital part of what we do."*

"Spending time in a hospital can be a worrying experience and everyone in the Trust, from our doctors or our domestic staff, wants patients to feel relaxed, respected and cared for so they can concentrate on getting better."

"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.



Hospital invests in new beds & transport vehicles

New patient transport vehicles

Patients across South Devon are now being transported to and from hospital appointments in safety, style and comfort thanks to an investment by South Devon Healthcare NHS Foundation Trust in a new fleet of state of the art patient transport vehicles.

The new vehicles are packed with some of the most up to date comfort and safety equipment, allowing patients to be transported in the safest way possible and making equipment easier for staff to manoeuvre.

Trust Transport Services Manager, Mike Andrews said: *"I am delighted with these new vehicles. They demonstrate the Trust's commitment to providing the best possible care for our patients."*

"Our fleet of patient transport vehicles are at the cutting edge of design. Working in conjunction with Wilker UK, we have managed to ensure our new vehicles have the safety and comfort of both our patients and staff at the forefront".

Patients to have new electric beds

Torbay Hospital is currently replacing almost its entire bed stock with Eleganza 3 electric beds. This is a major piece of work which it is hoped will be complete by the end of April 2012. The new beds help with safe mobilisation and promote patient independence, whilst the side rails provide optimum protection against a fall. They include ergonomic positioning for patient comfort and posture and they are very easy to clean and decontaminate; a key infection control feature. As well as offering comfort and safety features, they will prove to be cost saving in the long run, as we will no longer incur the high costs involved in hiring such beds.

Friends and supporters

Some of the ways our League of Friends, staff and supporters have helped make Torbay Hospital a comfortable and welcoming place to receive care...

League of Friends £21,840

Four Stair Climbers - Enabling our Patient Transport Services to ensure patients with limited mobility have a safer, more comfortable transfer between home and Hospital.

League of Friends £10,800

Two Electronic Survey Kiosks & two Data Collection Tablets - Enabling the Trust to engage more effectively with patients and gather vital feedback to improve care.

League of Friends £13,259

30 Mobility Monitors & Pagers - Smart bed and chair sensors which reduce patient falls, by sounding an alert when the patient leaves a bed. Also include a facility to record a message from a relative or carer to comfort an elderly or confused patient.

League of Friends £7,264

Refurbishment of the Mary Delve Suite - Supporting the Trust's refurbishment work with new equipment and furniture to enable partners of patients to stay in the Hospital in comfort.

League of Friends £18,420

Refurbishment of the Paediatric Dept - Supporting the Trust's refurbishment work with stylish seating, sensory toys, a breakfast-bar for older patients, TVs and DVD players and a designated breast feeding room.

Tormohun Freemasons Lodge £2,500

Ainslie Day Room refurbishment - Included new curtains, chairs and a flat screen TV, in recognition of the excellent care recently given to the Lodge's Chaplain.

South Devon Health Informatics Service

£1,600

Ricky Grant Unit, League of Friends & Cancer Research UK - A Halloween pay day disco in honour of two colleagues; one of whom recently passed away and another who is currently recovering from breast cancer.

Torbay Hospital Catering Team £545

League of Friends - Catering staff donated over 100 gifts which were raffled to Bay View Restaurant customers to raise funds for the League.

The Frock Cabin, N. Abbot £659

Breast Care Unit - A charity fashion show and raffle, raising £659 to improve the waiting area, including artwork and seating.



Update from Anne Harvey, Lead Governor

I feel I have to start by commenting on the Trust's success in the Health Service Journal Award and say how proud I was to represent the Governors during the judges' visit.

During the visit I was asked about the time commitment of the Governors and I was able to tell them what we do as well as attending Council of Governors' meetings; there was a lot to cover, for your Governors are increasingly busy working across the Trust to ensure it is as effective as possible for our communities.

Our main aim, however, is to hold the Board to account, and to be effective we have to understand the business of running the Hospital. While we may not actually get involved in its day-to-day running we do ensure Governors have opportunities to have influence through acting as observers on key committees and receive training where it is needed. Each year we hold a self-assessment day where we review the past year and plan for improvements in the following year. In February this included a session on holding the Board to account as part of the 2011 self-assessment.

Part of the difficulty in keeping Governors up-to-date is that we are a shifting body. Terms of office end after three years and Governors who have not yet served for more than six years may choose to stand again. Two governors from Torbay, three from Teignbridge and three staff governors will be joining - or rejoining - the team as from 1 March 2012. We welcome them all.

We were overwhelmed by the number of completed questionnaires we had back from our Members in the autumn; thank you for taking the time and trouble to return yours. We shall be looking at what you have told us over the next few weeks and will let you know the findings in the next newsletter.

Anne Harvey

Supporting the League of Friends - *we want you!*

Torbay Hospital League of Friends is a highly valued and long established charity committed to supporting the Trust in improving the quality of care for its patients their families and carers.

Over the last 50 years it has raised over a staggering £14m which has been used to directly benefit the care of people within Torbay and South Devon.

The charity not only raises funds through legacies, memberships and fund raising events but also encourages people to join the charity to volunteer.

Currently there are more than 120 volunteer helpers willing to donate their time and work with the League of Friends.

Volunteers can get involved with:

- running the refreshments area in the Outpatients Department and other waiting areas throughout the Hospital
- guiding patients to the right clinics within the Hospital
- running several small shops
- working as Linen League members sewing curtains, garments and other items for the hospital
- helping with fund raising events
- and more....

If you are interested in becoming a volunteer and/or joining the League as a member all you need to do is:

Join via: **www.lof.co.uk**

Pop into the Outpatients Department at Torbay Hospital, on Level 2, and speak to one of the League's volunteers.

Or ring 01803 654520

If you have a few hours to spare a week, no matter how young or old you are, please volunteer today.

Beat the bugs...

It's everyone's responsibility to protect patients from infections

Along with the cold weather, winter brings with it the increased risk of infections such as Norovirus and 'flu. The South Devon Healthcare NHS Foundation Trust Infection Control Team ensures the hospital is prepared for this through staff training and producing guidance for the public.

"Norovirus is very infectious and spreads quickly", says Lynn, Lead Nurse for Infection Prevention Control. "Our first priority is to recognize infections in patients being brought into the hospital. Staff in A&E and the Emergency Admission Units assess all admissions to identify patients with diarrhoea or vomiting and those who might have others at home with those symptoms. This allows us to isolate patients with possible infection, to ensure they get the care they need whilst preventing problems spreading throughout the hospital."

We would ask for the public's help in preventing norovirus problems. Closing wards due to outbreaks of infection has a major impact on the hospital and there are some simple steps we can all take which can make a huge difference. If you are a visitor, or are a patient for surgery or an outpatient appointment, and you have been unwell with diarrhoea and vomiting in the last 48 hours, do not come in. Telephone the department expecting you and let them know so that they can help you to rearrange your appointment or visit for a more appropriate time.

Similarly, if you have picked up norovirus infection from someone else who is ill at home, it can take 72 hours for the symptoms to show in you – the 'incubation period'. If you are in this position, as a visitor or as a patient for surgery or an outpatient appointment, telephone the department expecting you and let them know the situation; they can help you decide whether it is reasonable to come in or whether to rearrange your appointment or visit for a more appropriate time.

Finally, if you are a visitor or patient and you are unfortunate enough to have diarrhoea or vomiting in the hospital, do not be embarrassed; please tell us and allow us to get the area cleaned properly and prevent others from picking up an infection.



More choice for acutely ill patients

Torbay Hospital is leading change across Devon in the way in which acutely ill patients can communicate their wishes and how these are then recorded.

The Treatment Escalation Plan (TEP) enables very ill patients, with their family if appropriate, to make informed and comprehensive decisions about their healthcare should the worst happen. Patients will come into hospital with an active Plan and the aim is for more and more patients to be discharged with a TEP in place. The plan also moves with the patient wherever they may be in the health community.

The work has been led by Intensive Care Consultant Dr Michael Mercer who saw an opportunity to improve patient care.

Dr Mercer said: *"In an emergency situation, quick decisions have to be made about a patient's care, and the Treatment Escalation Plan enables us to ensure these decisions are consistent with their wishes about a range of potential treatment options."*

The project is already receiving interest regionally and nationally, including from the National Council for Palliative Care.

For more information see www.devontep.co.uk

Quality Accounts update

The comfort of patients is being made first priority with extra time to care.

'Intentional Rounding' is protected time for nurses to speak with individual patients, to assess and manage their basic nursing care.

This ensures patients have an opportunity to talk about any concerns or personal health and wellbeing issues, and helps wards minimise the risk of patients suffering a fall or other potential problems.

Intentional Rounding is being run across a small number of wards at present and is being rolled out across all wards in 2012/13.

Do you want to help shape the Trust for the future?

There is currently a vacancy on the Trust's Council of Governors for a new **Staff Governor** from a non-clinical role. As a Staff Governor you will play a vital part in service and strategic development, providing scrutiny of decision making and ensuring the needs and aspirations of staff, as well as local patients and communities, are top of the agenda when it comes to managing Torbay Hospital.

You will sit alongside public and nominated Governors drawn from across Southern Devon. Peter Hildrew, Chairman of South Devon Healthcare NHS Foundation Trust, said: *"Staff Governors are the voice of our workforce and have a direct influence over the decisions we make and the services we provide. As a member of staff you are automatically a Member of the Foundation Trust and have already proven your commitment to providing the best possible care for local people. Being a Governor is the next step in shaping our organisation for the future"*.

Governors are nominated through an election process. To put yourself forward, please drop into our Foundation Trust Office in Hengrave House or call (01803) 655705 to register your details. For any further information or look at the homepage of the Trust Intranet website (left hand side, 'Staff Governors').

Dates for your diary

Medicine for Members

28th March 2012 - TREC Lecture Theatre, next to the Horizon Centre, Torbay Hospital - 5.30pm to 7.00pm

Council of Governors Public Meetings

11th April 2012 - Anna Dart Lecture Theatre, Horizon Centre, Torbay Hospital - 3.00pm to 5.00pm

25th July 2012 - Anna Dart Lecture Theatre, Horizon Centre, Torbay Hospital - 5.00pm to 7.00pm

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

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

Our next Medicine for Members event

Why not come along to find out what the Trust is doing to help patients who require colorectal surgery to repair damage to the colon, bowel, pelvic floor etc. caused by diseases of the lower digestive tract, such as cancer, diverticulitis and inflammatory bowel disease. *Dr Nick Kenefick* (Colorectal Consultant) will be giving a free talk about colorectal surgery and robotics at 5.30pm on 28th March 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.*

Medicine for Members

I would like to attend the Medicine for Members session on 28th March 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)