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Improving care for people with dementia



QVH is introducing a programme of initiatives to ensure that people with dementia get the best care.

800,000 people live with dementia in the UK and this is expected to rise to 1 million by 2021. Being in hospital can be confusing and upsetting for people whose memory is no longer always reliable. This can impact on the effectiveness of their care and their length of stay in hospital.

QVH has developed a dementia strategy to ensure that people with memory impairments are cared for with dignity and compassion and given any extra support they need.

The strategy builds on the 'Butterfly Scheme' introduced at QVH in 2013 which enables patients to use a butterfly symbol to request dementia-specific care. The scheme is a national, voluntary system of hospital care for people living with dementia or who simply find that their memory isn't as reliable as it used to be. It is led by the QVH dementia champions – staff with a particular interest in improving care for people with dementia (see page 3) – and all staff working in clinical areas have received dementia care training.

As part of the dementia strategy, QVH has introduced new dementia-friendly crockery which has a wide blue rim. This is shown to be better for people with dementia as it contrasts clearly with the food on the plate. This complements the red tray system that helps staff identify patients who may require assistance with eating and drinking.

Dementia-friendly signage is also being introduced on wards to help patients recognise facilities such as toilets more easily.

QVH is working with local GPs to ensure letters referring patients to the hospital indicate any memory impairment. This enables the hospital to give the best care from the outset, with tailored appointment letters and the right support available on the day.

Recognising the important role that carers play, QVH is also developing the support that it can offer them. Friends and family can also complete an information sheet with tips on what will make life easier for the patient.

The dementia work supports the trust's QVH2020 strategy for delivering excellence, enabling QVH to offer the best clinical care and experience for patients while also enhancing the effectiveness and efficiency of services.

A summary version of the dementia strategy is available from the QVH website at www.qvh.nhs.uk/about-us/publications-policies

CQC inspection at QVH

QVH received a routine inspection from the Care Quality Commission (CQC) in November. Carried out by a mixture of inspectors and external clinicians and patients, CQC inspections assess whether health and care services are safe, effective, caring, responsive to people's needs and well-led.

Chief Executive Richard Tyler told staff: "The inspection is an opportunity for us to take pride in the things we do well and examine where we can continue to improve. It will enable us to be confident in the quality of care we provide."

The findings are expected in the new year and will be reported in the next edition of QVH News.



Rise and shine for QVH sleep service

QVH's sleep disorder centre treats people with a wide range of sleep problems. It sees around 2,700 new patients every year and has been growing rapidly, with a 14% increase in referrals this year alone.

"Until 30 or so years ago, medicine just regarded sleep as not being awake," says Dr Peter Venn, the centre's lead consultant. "But now we know how important sleep is for health." Poor sleep is linked to high blood pressure which in turn increases the risks of heart failure, kidney disease, stroke and dementia.

The centre has four consultants, 11 technicians, support staff and a six-bed high-tech inpatient unit that enables the team to monitor people's sleep patterns. "Sensors measure face and body activity, brain activity, breathing and airflow levels, producing a detailed picture of exactly what is happening during sleep," Peter explains. Some patients are also given devices to monitor their sleep at home.

"Most of the people we see have breathing problems during sleep, including snoring," Peter says. "Excessive snoring is not just annoying for a partner, it causes poor sleep, associated poor health and in some cases a shortage of oxygen."

The most common treatment is a Continuous Positive Airway Pressure (CPAP) device with a face mask to help people breathe more easily when asleep. QVH currently has around 10,000 patients using CPAP. Others are seen by QVH's orthodontic specialists who can provide a plate to wear at night that pushes the jaw and tongue forward. "In a few cases, patients will decide to have surgery to permanently move the jaw and tongue, but this is rare because it is such a major and lengthy procedure," says Peter.

QVH also treats people with a wide range of other sleep disturbances including random limb movements, which can sometimes be violent, people who act out their dreams, night terrors and sleep walking.

"It's amazing what people can do while they're asleep. Some can get up and prepare a meal. But it can be dangerous as they're not conscious of what they're doing," Peter says. QVH can successfully manage all these conditions, and narcolepsy – where people suddenly fall asleep during the day – with drug therapies.

QVH is also the only NHS clinic in the South for insomnia. "Insomniacs don't complain of daytime sleepiness, but suffer from chronic fatigue. Many have been on sleeping tablets for years. Our psychotherapists have a good record of success for helping these patients develop strategies for improving sleep."

"Our inpatient unit, along with orthodontic specialists and psychotherapy for insomnia, makes us rather unique."

The centre has continued to grow and is now one of the largest in the country. "We're developing a really good reputation," says Peter, who started offering sleep disorder services at QVH in 1992. "The combination of our inpatient unit along with orthodontic specialists and psychotherapy for insomnia means we're able to offer a comprehensive range of services that make us rather unique. I'm very proud of our team and what we do for our patients."

If your GP thinks you need to see a sleep specialist you can choose to be referred to QVH. Talk to your GP and visit www.qvh.nhs.uk for more information on our services.

Leadership team complete

QVH has appointed two new executive directors to its board. Jo Thomas was appointed director of nursing and Clare Stafford has joined as director of finance and performance.

Along with the recent recruitment of Sharon Jones as director of operations (a non-voting director role) QVH's senior team is now complete. These appointments, together with a restructure that began last year, better align the trust's management with the organisation's QVH2020 strategy for delivering excellence.

Jo Thomas was appointed interim director of nursing at QVH before applying for the post on a substantive basis. Before joining QVH Jo held chief nursing roles in both acute and commissioner organisations. She trained in Brighton and has 30 years of nursing experience with a particular interest in women's health including breast oncology.

Clare Stafford joined QVH as director of finance and performance in June. She previously worked in senior finance roles at Hertfordshire Partnership NHS Trust and Barts and the London NHS Trust. She joined West Hertfordshire Hospitals NHS Trust in 2011 as deputy director of finance, where she was shortlisted for a Healthcare Financial Management Association (HFMA) award, before taking up the post of director of operational finance and efficiency.

Sharon Jones began her career as a qualified nurse with a focus on rehabilitation before leading in a number of management roles in a wide range of NHS organisations. Sharon was chief operating officer for West Kent Community Health Services and director of transformation at Croydon Health Services, which provides integrated acute and community services.



Chris van der Valk receiving her Hidden Hero award from HR director Graeme Armitage

Dementia champion: Chris van der Valk

Nurse Chris van der Valk is one of ten QVH dementia champions, helping colleagues to improve services for patients with dementia and their carers.

"The dementia champions were introduced in 2013 as part of the Butterfly Scheme (see page 1) but the role is now broader. We're a focal point for spreading the word and sharing knowledge and ideas to help colleagues do what they want to do – which is to give our patients great care," says Chris.

She has a deep personal insight into the condition. Her husband lives with dementia and Chris has cared for him for 20 years. Using this knowledge and understanding she was involved in establishing the Butterfly Scheme at the trust and has led the dementia awareness training sessions for QVH staff. She is also part of Dementia Friendly East Grinstead, working with local organisations and businesses to improve understanding of the condition.

Chris won the Hidden Hero award at the 2015 QVH staff awards in recognition of the impact she has had as a dementia champion. The judges said: "Chris is very good at inspiring and motivating people and shows a great deal of compassion for those in her care. She demonstrates wholeheartedly the values and behaviours of QVH."



Top left - Jo Thomas

Top right - Clare Stafford

Bottom left - Sharon Jones

Continued push for e-mail addresses



In recent years, many members have provided their e-mail addresses so that they can receive more efficient and cost-effective communications from the hospital, helping the trust reduce further the £10k annual print and distribution costs associated with QVH News.

A small group of governors has been calling members for whom we have no e-mail address, receiving a positive response. Given the success of these efforts so far and the savings they can lead to, QVH is investing in professional help with the target of increasing the proportion of member e-mail addresses we hold to 50%.

If you'd be willing to share your email address with us (for QVH membership purposes only) please let us know by emailing info@qvh.nhs.uk. Otherwise, colleagues from Membership Engagement Services, who manage our member database, will be calling members for whom we have no e-mail address over the next few weeks.

New governor: Christine Halloway



Christine Halloway was elected as a public governor in the member ballot in June.

Christine lives in East Grinstead and worked at QVH in the finance team for 19 years before her retirement in 2013. "Over that time I saw QVH transform from a small local hospital with a big reputation to a world class facility," she says. "I was proud to be part of an excellent team and I've seen the quality of the trust's work, both as a colleague and as a patient.

"I remain passionate about the importance of QVH in the community and beyond. It's still early days for me as a governor but I'm really enjoying the opportunity to further serve the hospital and help ensure its continued success."

Changes to our constitution

The QVH council of governors has agreed a small but significant change to the trust's constitution, ensuring it can continue to attract the best non-executive directors (NEDs) and governors.

Previously, the constitution did not allow NEDs or governors to hold the same role with another health service body and barred people who had been a governor at another trust from standing for QVH for at least two years. This restricted the pool of people from which we could recruit and excluded some experienced and talented individuals.

Serving a large and densely populated area, QVH competes with a great many NHS and other organisations to attract exceptional NEDs and engaged governors. These changes to will help QVH continue to attract candidates of a calibre commensurate with the trust's aspirations.

The changes were agreed at the 8 October council of governors meeting and do not require a member vote as they do not affect the powers or duties of the council.

Annual general meeting and members meeting

The trust held its AGM and AMM on 8 October.

Governors welcomed trust members and members of the public to hear chief executive Richard Tyler present the annual report and accounts for 2014/15 (see page 6). He set out the trust's plans for continued quality care for the coming year.

Company secretary Kathleen Anderson presented progress on the membership strategy and recapped the constitutional changes agreed since the last AGM and AMM.

The trust's annual plan for 2015/16, setting out actions to deliver the QVH2020 strategy for delivering excellence, is available at www.qvh.nhs.uk/about-us/publications-policies

Young patients rate QVH as one of the best hospitals in the country



QVH has received glowing feedback from children and parents in the national NHS children's inpatient survey.

QVH scored 'better' than average for 40 of the 47 questions and 'about the same' as average for the remaining seven, achieving the top scores in the country for 32 of the 47 questions including:

- Child was well looked after by hospital staff (10/10)
- Staff gave parents and carers information in a way they could understand (10/10)
- Confidence and trust in hospital staff (9.9/10)
- Staff availability when child needed attention (9.7/10)
- Overall good experience of care in the hospital (9.4/10)

The survey also offers valuable feedback on potential areas for improvement. One area the trust will be focusing on is communications with children where it achieved only average ratings compared with excellent scores for communications with patients and carers.

Jo Thomas, director of nursing, said: "We really value this feedback. The whole team strives to deliver excellence to our patients and we can only do this by listening and being responsive to their needs."

Nationally, the survey focused on young people admitted at 137 hospital trusts across England between July and September 2014 and was conducted on behalf of the Care Quality Commission. The results were published in July 2015. Children aged 8-15, their parents and carers and parents and carers of children aged 0-7 were asked to complete different questionnaires. There were 111 respondents from QVH, a response rate of 37% compared to a national average of 27%. The full report is available at:

www.nhssurveys.org/Filestore/documents/CYP14_RPC.pdf

New lounge commemorates military heritage

QVH has opened a new lounge and eating area for patients and visitors.

The bright, comfortable lounge has seating inside and outside for people to wait and relax and includes vending machines, a screen and announcements to call patients to appointments. It was funded by the generosity of the QVH League of Friends.

Called the Lancaster Lounge, it is situated in the Canadian Wing and its name – in keeping with the Spitfire Restaurant and Hurricane Café – reflects the hospital's proud military heritage. It was opened by special guests from the Canadian and British armed forces, the Guinea Pig Club and the League of Friends.

Restored plaques were also unveiled commemorating the funding of Canadian Wing by the Canadian Royal Air Force in 1944 in honour of the injured Canadian airmen treated at QVH during World War II and the surgeons and nurses who treated them.



Air Commodore Steve Kilbey opens the Lancaster Lounge

Community urology service launched

QVH has launched a new community urology service, led by a team of local urology consultants.

The clinic offers a convenient outpatients service for the diagnosis and treatment of a wide range of conditions for both men and women, including recurrent infections, incontinence, loin pains, erectile dysfunction and catheter problems. In addition to on-the-day tests and scans, including ultrasound, the service also offers a range of minor procedures.

If you are referred by your GP for any of the services QVH provides you can choose to come to QVH. Talk to your GP and visit www.qvh.nhs.uk for more information on our services.

Grant to preserve unique archive



The Wellcome Trust has awarded a £70,000 grant to enable the West Sussex Record Office to preserve the historic QVH archives of Sir Archibald McIndoe.

Sir Archibald pioneered plastic surgery techniques for treating, reconstructing and rehabilitating injured allied aircrew. The archives include his handwritten notes, medical records of his famous 'Guinea Pig Club' of patients and medical drawings made by nurse Molly Lentaigne depicting his procedures.

Working with QVH and the Guinea Pig Club, the record office will catalogue, conserve and digitise the archive so it can be made accessible for medical research and for future generations.

Wendy Walker, County Archivist, said: "This funding will enable us to take in and preserve a unique archive that will provide a fascinating insight into the pioneering treatments developed at QVH and the lives of those involved."

A 25-year thank you



Lisa Watkins from Sidcup, along with family and friends, has raised over £1,000 for the QVH Charity, 25 years after she was treated at the hospital.

Lisa was 12 when she was dragged under a double decker bus, suffering terrible leg injuries. She was transferred to QVH where she remained for six weeks undergoing a series of operations to save her leg, followed by a programme of skin grafts.

Lisa wanted to mark the anniversary of her accident by fundraising for the hospital. "As a thank you, I wanted to do something to support the hospital and their amazingly skilled staff," she said. Lisa has organised various events, her daughters have joined in with a cake sale and her friend Andrew Costin raised nearly £400 running the Brighton Marathon.

QVH would like to thank Lisa, Andrew and all the others who have raised money for the charity in recent months. They include Steve Gerry who ran a 10k race after his son Lewis was treated for electrical burns and Anthony 'Fingers' Isitt who raised £200 through a charity bike show.

To find out more about the charity, visit www.supportqvh.org or call charity coordinator Claire Charman on **01342 414170**.

Annual report published

QVH has published its annual report and accounts for 2014/15.

They show that, in addition to continuing to provide care that is rated by patients as amongst the best in the country, QVH was one of very few NHS trusts that met its financial plans last year. As a result it is able to invest over £2m this year in improvements to further enhance patient care. The report includes the trust's quality accounts which show how it performed against a range of range of care quality and outcome measures.

The documents are available from www.qvh.nhs.uk/about-us/publications-policies.



Dates for your diary

Meetings of the board of directors 2016

Public sessions of the meetings start at 10am, usually in the Cranston Suite at East Court, College Lane, East Grinstead, RH19 3LT. E-mail info@qvh.nhs.uk or call **01342 414362** to request a place and confirm the venue.

- 7 January
- 3 March
- 5 May

Meetings of the council of governors 2016

Public sessions of the meetings start are currently held at The Ark, Turners Hill, West Sussex, RH10 4RA. E-mail info@qvh.nhs.uk or call **01342 414362** to request a place and confirm the venue.

- 14 January, 3pm
- 21 April, 4pm
- 21 July, 4pm