

QVH news

The newsletter of Queen Victoria Hospital NHS Foundation Trust

Work underway on **new theatres**

Work has begun on a major redevelopment project at QVH to build six new operating theatres and supporting infrastructure. The urgently needed developments will replace aging facilities and help guarantee a secure and independent future for the hospital.



Jo Davis, theatres matron and part of the team designing the new theatres and facilities, says they will provide a much better experience for patients. "Coming in for surgery can be a daunting experience. Our

purpose built admission suite will make it much quicker and easier for patients. They won't have to move around the hospital so much and it will offer a welcoming and pleasant environment," she explains.

Some old buildings will need to be demolished to make way for the new development and preparatory works began over the summer. This work should be completed by the end of the year and construction will start in early 2012 with the new facilities ready for use in the spring of 2013.

Services at the hospital will operate as normal during the construction work. One of the outpatients departments will move to a new area of the site later this year to make room for the new development, but any disruption will be kept to a minimum.

The aging estate is one of the greatest challenges facing QVH and running repairs on old buildings, many of which

Winter 2011/12

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"Patients won't have to move around the hospital so much and it will offer a welcoming and pleasant environment."

were built before 1940, are very costly and disruptive. Previous plans to rebuild the site, which received planning permission in 2008, became unaffordable in the present financial climate. However, thanks to the hard work of staff to find and implement more efficient ways of working while maintaining the highest standards of care, QVH has been able to secure the funds for the development.

Visit www.qvh.nhs.uk for the latest information on the redevelopment.

Sleep centre moves to Jubilee Ward

The QVH Sleep Disorder Centre is expanding and returning to the Holtye Road site.

The centre, which has been based in a converted house on London Road in East Grinstead, helps patients with a wide variety of sleep disorders and is now the most comprehensive service of its kind in the south of England.

It will be based in Jubilee Ward which became available following the development of alternative community healthcare services for local residents. Demand for the community beds had reduced in recent years and the small size of the unit meant that it was no longer financially viable.

NHS Sussex, Sussex Community NHS Trust, local GP leaders and other partners are now working together to provide the most appropriate community healthcare for local people.

About face: changing lives with jaw surgery

“Orthognathic surgery isn’t widely known about,” says QVH consultant Jeremy Collyer. “But the work we do at QVH has a dramatic effect on the lives of the people we treat.”

Orthognathic surgery is carried out to straighten a person’s jaws. “It fixes severe cases of malocclusion, where the teeth are not correctly aligned,” explains Jeremy. “It’s an inherited condition where one of the jaws grows out too far, or the other jaw not enough.” The condition causes difficulties with eating, problems chewing food properly and some patients are unhappy with their facial appearance.

QVH carries out over 100 orthognathic operations every year, making it one of the busiest centres in the UK. The procedure involves making angled cuts into one or both jaws from inside the mouth, enabling them to be repositioned. QVH has a team of three orthognathic surgeons and they work closely with QVH’s expert orthodontists.

Most patients are in their 20s or early 30s. “The procedure cannot be carried out until

growth is finished – usually around the age of 18,” explains Jeremy. “And then it is a major commitment, with a two year programme of treatment.” Braces need to be worn for 18 months before surgery to ensure the teeth will be properly aligned after the operation, and for six months afterwards as well.

Because of this, the orthognathic surgeons and orthodontists work jointly to plan each patient’s pre- and post-operative care. The team also includes a clinical psychologist to provide emotional support to patients as changing the shape of the face can have a deep psychological impact.

The team holds clinics at sites across the region, including Medway, Dartford and East Surrey Hospital in Redhill. This means that patients can have their regular reviews and orthodontic appointments at the location that best suits them.

The surgery itself is carried out at QVH, taking advantage of



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QVH’s team of anaesthetists who have special expertise in maintaining low blood pressure under anaesthetic. “This minimises blood loss during surgery which is particularly important for operations on the head and face,” says Jeremy.

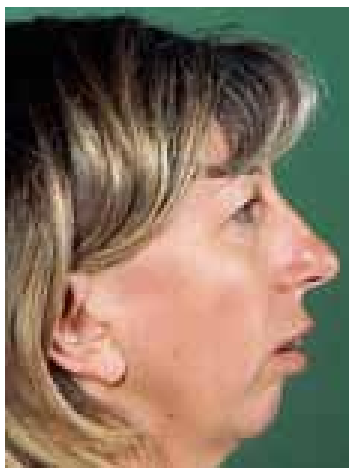
Jeremy finds his work very satisfying: “It has a massive impact on people’s lives. If you do it once while a person is young, you know they have the rest of their lives to enjoy the results.”

Patients rate their treatment and care very highly. In the most recent survey, 82% of patients rated the surgical service and care from the QVH team as excellent and the other 18% rated it good. For orthodontic

support, 88% of patients rated the service and care as excellent with the other 12% rating it as good.

The orthognathic surgeons at QVH also carry out jaw and facial surgery for patients injured in accidents and also oral surgery, including the extraction of teeth under anaesthetic and treatment for dental cysts.

If your orthodontist or GP thinks you need to see an orthognathic specialist, you can choose to be referred to QVH. Talk to your orthodontist or GP for more information. Visit www.qvh.nhs.uk for more information on the service and consultant biographies.



Grant for child burns research



QVH has won a research grant from the children's charity Sparks.

The research is being carried out in conjunction with the Blond McIndoe Research Foundation and aims to assess the effectiveness of spraying cultured cells onto the wounds of children who have suffered scalds. It is hoped that the pioneering procedure will lead to improved outcomes for children with burns and reduce their scarring.

The award of over £200,000 is the largest research grant QVH has received. Sarah Dawe, QVH's Research and

Development Manager, said: "We have a long history of carrying out burns research and are proud to be continuing this tradition with this prestigious award from an independent research charity."

Sparks is a leading children's medical research charity, focusing on conditions affecting babies, children and mums to be. The three year research project is expected to get underway early in the New Year.

Supporting your right to choose

Most people who need to go to hospital don't want to have to travel too far. However, when someone needs specialist care, they are often happy to travel a bit further to be treated at a hospital with particular expertise.

Many of our patients choose to come to QVH from far afield because they know we are renowned for our expertise in, among other things, reconstructive surgery for breast, hand, eye, face, jaw, and complex or chronic wounds. We are also a centre for surgery for skin and head & neck cancers. We know that other patients would like to come to QVH, but are not aware that they are able to.

All patients referred to hospital to see a specialist have the right to choose which hospital they go to. This legal right, introduced in April 2009, lets patients choose from any hospital offering a suitable treatment that meets NHS standards.



If you are referred to hospital by your GP or another healthcare professional, ask about your choices. Visit www.choices.nhs.uk to find out where you can go for treatment and to compare hospitals on the things that matter most to you, such as clinical success rates, cleanliness and patient feedback.

There is lots of information about the services we offer on the QVH website at www.qvh.nhs.uk, including clinical success rates and consultant biographies.

Meet your **new** governors

Eleven new members have joined our board of governors following the public governor elections in May.

As an NHS foundation trust, QVH is accountable to the communities it serves through its public members and the board of governors they elect. Governors' formal roles include appointing the trust's chairman, chief executive and non executive directors and acting as ambassadors for QVH. They are an important point of contact with members, making sure their views are fed in to directors and managers.

The new governors (see box) join John Bowers, Valerie King and Ian Stewart, who were all re-elected, and staff governors Mabel Cunningham, Carol Lehan and Christian Petersen who were elected by their colleagues. Norman Webster has also been appointed as governor representing East Grinstead Town Council.

If you want to make contact with a governor, are interested in standing for election yourself, or just want to find out more, please contact the Corporate Affairs Team on **01342 414200**.



Profiles

Brian Beesley is a local resident with over 40 years business experience in the air transport industry and recent extensive experience as an NHS patient.

Jenny Cunnington was a nurse at QVH for over 20 years and now works as a volunteer. She has also been a Citizen's Advice Bureau adviser.

John Dabell has lived in East Grinstead for 20 years and has over 30 years of business experience. He helped raise funds for scanning equipment at QVH following the death of his son to an undiagnosed heart condition.

Robin Graham retired from London Fire Brigade in 1995 where he was Deputy Chief Officer. A former QVH patient and local company operations director, he is interested in maintaining QVH as a centre of excellence.

Michael Hannah was one of the original QVH governors and returns after a three year break. With a background in business, he now supervises a charity shop and chairs the board of governors of a college.

Anne Higgins has lived in the area for 40 years, is a parish councillor, and has served on the boards of several public companies.

Christopher Orman is a qualified accountant. He is keen to contribute to the NHS, an organisation to which he says he owes a lot and for which he has considerable admiration.

Gillian Santi is a retired doctor with governance experience in education, adoption and fostering and has been a QVH patient herself.

Michael Shaw has lived locally for 36 years and many of his family have been patients at QVH. Now retired, he was a senior manager with British Gas and a Fellow of the Institute of Management.

Jonathan Street, a former journalist, now runs a company providing public relations services to the NHS. He became a trust member following treatment at QVH.

Peter Wickenden has lived in Felbridge for 33 years. Following successful treatment for two cancer illnesses, he says he wishes to give something back to the NHS.

QVH specialist receives MBE

QVH Maxillofacial Prosthetics Head, Mark Cutler, has been honoured with an MBE for his work to help people with skull and facial damage or disfigurement caused by accident or disease.

His team offer custom made prosthetic devices, such as artificial faces, eyes, ears, noses, jaws, teeth and skull-plates. "There are around 25,000 people in this country who have a facial prosthesis," said Mark. "Many of them literally cannot face the



world. They are often told there's little that can be done to improve their situation. But we can help."

Mark added: "I am obviously honoured, but the thing that's humbling is that friends and colleagues took the trouble to nominate me. This recognition reflects the hard work and expertise of all staff in the QVH maxillofacial laboratory."

Nominate your patient champion

Has a member of QVH staff made a real difference to your experience of our hospital? If so, please nominate them for the 2011/12 Patient Experience Award!

Nominated by patients and the public, the award recognises individuals or teams who have 'gone the extra mile' for patients.

More information and nomination forms are available from Catherine Blacker, catherine.blacker@qvh.nhs.uk, 01342 414362.

Make sure you nominate your patient champion before Monday 9 January 2012.

Farewell to Deputy Chairman Hugh Ure

Hugh Ure retired from the trust board on 30 September. He joined the board as a non executive director in 2000 and became Deputy Chairman and Senior Independent Director in 2007.

Hugh said: "It has been a privilege and a pleasure to serve on the trust board since December 2000 and I would like to thank the many people in the trust with whom I have worked during this time. QVH is indeed a special part of the NHS. It is so fortunate to have such a team of professional and dedicated staff

right throughout the trust, delivering high quality medicine in a caring and friendly way. I am proud to have been part of it and I wish QVH and everyone individually all future professional success and personal happiness."

QVH Chairman, Peter Griffiths, said: "Hugh has played a central role in the continued success of the hospital over the 11 years that he has been a board member. He helped QVH to become a foundation trust and established the governance arrangements. We will miss his good judgment, constructive support and suggestions, as well as his good humor."

Hugh is succeeded as a non executive director by Lester Porter.





QVH Macmillan Nurse Specialists Jackie Blunt and Pauline Mortimer

New cancer support service

A Macmillan Cancer Information and Support Centre is opening at QVH in December 2011, offering advice to all, regardless of whether they are a QVH patient.

The centre offers free, confidential information and support to anyone affected by or worried about cancer. No appointment is necessary and telephone support is also available.

It is staffed by a centre manager and trained volunteers who will be able to answer any questions and Macmillan nurses are also available for medical advice. The centre houses a wealth of booklets, leaflets and DVDs and has a private meeting room and computers so that visitors can view and print resources from the internet.

It is the only such centre in the south east outside London and is being funded by Macmillan Cancer Support for four years.

QVH approached Macmillan with a proposal for the centre as a way of improving the services available to patients. QVH is the specialist regional centre for the treatment of head, neck and skin cancers and expert in reconstruction following breast cancer. However, the centre provides support for people affected by any type of cancer.

Located in the Prosthetics building, the centre is open Monday-Friday, 9am-5pm and can be contacted at beth.garcia@qvh.nhs.uk, 01342 414576.

Have we got your e-mail?

We want to send QVH News and keep in touch with as many members as possible by email as this is the quickest and most cost-effective method of communication.

If you want to give us your e-mail address or update any of your contact details, please contact our Engagement Coordinator, info@qvh.nhs.uk, 01342 414200.

Dates for your diary

PUBLIC MEETINGS OF THE BOARD OF GOVERNORS

All members are invited to attend the following public meetings of the board of governors:

- Tuesday 17 January 2012, 2pm
- Tuesday 17 April 2012, 6.30pm

All meetings are at Meridian Hall, East Court, College Lane, East Grinstead RH19 3LT.

Good causes to benefit as charitable fund grows

The QVH charitable fund is looking at ways of growing so it can support even more good causes.

The registered charity enables the hospital to provide facilities and improvements for patients and staff over and above those that would be expected from NHS funds.

A charitable funds coordinator and fundraiser has been appointed to increase the profile of the charity, build relationships with local organisations and raise money for the projects the charity supports.

A fundraising committee is being established to identify and drive forward ways of engaging with the local community to generate support for the charity.

If you are interested in getting involved or want to find out more, please contact Laurence Deakins, laurence.deakins@qvh.nhs.uk, 01342 414170.