

# QVH NEWS

## Summer 2016

The newsletter of Queen Victoria Hospital NHS Foundation Trust

### CQC finds 'outstanding' care at QVH

**QVH has been rated 'good' with 'outstanding' care by the Care Quality Commission (CQC) following a routine inspection in November last year.**

The inspectors found compassionate and considerate care throughout the hospital and reported that QVH staff have a clear culture of compassion and an exceptionally strong awareness and empathy with patients, with excellent emotional support for both patients and carers.

The CQC reported that patient safety was good, with safe nursing levels and a culture of openness. The hospital was clean, with a good environment, although some on-going redecoration and minor maintenance is required in some areas.

The inspectors found that staff felt valued and able to deliver individual and compassionate care to their patients. Staff had been consulted on and could describe the hospital's plans and strategies for the future. Leaders in the organisation had a high profile and were accessible to staff.

The CQC did find that aspects of the intensive care service required improvement. However, they did not issue any 'notices' requiring immediate changes in intensive care, indicating that they felt current services were acceptable so long as QVH implements plans for further improvement.

CQC's chief inspector of hospitals, Professor Sir Mike Richards, said: "When we inspected QVH, we saw some excellent practice.

We saw that staff were incredibly caring and compassionate in their dealings with patients, and patients praised the care that they received with areas of the care found to be outstanding."

Richard Tyler, QVH chief executive, said: "We are delighted to get this seal of approval as a safe and well-led hospital offering outstanding care. Our staff are committed to providing expert and compassionate care and should be rightly proud to have this recognised by the inspectors."

***"Staff were incredibly caring and compassionate in their dealings with patients."***

The inspection team included a mixture of CQC inspectors, a wide range of independent clinicians and expert patients. In addition to visiting the hospital and speaking with patients and staff, the inspection team reviewed a wide range of documents and evidence and held staff focus groups and a public meeting.

The CQC report is available at [www.cqc.org.uk/location/RPC04](http://www.cqc.org.uk/location/RPC04).

### Public governor appointments uncontested

QVH has received only four nominations from foundation trust members to stand for election to the council of governors this year, with six vacancies to be filled. Therefore, no election will be held and the nominees will be appointed uncontested.

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# Treating burns, rebuilding lives

**Renowned for its world-leading burns service, QVH has been at the forefront of burns treatment for over 75 years and is continuing to evolve for the future.**

As a major burns centre, QVH covers a population of 4.4 million. It treats over 2,000 burns injuries every year with patients coming from Kent, Surrey, Sussex, south London and sometimes further afield.

"Our purpose built burns unit has a dedicated operating theatre, intensive care beds, inpatient ward, children's ward and clinic rooms for therapies, dressings and scar management," explains Mr Baljit Dheansa, QVH's lead burns consultant.

The team includes a wide range of specialist healthcare staff to ensure that all patients get the best possible treatment, from surgeons and anaesthetists to nurses and therapists, psychologists and pharmacists to dieticians and more. "Working together, the team all play a vital role in restoring patients' lives after a burn injury," says Baljit.

***"We have a proud heritage at QVH. Ensuring we offer the very best care means we can remain confident of a bright future."***

QVH has established links with hospitals across the region so that all patients can get QVH specialist input after a burn. "Our innovative telemedicine system means we can assess a burn straight away and manage the patient's treatment, even if they are miles away. I can even assess burns securely on my smartphone," says Baljit. Where necessary, patients can be admitted to QVH, either as inpatients or for follow-up outpatient care.

Baljit is proud of the telemedicine system which has been adopted by other burns hospitals. The team also run a highly commended outreach service for patients in other hospitals or at home and QVH is continuing to develop new ways to ensure patients get the best outcomes.

"We've been developing links with Brighton University Hospitals and have opened an outpatient clinic there to reduce travel times for some patients. We're also looking at how we can work together to better manage some of our most severely injured patients," says Baljit.

QVH admits around 200 inpatients with severe burns each year. They often require support from specialist doctors and facilities that are not always available at QVH. "For example, children sometimes need specialist paediatric services or adult patients may need heart or kidney services."

"We work closely with Brighton to access their expertise and, as the regional trauma centre, they often need our support for patients with major injuries who also need burns care. As a result, we've been working with clinicians in Brighton to look at creating dedicated QVH burns beds in the new regional trauma centre they are building and in the specialist Royal Alexandra Children's Hospital. It means we could treat more people and provide even better care," Baljit says.

QVH has been discussing the proposals with patients and stakeholders. "People are reassured when they understand that QVH isn't 'losing' its burns service," says Baljit. "East Grinstead would remain the home of the burns service, where we do the vast majority of our work – the rehabilitation, therapies, reconstructive surgery and outpatients. We're just continuing what we do already – ensuring burns patients across the region get the most appropriate care in the most appropriate place."

"We have a proud heritage at QVH," says Baljit, "but standards are continually improving. Ensuring we offer our patients the very best care means we can remain confident of a bright future."



Hidden hero Lesley Harrison

# QVH awards celebrate staff achievements

**QVH staff celebrated their achievements at the staff awards in March. The annual event recognises long service and educational achievement as well as exceptional service, teamwork and service improvements.**

Specialist eye pharmacist Lesley Harrison won the 'hidden hero' award. She was nominated for her dedication and commitment to patient care, going out of her way to ensure patients have the medicines they need, liaising with patients' local pharmacies and even visiting patients at home in her own time. She has also introduced large font medicine labels for partially sighted patients.

The judging panel said that: "Lesley went above and beyond what was expected of her, demonstrating QVH values in her own time as well as at work."

Other award winners included the diagnostic imaging team, the information team, the estates maintenance team, the volunteers in main outpatients and eye surgeon Samer Hamada.

As in previous years, the Felbridge Hotel in East Grinstead kindly supported the event offering their function room free of charge. Local businesses also donated prizes for a raffle to raise funds for the QVH Charity.

## Facial palsy team commended in global awards



*Awards presenter Simon Weston, consultant ophthalmologist Raman Malhotra, clinical nurse manager Belinda Alexander, advanced physio practitioner Catriona Neville, nurse Sherryn Denton and sister Marisol Dizon*

**QVH is the leading UK centre for treating facial palsy, a weakness or paralysis of the muscles on one side of the face. Among the problems it can cause, many patients find it difficult to close their eyes.**

Eye and facial palsy experts, including therapists, nurses and consultants, work together at QVH through a 'multidisciplinary' team to tailor the best treatment for each patient.

The team received a commendation in the 'best ophthalmology team' category in December at the annual Global Ophthalmology Awards sponsored by Bayer. The judges said "This team demonstrated innovation and collaborative working, driving care forward in this specialist area while really making a difference to patients' lives."

Team member Catriona Neville was also commended in the 'outstanding ophthalmology allied health professional' category.

## QVH staff nominated for award - at another hospital!

**QVH consultant Mr Laurence Newman and his medical secretary Sherrill Perfect have been nominated for an award by a patient at Medway Hospital. They provide maxillofacial services for people in Medway, one of a number of spoke clinics that QVH runs at hospitals across the region, making its specialist services more accessible for people locally.**

They were nominated for a 'Medway hospital hero' award by a patient from Gillingham after her GP referred her to the QVH team at Medway because of long-running jaw pain. Mr Newman carried out jaw condyle replacement surgery and reconstruction with the specialist team at QVH in East Grinstead.

The patient said: "Mr Newman cared and wanted to make a difference and Sherrill can't do enough for anyone."





## Governor news

### Good progress in updating member details

**Following on from the work of a small group of governors, QVH recently invested in professional help to call more members to invite them to share their email address with us so that they can receive more efficient and cost-effective communications from the hospital.**

As well as boosting the proportion of member email addresses we hold much closer to our 50% target, Membership Engagement Services (MES) was also able to improve significantly the accuracy and quality of the data held on our secure database about each member.

We'd like to thank all members who took calls from our colleagues at MES. 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](mailto:info@qvh.nhs.uk).



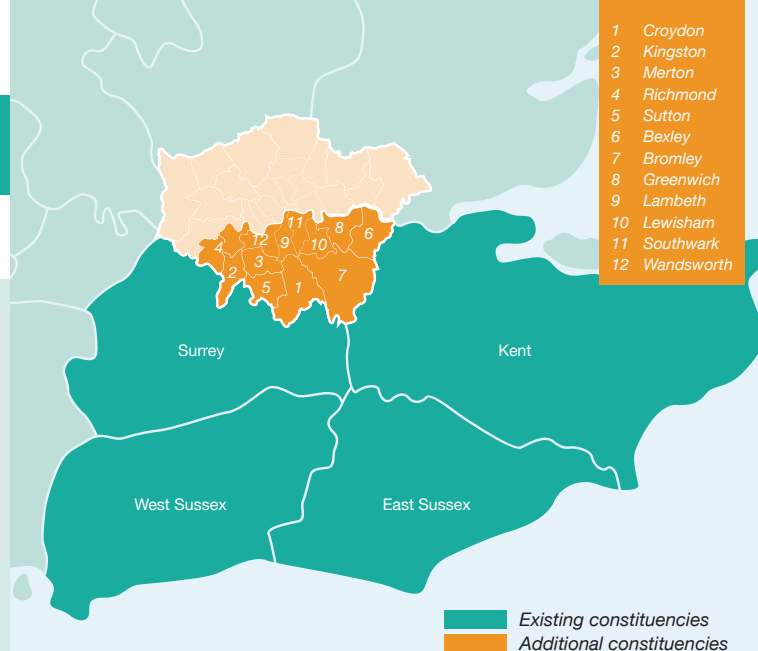
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### Public governor appointments uncontested

Milton Chimonas and Robert Dudgeon both put themselves forward for re-election this year, having completed their initial three-year terms of office, and both have been reappointed for a further term of three years. Joining them will be new governors Wendy Burkhill-Prior from East Grinstead and Peter Shore from Bletchingly. All four will start their terms of office from 1 July.

While the role is not onerous, governors play an important function in the hospital. The council of governors represents the views of patients and the public, supports the board of directors and holds them to account for the way the hospital is run. No particular experience is required to be a governor and QVH is keen to have governors from a wide range of backgrounds.

To find out more about being a governor, to register your interest in standing for election next year, or to get in touch with existing governors, please contact Hilary Saunders, deputy company secretary, on **01342 414200**, [hilary.saunders@qvh.nhs.uk](mailto:hilary.saunders@qvh.nhs.uk).



## Public membership boundaries expanded

**The QVH council of governors has approved changes to the trust's constitution to expand the boundaries for public membership.**

Since QVH became a foundation trust in 2004, it has defined its public constituency as the counties of Kent, Surrey, East Sussex and West Sussex. The board of directors recommended that the constituency be expanded to enable more QVH patients to be represented in the trust's membership. This was approved by the council of governors at its meeting on 21 April 2016.

The change means that people living in the south London boroughs of Croydon, Kingston, Merton, Richmond, Sutton, Bexley, Bromley, Greenwich, Lambeth, Lewisham, Southwark and Wandsworth are now eligible to become foundation trust members.

QVH treats people from all over the country. However, most recent figures show that 94% of patients live in the electoral constituencies of Kent, Surrey and Sussex. Another 4% of QVH patients live in the south London boroughs now eligible for membership, increasing the total proportion of QVH patients eligible for membership to 98%.

Full public membership is available to anyone aged 18 or over who lives in the electoral areas set out in the constitution. People under 18 or who live outside of the membership boundaries are invited to become affiliate members but are not eligible to vote in elections.

Members are an important part of what we do at QVH. It is free and easy to join and members are able to show their support, help shape our future and hear our news. Members are eligible to vote to elect other members to the council of governors and can stand for election themselves if they wish.

For more information on membership and to apply, visit [www.qvh.nhs.uk/for-members](http://www.qvh.nhs.uk/for-members) or call the deputy company secretary on **01342 414200**.



## What's new

# QVH develops 'smart' dressing that detects infection

**QVH is helping to develop a medical dressing that could save lives by highlighting the presence of infection. Infection is a common and serious complication for burns patients but it can be difficult to identify until it has become established.**

QVH is part of a team that has developed a prototype dressing that will detect infection by changing colour, alerting staff that the wound is infected. The partnership includes the University of Brighton and the Blond McIndoe Research Foundation that shares the QVH site. The group has received £1m funding from the Medical Research Council.

Dr Brian Jones, QVH's head of research development and reader in molecular and medical microbiology at the University of Brighton, said: "The dressing we are helping to develop here could be of real benefit to many patients, not only enabling clinicians to provide the best possible treatment for burns patients but also helping us understand how wound infections begin and how they affect the healing process."

Mabel Cunningham with sample pressure garments



## Tailor-made improvements for burns and plastics patients

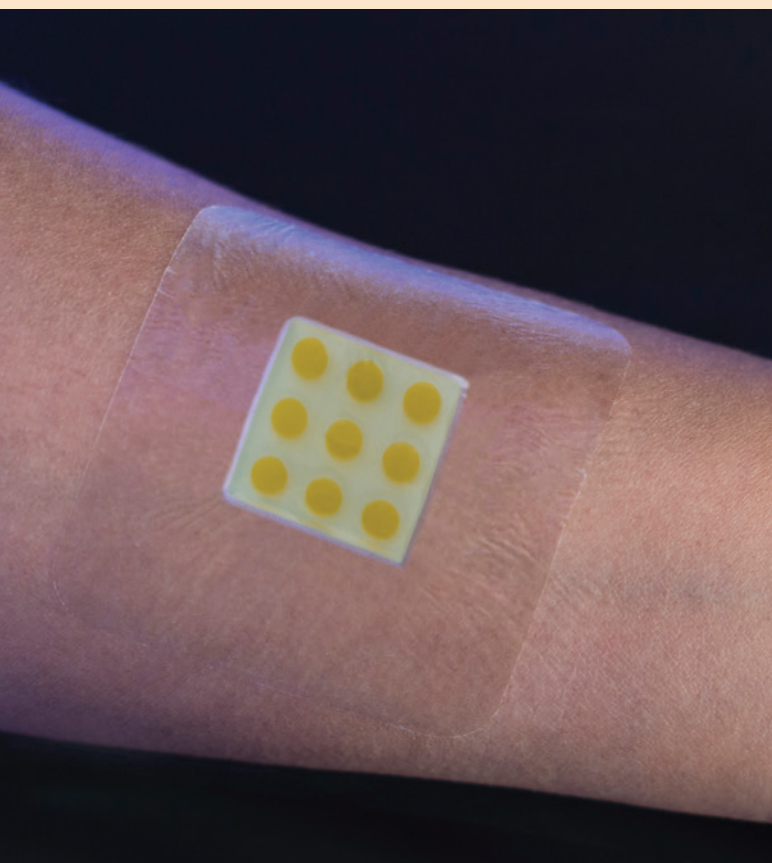
**QVH's cutting-edge in-house pressure garment service makes bespoke garments – such as vests, sleeves and gloves – to act as a 'second skin' for burns patients during recovery.**

Prescribed by burns therapists, they apply compression over the injured surface, helping to manage scarring and supporting patients to return to everyday activities.

The service has recently sourced a new range of fabrics with excellent feedback from patients. "The garments are tailor-made because a good fit and consistent pressure are crucial to get good clinical outcomes," explains Mabel Cunningham, who runs the service. "But over time, and with constant washing, they lose their shape. The new fabric quality has proven to fit better for longer and also comes in a range of colours which is important for some patients."

A clinical audit of the new fabric found enhanced outcomes and increased patient satisfaction.

Mabel and her two colleagues make over 250 garments every month and also have contracts to provide them to other trusts. Each takes between 15 and 90 minutes to make, so patients can often leave with their tailor-made garments on the same day they are prescribed.



## BBC One Show films at QVH



**The One Show enlisted the help of experts from QVH's sleep disorder centre in April to look at the effectiveness of anti-snoring devices.**

Fiona Bravery, sleep support technician, helped presenter Dominic Littlewood put a selection of commercially available devices through their paces and clinical director Dr Peter Venn spoke about the impact of poor sleep on health.

The centre sees over 2,500 new patients every year with the single largest group referred by their GPs because of problem snoring. Treatments range from devices to wear at night to surgery in some cases.



## Noticeboard



## QVH researchers want to hear your ideas



### QVH researchers are looking for patients and members of the public to join a reference group to help develop the trust's research priorities and plans.

As a specialist centre, QVH is involved in a wide range of research projects. "The end result of any medical research is to improve the care and treatments available to patients," explains burns researcher Simon Booth. "So we're really keen to have the input and feedback of patients and members of the public through the process."

Simon and his colleagues are establishing a reference group to help identify research ideas and priorities, review studies before funding applications and ethics approval and to give feedback on research plans.

No specific experience is required, just an interest in research. It is expected that there will be occasional meetings, with reference group members able to get more involved in particular projects if they wish. To find out more and register your interest, contact Simon or his colleague Debbie Weller on 01342 414516, [clinicalresearch@qvh.nhs.uk](mailto:clinicalresearch@qvh.nhs.uk).

Current research projects at QVH include the smart dressing (page 5), a study into facial palsy treatments, the use of silk sheets to aid recovery for skin-graft patients and collecting tissue for research into the causes of Dupuytren's contracture and other hand conditions.

## Charity funds advanced training equipment and wall art

**The QVH Charity is funding three surgical microscopes for the hospital's education centre to enable reconstructive surgeons to practice their skills. QVH is a specialist centre for microsurgery, which involves connecting minute blood vessels and nerves, for example in breast reconstructions, head and neck cancer reconstruction surgery, or to repair damaged hands or limbs.**

"There are only a handful of microsurgical training facilities in the UK, usually associated with commercial courses, and most training is currently delivered during actual procedures," says Dr Ed Pickles, QVH's director of medical education.

The microscopes will enable trainee surgeons to master the basics of microsurgery, using material such as supermarket chicken thighs for practice. "Surgeons of all grades will be able to develop their skills in their own time, in a safe environment, with advanced sessions for the most experienced surgeons to share their expertise," says Dr Pickles.

The charity has also funded new wall art in three consultation rooms. Staff in the maxillofacial and main outpatients departments wanted the wall art to create a more relaxed and less clinical environment for patients, many of whom are often very nervous. It is hoped that all patients will appreciate the images, but they are known to be of particular benefit for people with dementia.

### Support the QVH Charity

To find out more about the QVH Charity and how you can get involved and support the hospital, visit [www.supportqvh.org](http://www.supportqvh.org) or call Claire Charman, charity coordinator, on 01342 414170.

## Diary Dates

### Meetings of the board of directors 2016

All meetings at the Cranston Suite, East Court, College Lane, East Grinstead, RH19 3LT. E-mail [info@qvh.nhs.uk](mailto:info@qvh.nhs.uk) or call 01342 414362 to request a place.

Thu 7 Jul, 10am

Thu 1 Sep, 10am

Thu 3 Nov, 10am

### Meetings of the council of governors 2016

E-mail [info@qvh.nhs.uk](mailto:info@qvh.nhs.uk) or call 01342 414362 to request a place.

Mon 25 Jul, 3pm

followed at 5pm by the **annual general meeting and annual members meeting**

Meridian Hall, East Court, College Lane, East Grinstead, RH19 3LT

Thu 20 Oct, 4pm

The Ark, Turners Hill, West Sussex, RH10 4RA