INTRODUCING OUR NEW Chief Executive Officer, Karen Partington.

Karen Partington was appointed Chief Executive Officer following the retirement of Tony Curtis this autumn. Karen joined the Trust in 2008 as Chief Operating Officer from Aintree University Hospitals NHS Foundation Trust, and has more than 27 years experience of working in the NHS.

Karen said, “I am pleased to have been appointed Chief Executive Officer for what I believe is one of the best trusts in the country. We have a great track record in developing and delivering specialist services, in undertaking clinical research and in educating our doctors of the future, and all of this sets us apart. I’m aiming to work with the whole workforce to build upon these great foundations in the coming years.

“Ensuring our members have information about how and what we’re doing is an important factor in enabling you to play an active role in trust matters so one of my key priorities in the coming months is to improve communication and provide more opportunities for you to influence decision making and shape service development.”

Ensuring our members have information about how and what we’re doing is an important factor”

SETTING THE RECORD STRAIGHT

‘SAVE CHORLEY HOSPITAL’ is a campaign that has received considerable press coverage in recent weeks. Karen Partington, Chief Executive said, “Please be assured that we regard Chorley and South Ribble Hospital as essential to the provision of high quality healthcare for patients throughout Lancashire and South Cumbria.

“We have also made significant investments in the hospital in the past year including a £2m extension of the education centre, over £1m upgrading wards, and £1.5m in a new combined heating and power plant. We have also expanded the orthopaedic service, and have developed a dedicated stroke rehabilitation unit. In the next few months a further £1m will be invested in developing a comprehensive breast care service.

“We have no plans to close Chorley and South Ribble Hospital, and continued speculation that it is under threat is causing unnecessary anxiety for patients and staff.”

Change of Details?

HAVE ANY OF your personal details changed? For instance have you moved house or changed your email address?

If so, then please inform the Membership Office so that we can ensure we address any correspondence correctly and keep you in the know.

Amending your details is easy! Just phone the Membership Office on: 0800 731 0319 or email: foundationtrust@lthtr.nhs.uk

Foundation Trust members can follow us on Twitter @LTHTR.
There are currently a number of vacancies on our Governing Council and we are holding elections in February. If you are interested in increasing your involvement in hospital matters come along to a pre-election workshop to find out more about becoming a governor. The workshops will give you more information about the trust and our services, and the role and responsibilities of governors.

If you are interested in increasing your involvement in hospital matters come along to a pre-election workshop to find out more about becoming a governor.

**OUR GOVERNING COUNCIL** represents the views of local members and influences how we shape services, and has responsibilities for appointing our board members.

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**Pre-election Workshops**

- **6pm on 17 January 2012** in the Gordon Hesling Room at Royal Preston Hospital
- **2pm on 19 January 2012** in Seminar A, Education Centre 3, Chorley and South Ribble Hospital

The workshops will give you more information about the trust and our services, and the role and responsibilities of governors.

We’re looking for candidates who are enthusiastic and who are willing to represent the views of their communities. You should also have an interest in healthcare and the ability to understand how a complex organisation works.

If you would like to stand for election contact Caroline Hinchcliffe, Consultant, Electoral Reform Services on: ☎ 0208 889 9203 or email: caroline.hinchcliffe@electoralreform.co.uk for an information pack and nomination papers.

To register your attendance at the pre-election workshops or to arrange an informal discussion with Stuart Heys, Chairman please contact Rebecca Chapman on ☎ 01772 522205 or email rebecca.chapman@lthtr.nhs.uk

**Nomination papers must be returned by post no later than 12 noon on Monday 30 January 2012.**
During the past six months many of you have taken part in a range of engagement activities and have helped to shape our services and influence change:

Excellent care with compassion

In April, more than 400 members gave us feedback about what you think our vision, or aspiration for the future, should be. There was overwhelming support for two concepts – ‘excellence’ and ‘compassion’. As a result we have just launched our new vision - to provide excellent care with compassion. We are now integrating our behavioural values into our processes and practices to help us achieve this vision.

Outpatient listening event

In June, over 100 members attended an event to provide views about how we can improve communication with patients before and after outpatient appointments.

As a result of your feedback we are implementing a new process to ensure any changes to your appointments are communicated more clearly and promptly. We will also be introducing new ways of keeping in touch with you such as text messaging which you said would be more convenient. And we are piloting a new service to call you to remind you of your orthopaedic appointment which, if successful, will be rolled out across all of our services.

Imaging listening event

In October, patients of the Diagnostic Imaging Department (which provides x-rays and a range of scans) attended an event to identify how the service could be improved.

As a result of your feedback we are talking to our Information Governance team about how to ensure all patient information is up to date, and have introduced a reception checklist that prompts staff to confirm your personal details, GP information and that your casenotes are available. You said that complex examinations are not explained to you properly so we have briefed our staff that procedures should be clearly communicated to you before your treatment begins.

You also said that the MR scanner can make you feel claustrophobic – eyemasks are available but we found that not all staff offered them to patients so we have reminded everyone that all patients should be offered this option.

We have also introduced a daily check on patient examination gowns to ensure the range of sizes and styles required are available to ensure you’re comfortable during your visit. And you said the environment was drab and unwelcoming so we’re talking to local schools about providing some vibrant artwork to brighten up the department.

“We have just launched our new vision - to provide excellent care with compassion”
FOLLOWING THE RECENT introduction of thrombolysis, and development of the stroke rehabilitation service, care for people across the region who experience a stroke has received a further boost with the launch of Telestroke.

Not all hospitals can provide a 24 hour thrombolysis service for stroke patients. Telestroke is a form of telemedicine that uses real-time video conferencing technology to utilise stroke consultants throughout the region, enabling them to assess, diagnose and recommend treatment for a patient remotely through a camera and television screen, without needing to be present in the hospital.

Dr Shuja Punekar, Consultant said, “Time is the critical factor in treating a stroke - the quicker a stroke patient is diagnosed, the better the outcome. Telestroke has helped improve the diagnosis of stroke within the Trust and across Cumbria and Lancashire as it has allowed for the provision of a 24/7 thrombolysis service for all stroke patients across both regions.”

Karen Partington, Chief Executive said, “This important development enables us to provide a full range of excellent care for stroke patients. The last issue of TRUST Matters featured our new thrombolysis service, and that along with the new dedicated stroke rehabilitation service at Chorley and South Ribble Hospital will help ensure that people who suffer from a stroke will have good outcomes and regain their independence.”

The new unit will enable pre-operative checks, clinical investigations and tests all to be carried out in one day, and diagnosis provided within the week. Previously, a patient could be seen for anything up to four times for a variety of tests and investigations before a diagnosis could be made.

The clinic will be built with the specific needs of breast cancer patients in mind and will provide onsite digital mammography and treatment areas designed to preserve patients’ privacy and dignity.

The new unit will be completed by May 2012 and will see 150 patients a week, with the capacity to expand further if the demand for breast care services increases. For the first time all specialist breast care staff will be based within one unit, enabling more effective team working and quicker treatment for patients.

Karen Partington, Chief Executive at Lancashire Teaching Hospitals NHS Foundation Trust, said: “This investment demonstrates our commitment to providing the highest quality services at Chorley and South Ribble Hospital, and will ensure breast patients from across the region receive the best possible care.”
annual members’ MEETING...

THE ANNUAL MEMBERS MEETING took place at the end of September, to inform you of our performance over the past 12 months and outline our plans for the future.

We performed exceptionally well in 2010-11, delivering a high standard of care to patients and continuing to invest in developing new treatment and services. We met and exceeded most of our performance targets, and delivered £17m efficiency savings. More importantly to us, 91% of patients gave positive feedback about their experience, and we received an ‘excellent’ rating for environment, food, privacy and dignity in a national assessment.

2010-2011 VITAL STATISTICS

| £6m invested in medical equipment |
| £17.8m invested in patient facilities |
| Increased involvement in clinical trials by 80% |
| 100% of medical students passed final exams |

KEY OBJECTIVES FOR 2011-12

- Expand specialist regional services
- Develop a major trauma centre and network
- Invest in stroke services
- Develop a vascular centre of excellence
records, and records will only be able to be viewed by staff who have a legitimate reason to retrieve them. Digitising records so that they are accessible electronically improves data protection by enabling us to restrict access to patient information to those who have a valid need to see it, and to audit who has accessed records.

Q Is there a danger that patients may be discharged from hospital too soon where there is a great demand for beds?

A Safeguarding patients is of paramount importance to us, and we only discharge patients when they are clinically assessed as being well enough to leave hospital. Historically we have had a longer than average length of stay when compared to other hospitals in the country. We have recently implemented a range of actions to ensure patients receive the most appropriate treatment at the right time in the right setting which has enabled us to reduce length of stay. We are actively working with partner agencies to improve the discharge process to ensure social care support is arranged for patients who need it following a hospital stay. Even when there is a high demand for beds, for example in the winter during flu outbreak, we would not discharge any patient who was not well enough to leave hospital.

Q It was on the news recently that some cancer drugs aren’t being given due to expense – what is the situation for Lancashire Teaching Hospitals?

A The Oncology Directorate spent £7.5 million on drugs last year, and prescriptions are guided by the National Institute for Health and Clinical Excellence (NICE). Our consultants also make submissions to the local cancer drugs fund, for products not yet funded by NICE. We are also very active in recruiting patients to clinical trials, which includes new cancer drugs.

Q Will you be installing solar panels to save costs and reduce the carbon footprint?

A We have considered installing solar panels but at the moment the cost is prohibitive so we are focusing on solutions that will generate savings in the short term and when those have been completed we will move on to other activities that pay back in the longer term. We are implementing a range of actions to reduce our carbon footprint and generate savings. We have installed a combined heat and power plant at Royal Preston Hospital which is generating savings, and will install one at Chorley and South Ribble Hospital this year. We are installing energy efficient lighting throughout both hospital sites. Our staff energy awareness representatives are actively encouraging colleagues to switch off lights, PCs and monitors.

Q Do you have any private finance initiatives (PFIs) which are currently creating financial difficulties for other hospitals?

A No. We have successfully funded capital projects ourselves and have not had to implement any PFIs.

The Challenge Ahead

We are entering a period of unprecedented change in the health service, and during the next few months we’ll be working closely with GPs and our partner agencies to ensure seamless care is provided to patients in the transition to the new model of healthcare introduced by the Health and Social Care Bill.

Our planned income for 2011-12 is £371.8m, but because income is reducing and costs are increasing we need to deliver £21m efficiency savings in the coming year. We are committed to continuing to provide excellent care with compassion so are aiming to identify more effective ways of working to ensure we can protect frontline services and jobs.

Your Say…

The meeting included a question and answer session. All of the questions asked along with answers have been published on our website, here is a small selection:

Q Does digitising patient records contravene the Data Protection Act?

A No. The Data Protection Act applies equally to both paper and electronic records. The new electronic system protects patient information better than paper
TRUSTMatters IS available in different versions including audio. If you require this magazine in a different format then please contact the Membership Office on:
☎ 0800 731 0319
or e-mail: foundation.trust@lthtr.nhs.uk

BECOME A VOLUNTEER AT LANCASHIRE TEACHING HOSPITALS!

TRUSTMatters TALKS to Lesley Urmston who has been volunteering for just over a year.

Who are hospital volunteers?
People who donate their time, skills and caring to support the work of paid hospital staff. Volunteers are dedicated people who approach their work with the same commitment to excellence as paid healthcare professionals, and want to make a difference to every patient’s experience. The trust currently has 700 volunteers.

What does a hospital volunteer do?
Volunteers can undertake a wide variety of tasks across the organisation, including welcoming patients and visitors; helping out on wards with catering and meals; working in coffee shops; providing pastoral care and many more.

The most important thing is the volunteer is often the first point of contact for patients and visitors. A warm and friendly greeting will put them at ease and conversation can relieve a patient’s anxiety. And we benefit staff too by freeing up some valuable time staff can get on with clinical duties.

Why did you become a volunteer?
I have previously been a patient at Chorley and South Ribble Hospital and wanted to give something back and do something worthwhile in my spare time.

What are the benefits of volunteering?
You get to meet new people, learn new skills, gain confidence and feel a real sense of achievement by helping your local hospital and making a difference to patients.

How much time do I need to give to be a volunteer?
There are volunteering opportunities for everyone who has any time at all to give.

How to become a hospital volunteer
Contact ☎ 01257 247536
or ☎ 01772 524206
for details, you need to be over 18 to volunteer.

Bereavement support volunteers
We are currently recruiting volunteers with an interest in Bereavement Support. The role includes facilitating our bereavement support group, and occasional individual support sessions, and full training is provided. The bereavement and donor support team are also looking for a volunteer to help them with the administrative side of their work.

For further information, please contact Helen Bradley:
☎ 01772 523730
or email: helen.bradley@lthtr.nhs.uk