



*your*trust

Spring 2012

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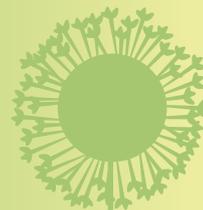
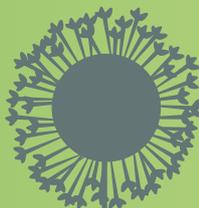
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News from the Chief Executive

As we ease into spring and look forward to what promises to be an exciting year, we can reflect on what has been a mild but eventful winter for us.

The end of 2011 saw the Trust win an important contract to create a specialist centre for vascular surgery at Russells Hall Hospital to carry out some operations for patients across the Black Country for serious conditions affecting major veins and arteries.

I would like to say well done to all staff for their hard work in achieving some important targets that improve the care we give to our patients, particularly for those waiting to be seen in Accident and Emergency (A&E) and those referred to hospital with a suspected cancer.

We are seeing 98 per cent of rapid access cancer referrals within two weeks – the national target is 93 per cent. Almost 96 per cent of patients in A&E are seen, treated discharged or admitted within four hours. Huge praise also goes to everyone who has pulled together to reduce the number of patients who develop C. diff in hospital.

At the many Listening into Action events we have been holding, we have listened to what staff, visitors and patients have told us matters to them the most. Their feedback has helped us to clarify our vision for The Dudley Group to be a place 'Where People Matter' and where care, respect and responsibility underpins everything we do.

How patients experience the care they receive in our hospitals is vitally important to us. We have created a number of Patient and Customer Care Ambassadors throughout the organisation to ensure our vision and values become our promise to patients, as well to their carers, visitors and to everyone who works for the Trust. Their effort is reflected in the increased number of compliments our staff receive. We decided it was time to celebrate their good work with a Roll of Honour that highlights outstanding care so we can share the praise wards, departments and individuals receive.

Keeping our central focus on people means we will be well placed in 2012 to improve the care we give.

Best wishes
Paula Clark
Chief Executive

MP Margot unveils state-of-the-art theatre suite at Russells Hall Hospital

Our state-of-the-art theatre suite capable of performing keyhole, and even pinhole, surgery for patients with circulation problems has been officially unveiled at Russells Hall Hospital by Stourbridge MP Margot James.

The £1.5m endovascular suite in the hospital's Radiology Department, has a ceiling mounted system that offers the vascular team the very best high speed, high resolution 3D images of blood vessels and gives patients lower doses of radiation.

The suite links to the hospital's radiology computers allowing doctors to import detailed images into the suite while they are operating on patients.

"We are delighted that Margot James officially opened our new endovascular facilities," said Paula, "especially as we are the host screening centre for screening men across the Black Country in their 65th year for abdominal aortic aneurysms.



MP Margot James unveils £1.5m suite

"We have been awarded the contract to be the specialist centre for vasulcar surgery across Dudley, Walsall and Wolverhampton by the Black Country Cluster of Primary Care Trusts. The Strategic Health Authority has confirmed the contract. The endovascular suite is also a very important facility to provide treatment and surgery for people diagnosed with abdominal aortic aneurysms and other circulation problems in the arteries."

Trust launches new vision and values

Sandwell Town Crier Adrian Holmes rang his bell three times in main reception at Russells Hall Hospital to officially declare the launch of the Trust's new vision and values.

Hospital 'traffic' was brought to a standstill as directors, non executives and governors joined staff, patients and visitors at the launch event.

Chairman John Edwards said he hoped the vision and values would give the Trust "a real sense of the journey we are on as a healthcare organisation".

Revealing the new vision – The Dudley Group: Where People Matter – Chief Executive Paula Clark said it perfectly summed up our goal to be considered the best place to receive healthcare as well as the best place to work.

'Where People Matter' was the suggestion of a member of staff who took part in a Trust-wide strap line competition, and was shortlisted from more than 800 other ideas submitted by staff.

The vision, she said, supported the three new values: Care, Respect and Responsibility.

"Our new vision and values perfectly sum up the



First group of staff to be added to the roll of honour

journey we are on to help our passionate workforce do the best it can for our patients," said Paula.

"This all goes hand in hand with the creation of our very first Roll of Honour, which promotes the many compliments our staff receive from patients and their families for the great work they do each and every day."



Test developed to identify fat gene



Jackie Smith, Senior Research Biomedical Scientist

A Trust senior research biomedical scientist has developed a quick and easy method to identify the gene linked to obesity. Using a routine blood test, patients attending our weight management clinics could find out within a couple of days if they have the fat gene.

The gene has been linked to type two diabetes and increased body mass index, and people with the gene are on average three kilograms (6.6lbs) heavier than those without it.

Jackie Smith, Senior Research BMS and a staff governor, recently won a prize at the Biomedical Science Congress for the method she uses to identify the gene.

Dr Mourad Labib, who commissioned Jackie to develop the gene identification method, hopes to test the frequency of the gene in patients who attend his weight management clinics.

"We will test only those patients who began having weight problems in childhood," said Dr Labib. "This could indicate they may have the fat gene."



Goodbye to ...

Digby Aston (pictured left), Development and Contracts Manager and Trust Technical Advisor, retires from the Trust after more than 43 years' service. Brian Rose (pictured right), Assistant Development Manager, retires after 12 years with the Trust.



Awards

Peritoneal dialysis: putting patients first

Congratulations go to staff nurse Tina Robinson and lead nurse Jane Parker whose article on peritoneal dialysis has recently been published in the British Journal of Renal Medicine highlighting the recent service improvements now benefiting inpatients at Russells Hall Hospital.

Hip fracture

The Trust's Hip Fracture Suite is one of the five best in the country for treating patients with hip fractures at Russells Hall Hospital.

The hospital also had the best results for the service in the West Midlands during most of 2011. It won acclaim for both reducing the time patients need

to stay in hospital after surgery and for increasing the number of patients who are well enough to go straight home. These achievements were outlined in the National Hip Fracture Report 2011 and highlighted by the Which? Consumer group.

ThinkGlucose

A gold award for providing the best emergency or inpatient care went to our ThinkGlucose team at the NHS Diabetes Care QiC (Quality in Care) awards for offering tailored and safe care to inpatients with diabetes at Russells Hall Hospital.

Our ThinkGlucose team won this award for increasing awareness of diabetes in inpatients, ensuring specialists are involved early in patients' care and planning early discharge so that patients can leave hospital sooner.

Staff attaining qualifications

Our congratulations to the following Trust staff who have recently achieved a qualification in their chosen area of study.

Name	Achievement
Rachel Barton	Grade 2, PG Certification Business Management
Dr Darshan Pandit	European Diploma in Intensive Care Medicine
Andy Troth	MSc Strategic Information Technology Management with Merit
SN (Senior Nurse) Priya Dowlutt (Outpatients) and SN Vicky Lowe (Trauma and Orthopaedics)	Band 6 Development Programme
Charge Nurse Andrew Boswell (Outpatients)	Band 7 Development Programme
SN Samantha Houghton and SN Faye Jackson	Sign mentor training
Care Support Workers Ruth Evans, Nicola Edwards, Bev Clarke and Katie Wood	NVQ in Health and Social Care level 3
Vicky Hawke & Caroline Williams	Achieved accreditation with the McKenzie Institute
Andy Green	MSC in Advanced Manipulative Physiotherapy

Kidney dialysis patients access tests online

Patients can now keep track of their treatment and test results from the comfort of their homes, or even while on holiday abroad. A new computer system, called Renal PatientView is more convenient, can save time and will also allow patients to have more control and involvement in their care.

It means they will no longer have to wait for an appointment or travel to hospital to get the latest news about their progress or advice on any worries. Important personal details are easily available to doctors outside the Trust using the patients login details if a patient is taken ill away from home.

“Renal PatientView will allow them to see their results as soon as they become available and enable them to monitor their progress,” says Helen Perkins, Renal Unit, Lead Nurse.

“It allows them to manage their information, be better informed on their results and medications and attend their appointments armed with more knowledge about their treatment.”

The Dudley Group 
 NHS Foundation Trust

Be more involved in your care with Renal PatientView



Gold standard service to cut infection risk

Upgrade work is now complete on a new suite with four of the latest decontamination machines to replace the six-year-old unit for cleaning equipment used in the Gastroenterology (GI) Department.

It uses advanced technology to clean and disinfect endoscopes used to investigate small and large intestines, take biopsies and even treat some digestive disorders.

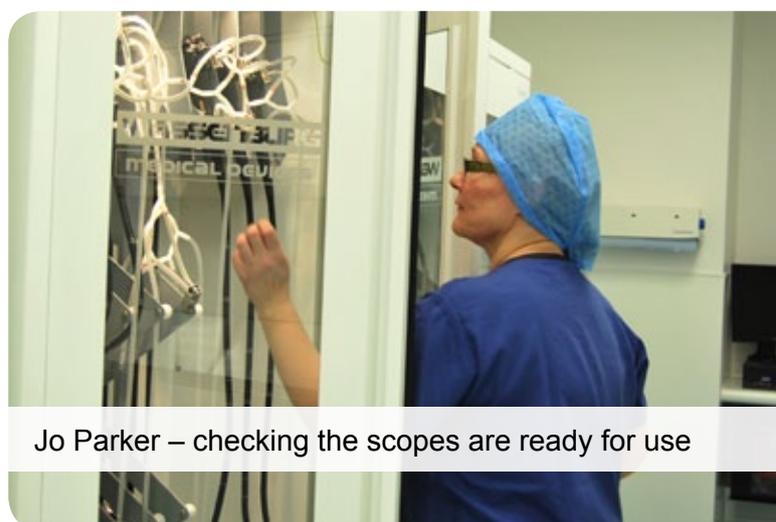
The cleaning process ensures that dirty and clean scopes are separated at all times and advanced technology speeds up the cleaning process, providing doctors with an almost instant supply of decontaminated instruments.

The new facility ensures that the Trust remains fully accredited in terms of quality legislation, both now and for the foreseeable future.

“We have a good system for decontaminating GI scopes,” says Kerry Castle, GI Lead Nurse, “but the new suite is gold standard. It is a major advance and increases reliability. This will be of significant benefit to the 10,000 patients we see every year.”

The new suite is part of a project to rebuild the Trust's decontamination facilities and ensures that all flexible endoscopes in the Trust are decontaminated using the same standard of practice.

There are also plans to build new pre-assessment rooms so patients can speak to staff about their care in private before treatment starts.



Jo Parker – checking the scopes are ready for use



Mrs Alison Macefield
Nursing and Midwifery



Mr Bill Etheridge
North Dudley



Mr Bill Hazelton
Central Dudley



Mr Brian Chappell
North Dudley



Mr Darren Adams
Stourbridge



Mr David Heath
Allied Health
Professionals and
Healthcare Scientists

News from the Chairman

Welcome to the spring 2012 edition of Your Trust.

Following our most successful governor elections to date, I am delighted to welcome our governors: those who have been elected for the first time and those elected to serve a second term. Those governors will represent the public constituencies of Brierley Hill, Dudley Central, Dudley North, Halesowen, South Staffs and Wyre Forest, Tipton and Rowley Regis, and Stourbridge.

We received an unprecedented 42 applications for the 15 Governor vacancies which very much highlights the passion people in our local communities feel about their hospital and about being involved in their healthcare.

Congratulations also to our staff governors in the constituencies of Non Clinical Staff, Allied Health Professionals and Healthcare Scientists, Nursing and Midwifery who represent staff groups across the Trust in both the acute and community setting.

As part of the 2011 Trust Constitution review, we reviewed the number of governors who serve on

the Council. We brought ourselves in line with similar foundation trusts. We now have 13 publicly elected governors, eight staff governors and four appointed governors.

Governors are a vital link between the hospitals, community services and the people who use our services. They also provide valuable feedback from many of our 17,000 members and work closely with the Board of Directors to help shape the delivery of key local health services.

I have been lucky enough to meet many of them at recent governor induction sessions in the Clinical Education Centre at Russells Hall Hospital. These sessions are designed to equip them with the necessary skills to discharge their statutory responsibilities.

Well done to all our new and returning governors. I look forward to vigorous discussion and debate over the coming months as they challenge us to deliver the very best service to our patients, carers and their families.

John Edwards CBE
Chairman



Mr John Balmforth
Halesowen



Mrs Julie Walklate
Nursing and Midwifery



Mrs Kacey Akpoteni
Rest of the W.Midlands



Mrs Karen Jaunzems
Non Clinical Staff



Councillor Lesley Faulkner
Dudley Metropolitan
Borough Council



Mr Major Robins
Stourbridge



Mr David Stenson
Brierley Hill



Mrs Diane Jones
South Staffordshire
and Wyre Forest



Mrs Gill Cooper
NHS Dudley



Mr Ian Dukes
Medical and Dental



Mrs Jackie Smith
Allied Health
Professionals and
Healthcare Scientists



Mrs Joanne Hamilton
Nursing and Midwifery

Prioritising quality – what you said

Each year, the Trust holds a listening event hosted by Chief Executive Paula Clark where Trust members, governors, community stakeholder groups and members of the wider public can learn more about quality topics that the Trust choose to focus on each year and feed back their views.

At the last event held in February, more than 50 people attended and were brought up to date on Trust's quality priorities for 2011/12 and the progress made. They were also asked to consider potential topics they felt were important for prioritisation in coming years.

For 2012/13, the group felt that nutrition and hydration should feature as key priorities for the Trust to include along with patient experience, pressure ulcers and infection control. We have adopted these into our Quality Account for 2012/13. Other topics for consideration in future years included access and discharge,



communication and information, fundamental elements of care and outpatients.

The Trust holds similar events on a range of topics throughout the year and anyone wishing to find out more should contact the Foundation Trust office on (01384) 321124.



Mr Nazir Ahmed
Central Dudley



Professor Martin Kendall
University of Birmingham
Medical School



Mr Rob Johnson
Halesowen



Ms Stephanie Pritchard
Tipton and Rowley
Regis



Mr Terry Venables
Partner Organisations



Mr Robert Edwards
Brierley Hill



Rheumatoid Arthritis Support Group

The Rheumatology Department has joined forces with the Rheumatoid Arthritis Support Group to offer patients with rheumatoid arthritis the chance to meet healthcare professionals involved in the condition.

The event featured presentations from patients, doctors and therapists who made themselves available to answer any queries throughout the session on rheumatoid arthritis and its treatment.

The “New Meets Old” event, which took place in the Clinical Education Centre at Russells Hall Hospital on Friday 2nd March, was combined with a mini health fair which ran from 10am to 3pm.

Patients had the opportunity to meet others with the same condition and were able to discuss diagnosis, treatment and concerns with healthcare professionals.

Check out our progress

Below shows how we are doing against our Quality Account priorities and some of our performance targets.

Quality Account		
Priority	Target	The Dudley Group progress as at 31st Dec 2011
Patient experience (Priority 1)	Hospital – increase the number of patients who rate their overall care highly from 89.3% to 91%	●
	Community – increase the number of patients who rate their overall care satisfaction from 94% to 96%	●
Pressure ulcers (Priority 2)	Hospital – reduce avoidable stage 3 and 4 pressure ulcers by 50%	●
	Community – reduce avoidable stage 3 and 4 pressure ulcers through out the year	●
Infection control (Priority 3)	MRSA – no more than 2 post-48 hours	●
	C. diff – no more than 77 post-48 hours	●
Hip fracture (Priority 4)	Increase the number of hip fracture patients who undergo hip fracture surgery within 36 hours from admission to the emergency department	88.6%

Access		
Performance	Target	The Dudley Group progress as at 31st Dec 2011
Cancer waiting times	All patients referred urgently by their GP with suspected cancer will be seen within 14 days	●
	Patients to wait no more than 31 days from diagnosis to treatment of all cancers	●
	Patients are treated within a maximum of 62 days from urgent suspected cancer referral to treatment	●
Patient waits in A&E	Target is no more than 95% of patients to wait longer than 4 hours to be seen, treated and admitted or discharged	●
18 weeks from referral to treatment	The referral to treatment target is set as the maximum time it should take from the GP referring a patient for treatment to the time that treatment starts. Within that 18 week period all diagnostic tests and outpatient visits for tests should have taken place	●

Meet The Team ...Orthoptics

The word Orthoptic comes from the Greek words ortho meaning 'straight,' and optikas meaning 'vision' and though they may have different titles and roles – this should give a clue to this dedicated team's work.

The Orthoptic Department team comprises nine orthoptists, two optometrists and two ophthalmic technicians.

Our orthoptists investigate, diagnose and treat eye movement disorders and vision in children.

"We offer vision screening to every school reception class in the borough during the academic year, testing around 3,400 children," explains Head Orthoptist Lois Parkes.

The team also work with adults whose eye problems can be a result of sport or trauma, to tumours in the eye or brain. Conditions including thyroid disease, diabetes and multiple sclerosis can also result in problems with vision.

"Many adults with this sort of problem come with symptoms of visual disturbance such as double vision and our task is to try and improve symptoms," says Lois.

Our ophthalmic technicians collect data and provide tests to allow for the correct diagnosis of disease and problems, and measure the size of the eye of patients who need cataract surgery. Using the latest equipment the technicians work with



Lois Parkes (front) with the Orthoptics team

cameras that capture the eye's interior, laser scan images and maps of the cornea.

The two optometrists are involved in shared care Orthoptist/Optomestrist clinics and see children with less complex eye conditions.

The optometrists are also contact lens specialists, using lenses to treat patients with differing types of eye disease, injuries and those for whom other types of intervention such as surgery have failed.

The team plays a vital role in the investigation, diagnosis and treatment of eye conditions, but as Lois points out, they are also fully aware of how the patient may be feeling throughout this process.

"Many patients and carers can get very anxious about what is happening to them, and a part of our role is to counsel and reassure them," she says.

Chief Executive goes 'back to the floor'

Paula Clark went 'back to the floor' with the Trust's Chaplain Mark Stobert on a typical day to learn more about the role of the Chaplaincy team.

Paula shadowed Mark on his hospital rounds to the special care baby unit, ward C2 and the Emergency Department. She also spent time with him as he gave Communion to a patient on our cancer ward C4 Georgina.

"It was a very moving experience and a privilege to be with Mark as he offered Communion to our patient," said Paula. "It was interesting to follow him and see the support the team provides to patients, families and staff, in stressful times."



Paula and Mark prepares Communion

"Chaplaincy is about being there for people and talking about what we do is often hard; it's easier to get someone to experience it first-hand," said Mark.



Care Plus Skin Lesion Service

The Care Plus Skin Lesion Service, providing private consultant-delivered care at competitive prices, has launched at Russells Hall Hospital.

The clinics are held out of hours by the Trust's plastic surgeons to offer efficient, safe treatment for many procedures, including those no longer being treated on the NHS.

Conditions we will treat include: moles, seborrhoeic warts, tattoos, torn earlobes and botox injections for excessive sweating.

Private patients have the reassurance of a team of NHS consultants and state-of-the-art facilities with access to a range of diagnostics.

Patients receive just one bill which is all inclusive with no hidden extras. The service is open to paying patients and those with private health insurance.

Money made from this private service will be put directly back into the NHS services we provide to

benefit all patients and will be used to help to buy new and improved equipment.

The clinics run on Tuesday evenings at Russells Hall Hospital's Day Surgery Unit between 5.30pm and 8.00pm. GPs can refer patients into the service, or patients can refer themselves.

Private rooms also available

We are also offering private en-suite rooms for patients who wish to pay for the privacy of a single room while their treatment remains free on the NHS.

We offer a limited number of private rooms, subject to availability, which can be booked in advance or at the pre-assessment appointment.

If you are considering having a procedure done as a private patient, and would like to come to The Dudley Group, ask your GP to refer you.

For more information phone (01384) 456111 extension 3400.



Charity Golf

Tee 4 Two



£275 entry per team of 4 players.

This includes bacon sandwich on arrival, round of golf and a two course evening meal at the awards presentation.

To be held at Worfield Golf Club on Thursday 28th June 2012

in aid of Dudley Group NHS Charity and Beacon Centre for the Blind



Contact Karen Phillips on 01384 456111 ext 3349 for booking form or further information

email: karen.phillips@dgh.nhs.uk

Forthcoming membership events – dates for your diary

June – 'Meet your Experts' Health Fair event: Looking ahead to the summer, we will once again be hosting this event at Russells Hall Hospital on Tuesday 26th June from 5.30pm (registration desk opens 5.00pm). Reserve your place now by contacting Helen Board on (01384) 321124 or email foundationmembers@dgh.nhs.uk

September – Annual Members Meeting and Health Fair: all Trust staff and members are invited to hear a summary of the Annual Report presented by members of the Trust Board from 5.30pm on Thursday 13th September 2012 in the Clinical Education Centre, Russells Hall Hospital (registration desk opens 5.00pm).

More event information can be found on our website at www.dudleygroup.nhs.uk

Nominate now for staff 2012 awards

Do you know someone at the Trust who has gone the extra mile to make sure you received excellent care?

Committed to Excellence is The Dudley Group's staff recognition scheme, providing an ideal opportunity for colleagues, patients, carers and members of the public to show how they value an individual or a team who has made a difference.

Foundation Trust members are invited to play a vital role in recognising staff by nominating them for an award in the category of:

Excellence in patient care – an award to recognise outstanding contribution to patients' experience

This year our awards will be linked to our new values: Care, Respect and Responsibility, so we would ask you to think about how the person/team you are nominating demonstrates one or all of these.

You can nominate staff from Corbett, Guest and Russells Hall hospitals and staff who work in the community.

Closing date for nominations is **Friday 20th July 2012.**

Please cut out and return completed nomination forms to:

FREEPOST RSEH-CUZB-SJEG
The Dudley Group Foundation Trust Office,
Russells Hall Hospital, 2nd Floor C Block,
Pensnett Road, Dudley, DY1 2HQ.



Nomination Form

Category: Excellence in patient care

I am nominating:

Name:

Ward/department/community service:

Which value(s) do they demonstrate?

Care Respect Responsibility

Reason for nomination:

The judging panel will base their decisions on this information.

Your name and contact number:

