

QVH news

The newsletter of Queen Victoria Hospital NHS Foundation Trust

Foundations laid for more new facilities

The foundations have been laid for a further four new operating theatres at QVH, in addition to the six new theatres due to open shortly.

It means that the hospital will be able to replace all of its old theatres with new facilities, providing a better experience for patients and bringing to an end the need for costly and disruptive running repairs.

Work began in 2011 to build the first six theatres, financed by an NHS loan. However, through a combination of prudent financial



planning and the hard work of everyone at the trust over recent years to develop more efficient ways of working, the hospital is able to fund the further four theatres from the reserves it has generated.

The foundations were laid as part of the construction of the first six theatres, enabling significant cost savings to be made.

The new theatres are at the heart of a wider programme of site developments to update the hospital's aging estate and guarantee a secure and independent future for the hospital in East Grinstead. Last year refurbishments were completed to the Peanut children's ward and burns centre and a new outpatients department opened.

Peter Griffiths, QVH Chairman, said: "In 2008, following consultation, plans to replace all our old operating theatres received planning permission. However, the sudden change in the state of public finances that year meant that the plans could not be implemented.

"It is excellent news that we are able to realise this long-held ambition from funds we have generated ourselves.

Spring/Summer 2013

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WHAT'S INSIDE ►

It is a tremendous achievement because the hospital has improved its financial position while maintaining the excellent standards of patient care for which it is renowned."

Elect your governors

Don't forget to vote in this year's governor elections.

The governors you elect help shape the future of the hospital and hold the board of directors to account for the trust's performance.

This year, 10 public candidates are standing for five positions. The deadline for your returned ballot papers is 5pm on Thursday 6 June 2013.

All QVH members aged 18 or over and living in Sussex, Surrey or Kent should have already received their papers. If you haven't, please contact John Box on 020 8365 8909 or email john.box@electoralreform.co.uk.

Board confirms no plans to sell land or buildings

Once all ten new theatres are up and running, the old theatre block will become vacant. This offers the hospital an opportunity to take a fresh look across all of its estate to ensure that it is being used in the most effective way to provide the best patient care from the most appropriate facilities.

However, the trust board confirmed at its April meeting that there will be no plans in the foreseeable future to sell any of the trust's land or to sell or demolish the Jubilee building.

Healing hands

QVH's hand therapy team help people from across the region with a wide range of common hand problems.

"Many of us take our hands for granted," says Kathryn Pank, QVH's head of hand therapy. "But when something goes wrong, and it becomes difficult to do the simple things – like preparing food or performing a work role – it can have a devastating impact on your quality of life."

The department is one of the largest and most experienced in the country and is the regional specialist centre for hand therapy. The 12 occupational therapists and physiotherapists in the team are supported by two technicians who assist them in their role and make tailored pressure garments and bespoke splints for patients.

"Many of our patients have had surgery at QVH," says Kathryn, "and we work closely as a team with the hospital's consultant hand surgeons. But, because of our expertise, we also receive a lot of direct referrals from GPs across the region for people who need therapy rather than surgery."

Many of these patients have common conditions such as arthritis, carpal tunnel syndrome, repetitive strain injury or have suffered accidents or work and sports related injuries. The team also help people recover the use of their hand after a stroke.

"We work with our patients to improve the use of their hands and help them to resume normal activities as far as possible," Kathryn explains. "This might involve increasing movement and strength, improving the appearance of scars, reducing pain and swelling and retraining sensation and function."

After a thorough assessment and diagnosis, the expert therapists offer patients advice on their condition and work towards shared goals. "We use a wide range of specialist treatments. For example, to improve movement we may use soft tissue exercise, massage or taping. To improve function we may use splints, aids to daily living, and adapt equipment, environments or tools to help people overcome any difficulties."

"Because of our expertise, we also receive a lot of direct referrals from GPs across the region for people who need therapy rather than surgery."

"Because we're a regional centre, there isn't really anything that we haven't dealt with before. And we work closely with our hand consultants if there is anything we think needs a surgical opinion."

The department is also at the forefront of new techniques and treatments and Kathryn is currently carrying out research to identify the most effective therapy regimes to rehabilitate tendon repairs of the thumb.

Patients rate the service very highly, with 95% last year saying they were very satisfied and the remaining 5% satisfied. 100% of patients said they would recommend the service to friends or family.

GPs from across the country can refer patients to the team at QVH and also to clinics they hold at Faversham and Darent Valley hospitals. There is no waiting list for urgent referrals and other referrals can be seen within a month.

If your GP refers you to a hand therapist or surgeon, you can choose to be seen by the QVH team. Talk to your GP and visit www.qvh.nhs.uk for more information.

Referral guide for clinicians updated

An updated QVH referral guide has been issued to all GPs and dentists across the region. The guide details all the services offered at QVH, along with details of consultants.

It can be accessed from the homepage of our website at www.qvh.nhs.uk.

Top marks for QVH in national surveys

QVH has again achieved some of the best scores in the country in the national inpatient and staff surveys.

Results from the annual NHS inpatient survey reveal that QVH achieved the highest score out of all 156 acute hospital trusts in England for how well patients rate their experience of being in hospital.

QVH scored above the national average on 56 of the 67 questions patients were asked, achieving the best overall scores

for the sections of the survey on the quality of nursing, quality of care and treatment, and support on leaving hospital.

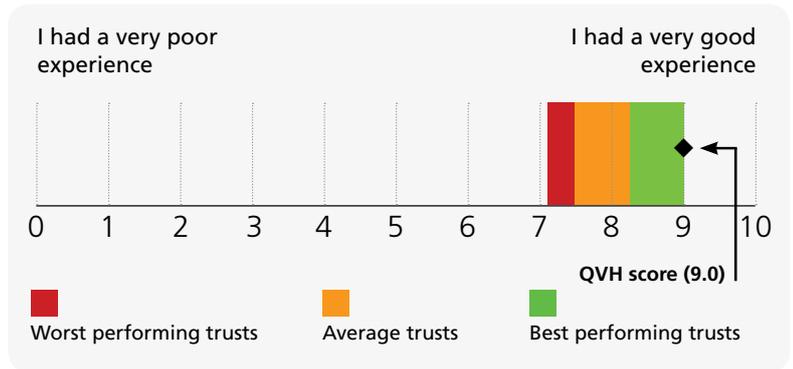
Of the 28 'key findings' in the national staff survey, QVH scored better than average for 19, about the same for eight and slightly worse than average for just one. QVH scored the best results nationally for staff

recommendation of the trust as a place to work or receive treatment and staff job satisfaction.

The annual national surveys help the NHS to improve the way it cares for and treats patients. They enable hospital trusts to see how they are doing year-on-year and how they compare with others.

Amanda Parker, QVH Director of Nursing and Quality, said: "All the staff at QVH can be rightly proud of these results but we will be studying the findings in detail to ensure that we continue offering our patients the very best care."

For more details on both surveys, please visit www.qvh.nhs.uk



New chief executive appointed

Richard Tyler has been appointed as QVH's new chief executive, succeeding Adrian Bull who left the trust at the end of March.

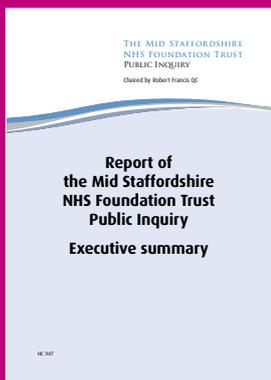
The recommendation to appoint Richard was approved by the council of governors in April following a recruitment process which involved input from governors, directors, consultants and other staff.

Richard has over 20 years of NHS experience having held a variety of roles in hospitals, primary care and strategic planning. Before joining QVH he was chief executive at Hounslow and Richmond Community Healthcare NHS Trust.

QVH Chairman **Peter Griffiths** said: "Richard's impressive NHS experience, leadership skills and strategic vision will, we are sure, make a significant contribution to the continued success of our hospital and its life-changing services."

Speaking of his appointment, Richard said: "I look forward to working with staff, patients and governors in developing the hospital's future as a centre of excellence and provider of high quality patient care."

Richard joins QVH on 1 July. In the meantime the responsibilities of the chief executive are being carried out by Chairman Peter Griffiths, Director of Nursing and Quality **Amanda Parker**, and Director of Finance and Commerce **Richard Hathaway**.



Learning from the Francis Report

February saw the publication of the Francis Report into the care provided by Mid Staffordshire NHS Foundation Trust. Commenting on the findings, **Amanda Parker**, QVH Director of Nursing and Quality, said: "All of us in the NHS have a duty to ensure that our patients are kept safe and treated with dignity at all times. At QVH, providing safe, effective, dignified care is our priority. Our board of directors takes

an active role in ensuring the highest standards of patient safety and quality. And on our wards we always maintain a safe ratio of nurses to patients, ensuring that our staff have time to care.

"However, we can never become complacent. We will be studying the findings in detail to see where there may be opportunities to further improve our standards of patient care."

Your vote counts

As an NHS foundation trust, QVH is free from central government control. This means we have the freedom to make decisions for ourselves, including how to invest surpluses, and to manage our own affairs.

But foundation trusts are still accountable to the communities they serve. Governors help us to achieve this by binding us to our patients and communities.

Governors include elected individuals who represent members on a council of governors. So it is essential that each year members put themselves forward to stand as a governor and are then subject to a fair and competitive election by the members that they will represent.

So your vote counts. It ensures that the right people are elected to the council which supports and guides the board of directors and holds them to account for the performance of the hospital.

Please complete your ballot paper in good time – see the front page for details.

Chairman's contract extended

QVH Chairman **Peter Griffiths** will remain in the post until March 2015. Peter's term of office had been due to end in March. However, with the departure of Adrian Bull at the end of March and arrival of new chief executive Richard Tyler in July, he agreed to extend his contract for two years. Peter said: "I look forward to continuing to work with the professional and dedicated directors, governors and staff of QVH as we further build on their tremendous achievements of recent years."



Improving communication with members

When the last edition of *QVH News* was distributed in November last year, we enclosed a letter to all those members receiving a copy by post to ask them for their e-mail address.

We received a great response – over 400 members got in touch and provided their e-mail address. We would like to thank everyone who gave us their details so that we can make better use of e-mail as a more responsive, interactive and cost-effective way of communicating with members.

If we have your current e-mail address, you will receive your copy of *QVH News* electronically. We will also send occasional email bulletins about changes to the NHS that may affect you and QVH. These updates will also let you know about general developments at the hospital and more specific developments in our services and departments if you expressed an interest in any of them on your joining form.



FEEDBACK FROM MEMBERS

"We are always pleased to receive email updates from QVH."

Keith and Susan Hodgson, East Grinstead

"I never receive spam and emails are regular but not too regular!"

Ronald Basher, Tenterden, Kent

If you received this edition of *QVH News* by post but have an e-mail address we could have used, please let us know. We will only use your e-mail address for membership matters and will not pass it on for the use of any third party.

Just email info@qvh.nhs.uk with your name and postcode in the subject heading and we'll do the rest. Thank you.

– **Michael Hannah, John Harold and Michael Shaw**, Public Governors

Non-executive directors

One of the roles of the council of governors is to appoint non-executive directors (NEDs).

QVH governors are about to kick-off a recruitment process to find three new NEDs to join the board of directors later this year. One new NED will replace **Dr Renny Leach** who left the board in April to become Managing Director of the South West's academic health science network. Two other NEDs will replace **Shena Winning** and **Jeremy Beech** who will both come to the end of their terms of office in March 2013 after long service to QVH.

For information about the NED roles available and the recruitment process please see our website.

Staff celebrate success

QVH staff celebrated their achievements at an award ceremony at the Felbridge Hotel in East Grinstead.

Tracy Taylor, a nurse on Peanut Ward, won the public-nominated 'patient experience' award in March.

She was nominated by the parents of a three year old patient for the care she gave to the whole family when their daughter was admitted with burns over Christmas.

The awards also celebrated long service and educational achievements as well as recognising exceptional service, teamwork and service improvements.



Tracy Taylor receiving her award from Director of Nursing and Quality Amanda Parker

QVH stars in major BBC documentary

QVH was one of the stars of the show in *Keeping Britain Alive: The NHS in a Day*, a major new documentary shown recently on BBC2.

The eight-part series was filmed on location across the NHS last October during a single 24 hour period. The work of QVH surgeon Lieutenant Colonel Tania Cubison was profiled in one episode, along with several of her patients.

Over 1.5m people watched the episode featuring Tania on 26 March.



Runners go the extra mile for charity

The QVH Charitable Fund was represented in the recent London and Brighton Marathons.

Everyone at QVH would like to say a big thank you to our dedicated and generous runners who collected over £3,000 in sponsorship. The charitable fund helps the hospital to provide even better care and a better quality of life for patients and their families.

Howard Lincoln ran in the Brighton Marathon and **Dawn Taylor** and **Chris Ewins** ran the London Marathon.

Dawn said "I was lucky enough to get a place for this year's marathon in the public ballot. I knew straight away that I wanted to run in support of QVH. My daughter has been in and out of Peanut Ward for years and the staff have been truly brilliant."



Both of Howard's daughters received orthodontic treatment at QVH. "I wanted to run the marathon as a way of saying thank you for everything QVH did for us," he explained.

The charitable fund also received a number of donations in response to the leaflet that was sent out with the last edition of *QVH News*. Thank you to everyone who donated.

For more information about the charitable fund and other fundraising opportunities, please visit www.supportqvh.org

New medical director

Dr Stephen Fenlon became trust medical director in April, replacing **Ken Lavery** who retired after five years in the post and many more at the hospital as a consultant surgeon.

Steve has been a consultant anaesthetist at QVH since 2000 and has been clinical director for paediatrics and clinical support services for the last three years.





New drop-off for main outpatients

A new patient drop-off and pick-up area has been introduced in front of the chapel. It means that people with mobility problems do not have so far to go to get to appointments in the new main outpatients department.

To use the drop-off, take the right-hand turn after entering the hospital site and head to the top end of the car park.

Board meetings open to public

Meetings of the QVH board of directors are now held in public during the first and second month of each quarter of the financial year and everyone is welcome to attend (see right for dates).

If you wish to attend, please register your interest in advance of the meeting by emailing info@qvh.nhs.uk or calling our corporate affairs team on **01342 414362**. Places will be allocated on a first come, first served basis up to the capacity of the meeting room. Meeting papers will be available on the QVH website three days before the meeting.

During the third month of each quarter, the directors will hold a workshop meeting in private. They may also hold parts of their business meetings in private to discuss any items that are commercial in confidence or that concern any patient or member of staff who could be identified. All meetings held in private are attended in full by the governor representative.

Sussex Community Trust consulting on foundation trust application

Sussex Community NHS Trust will be consulting local people in the areas it serves about its plans to become a foundation trust.

The trust is the main community healthcare provider across West Sussex, Brighton and Hove. It will be talking with local communities about its plans, their benefits and what they will mean for patients carers and residents.

It will be consulting the public from 10 June and invites all local people to read their plans, share their views and get involved by becoming a member.

For details, visit www.sussexcommunity.nhs.uk/get-involved/foundation_trust.htm or call **01273 242127**.

Dates for your diary

MEETINGS OF THE BOARD OF DIRECTORS

Public sessions of the meetings start at 1pm in the Council Chamber at East Court, College Lane, East Grinstead, RH19 3LT. E-mail info@qvh.nhs.uk or call **01342 414362** to request a place:

- **Thu 23 May 2013**
- **Thu 25 Jul 2013**
- **Thu 29 Aug 2013**
- **Thu 31 Oct 2013**
- **Thu 28 Nov 2013**

MEETINGS OF THE COUNCIL OF GOVERNORS

Public sessions of the meeting start at 4pm at The Ark, Turners Hill, West Sussex, RH10 4RA (no need to request a place):

- **Thu 13 June 2013**
- **Thu 12 Sept 2013**