Briefing on Oxford University Hospitals

20 March 2014 – Issue 23

This briefing is a regular update for our partner organisations and key stakeholders within the wider community that we serve. It contains the latest news from the Oxford University Hospitals NHS Trust (OUH).

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1 New developments at the Horton General Hospital

As part of the Trust’s vision for a strong future for the Horton, a number of outpatient and day surgery services are being relocated to the Horton for patients in the north of the county. The aim is to increase the number of patients who are treated locally where this is clinically appropriate and to reduce the number of patient journeys to Oxford. In order to enable this to happen, some building works will also happen.

Ultrasound Department

Work begins this week on a major refurbishment of the Ultrasound Department at the Horton.

The upgrade, which is costing £769,000, will take about six months to complete, and will provide:

The benefits of the scheme are:

- Dedicated waiting facilities for ultrasound outpatients and inpatients – no more waiting in hospital corridors
- Relocation of existing ultrasound rooms closer to new waiting areas
- Increased size of ultrasound rooms, enabling inpatient access (on beds) to both rooms
- Improved patient ultrasound facilities
- Improved reception area better suited to the needs of patients in wheelchairs

Although corridors will remain open, there will be some disruption while the work is completed. Radiology reception, appointments, two secretarial rooms, two radiologist offices and two ultrasound rooms will be relocated within the department for the duration of the project.

A dedicated children’s outpatients at the Horton

We are planning to provide a dedicated children’s out-patient facility in the former general management offices. As well as being a much better provision for our child patients, this will enable more clinic space to be available for both child and adult outpatients and will allow more services to be moved to the Horton. Work has now started on the new outpatients’ area.

General outpatients

There are also plans to refurbish and redesign the reception area of the main Horton outpatients department. Ultimately, this and the movement of all children’s outpatients’ appointments will enable us to provide more adult outpatient clinics.

Paediatric ENT

Paediatric day-case ear nose and throat surgery has been re-introduced to the Horton General Hospital, Banbury. Sessions are now run the first, third and fifth Tuesday mornings of the month, with a Saturday pre-operative audiological assessment. This service is to cope with increased demand for ENT services in the Banbury and north Oxfordshire area. Patients will be able to ask their GP to be referred to the Horton. The Trust already provided adult outpatient and aural care services at Banbury. The new service is providing a consultant ENT surgeon, working every
Tuesday at the Horton, covering clinic and theatres. The previous weekend audiology service in the Horton has been expanded to accommodate the pre-operative audiological testing.

**Paediatric Rapid Access Clinic**
A rapid access paediatric clinic aimed at bringing down waiting times is being launched at the Horton from 13 March. GPs will be able to refer urgent cases, who they do not think should wait for a normal clinic appointment, to a new clinic to be run on Thursday afternoons. The clinic will initially be fortnightly, but from April will operate every week.

The clinic, run by an experienced paediatrician, will include urgent referrals of paediatric patients from GPs, as well as follow-up of patients who were admitted to the ward.

**Improvements to the Cardiac Rehabilitation Service for patients and impact on use of the gym**
The Trust has recently reviewed its Cardiac Rehabilitation Service in order to ensure that an equitable service is being offered across the Trust, and that staff and resources are utilised for the benefit of our patient programmes (Phases I-III).

The service at the Horton is being refocused to offer a 5 day week service for patients still under the care of the hospital. This will now include a Wednesday evening exercise and education class in the gym to allow patients (phase I-III) who have returned to work, following their cardiac event, the opportunity to attend the programme. This is an additional session not previously available to patients from the Banbury area.

**2 Emergency Abdominal Surgical services in Oxfordshire**
On 24 February Oxfordshire County Council’s Health Overview and Scrutiny Committee (HOSC) agreed that the suspension of emergency abdominal surgical services at the Horton General Hospital and the consequent transferral of the service to the John Radcliffe Hospital could become permanent. The OUH and the CCG took a paper to HOSC presenting the view that this would provide a safer service for patients and explaining the work that had been done on public engagement on this issue.

This followed a temporary suspension that was announced in January 2013 after some unexpected changes in medical staffing personnel at the Horton meant there were no longer sufficient numbers of consultants available to staff a rota for emergency abdominal surgery.

The service for patients from north Oxfordshire is now provided at the John Radcliffe Hospital as it is for patients across the rest of the county.

Since the suspension of the service in January 2013, there have been regular audits and meetings with GPs and other key stakeholders. Many changes have been implemented to improve the service for Banbury residents. There is a daily (Monday to Friday) Consultant led Urgent Surgical Assessment Clinic (currently one hour a day but there are proposals to increase this to four hours a day) and an abscess pathway has been set up so that patients requiring minor incisions and drainages of abscesses can be treated in Banbury.
In order to ensure that only patients who need to be admitted are referred to Oxford, the OUH will be significantly enhancing the Consultant led assessment of surgical patients in Banbury, and this will be supported by increased access to emergency scans for these patients at the Horton General Hospital.

3 Changes to Sexual Health Services
Oxford University Hospitals NHS Trust recently won a tender with Oxfordshire County Council to provide integrated sexual health services across Oxfordshire as of 1st April, 2014. This will bring together services, Genitourinary Medicine (sexually transmitted infections) and Family Planning (contraception), that were previously delivered by separate organisations into a new improved service that will make it easier for all people to access the range of care that they need.

The family planning service at the Alec Turnbull clinic, which was previously provided by Oxford Health NHS Foundation Trust, will be temporarily offered from the Churchill Hospital until a suitable new location in East Oxford can be found. Oxford Health are reviewing their property portfolio and can no longer offer the space for this clinic to be housed in. The search to find an alternative location in the community as quickly as possible continues and staff and patients will be kept informed.

Plans for the new integrated service include providing clinics and services at the Churchill Hospital and in the following locations: Banbury, East Oxford, Didcot, Witney, Bicester, Abingdon, Kidlington and Wantage.

For full details on all our services see www.sexualhealthoxfordshire.nhs.uk – all new clinic times and locations are available here.

4 Our performance
Infection control
The Trust is expected to see no avoidable cases of MRSA this year and no more than 70 cases of C Difficile. So far this year the Trust has had four cases of MRSA all of which have been classified as unavoidable and 52 cases of C Difficile. The Trust is therefore succeeding in reducing the number of cases in line with these standards.

Delayed Transfers of Care
Delayed transfers of care remain a major cause of concern for the Trust and accounted for 11.87% of occupied beds in our hospitals at the end of January against a national threshold of 3.5%. This is an increase of 1.07% since October and is also above the 8.6% that we are aiming for this year.

The Trust has had escalation beds open all year and has now permanently opened an additional 65 beds to meet the high levels of emergency activity and the delays in transferring patients to the most appropriate location for their on-going care needs. The Trust’s Supported Discharge Team providing care for patients at home for the first two weeks after their discharge and is now fully operational managing a caseload of up to 80 patients.
Good progress has been made in implementing the system wide discharge pathway and the teams across OUH, OH and OCC are working in partnership to improve the flow of patients across the various services provided by the partner organisations. However there are clearly some challenges, especially around assessment, that the teams are seeking to resolve.

**Finance**
The Trust’s financial position was £82,000 better than plan against its break even duty after the first ten months of this financial year. Commissioning income is £24.7 million (or 4.3%) above plan, but this is because activity is much higher than planned for.

The health economy faces some tough challenges financially this year as the number of patients seen in our hospitals continues to rise. The Trust is working hard to manage internal costs, to deliver our Cost Improvement Programme (CIP) and to manage activity in line with our plans and our contracts with our commissioners. One CIP initiative that the Trust has introduced is to drive down the cost of using agency staff by launching the OUH Staff Bank.

**Operational performance**

**Access targets**
The Trust is focusing on making sure that patients who have already waited more than 18 weeks for treatment receive treatment which means we expect to fail to meet our 18 weeks referral to treatment standard. 90% of admitted patients are expected to be treated within this time frame and the Trust’s year to date figure is 86.76% so far and 94.6% against a target of 95% for non-admitted patients.

The Trust met its four hour waiting standard for patients to be treated or referred in the Emergency Departments in the second quarter of the year with a figure of 95.6% against a standard of 95% but failed for quarter 3 with a figure of 94.05%. During the winter months, the Trust has continued to see very high levels of delayed transfers of care which have directly affected our ability to meet this target as most patients who are breaching the four hour standard are waiting to be admitted. The figure for January was 89.29% of patients treated, referred or admitted and February continued to be challenging.

**5 Re-opening of Wallingford Birthing Centre**
The unit was officially reopened on 29 January 2014 after an extensive refurbishment that included two new birthing pools, an additional birthing room, ensuite facilities in two of the birthing rooms, an ensuite facility in the postnatal ward a refurbished family room.

**6 New names at the OUH**
Mark Powers joined the Trust as Director of Workforce in February and Catharine Stoddart will join the Trust as our new Chief Nurse at the end of this month. The Trust is delighted to welcome both of them and the wealth of experience they bring to their new roles.
7 New facial palsy service
In February a new dedicated combined clinic for patients with facial palsy was launched at the John Radcliffe Hospital on a trial basis. There are approximately 25,000 cases in the UK caused by various conditions. Until now it has been hard for patients to access services other than surgery in one place.

The clinic will offer treatments including:
- Corrective surgery including eyelids and smile operations (which also benefits other functions such as speech);
- Using Botox on the non-paralysed side of the face to make it more symmetrical for patients with partial facial palsy on one side;
- Non-surgical treatments such as facial physiotherapy;
- Speech and language therapy;
- Clinical psychology support to deal with the psychological effects of facial paralysis;
- Input from a specialist ocular plastic surgeon for conditions involving the eyes.

8 New public health strategy for OUH
The Board of Oxford University Hospitals NHS Trust has just approved a public health strategy which will be jointly owned with Oxfordshire County Council, the responsible body for public health in Oxfordshire. The strategy is now subject to approval by the Oxfordshire Health Improvement Board on behalf of the Oxfordshire Health and Wellbeing Board.

9 Care Quality Commission Inspection and Foundation Trust Progress Report
Oxford University Hospitals has made good progress towards being able to operate as a Foundation Trust, with all milestones having been met so far. The Trust is working well with the new NHS Trust Development Authority (TDA) who will be assessing the application.

The Care Quality Commission have been doing their formal routine inspection of the Trust’s four hospitals since 24 February 2014. A Quality Summit will be held with the OUH and CQC on Monday 12 May to consider the results of the inspection.

The TDA and OUH have agreed to move the joint Board to Board meeting so that the outcomes of the Quality Summit can be taken into consideration. This meeting is now likely to take place in the summer.

If all these milestones are met and the TDA’s Board approves the application to go forward, OUH will be able to establish its Council of Governors to operate in shadow form in the autumn. The earliest we would expect elections to take place is now likely to be September.

We will continue to keep members informed as soon as we know more and we will write to all members when we have an election date.

To find out more about the Trust’s application to become a Foundation Trust and what it means to be a member visit the website at www.ouh.nhs.uk/ft
10 Dates for your diary

Patient and public feedback

What can we do to improve patients’ visits to our outpatient clinics?
Thursday 24 April 2014 6.30pm -8.30pm (Tea and coffee available from 6pm) HOLD THIS DATE!
(Venue tbc – likely to be at the John Radcliffe Hospital site)

We would like to invite you to come and help us make sure that your experience in our hospitals is even better. We know from the comments and feedback that we receive, that most of the time patients and their families are very pleased with the quality of care and service that they receive. We also know that we don’t always get it right. This meeting will focus on the Trust’s objectives to improve the quality of services for next year, with a particular focus on our outpatient clinics.

We want to make sure that all patients have excellent care in our hospitals and that their overall experience is positive. We already have a number of ways to understand how patients feel about the quality of their care. We hope that you can help us identify additional areas that you think matter to patients coming into our hospitals for treatment. We want to hear from you about how we can improve our services.

To register for this event, please contact Jan Cottle on jan.cottle@ouh.nhs.uk or 01865 222106.

Oxford Biomedical Research Centre Public Open Day 2014 - West Wing Atrium, John Radcliffe Hospital
Monday 19 May from 12.30 to 4pm

Patients, staff and the public can explore world-class research and how it is changing lives for the better at the Oxford Biomedical Research Centre (BRC) open day.

Teams will be demonstrating the latest technology and techniques tackling conditions such as cancer, dementia, arthritis and diabetes. Leading researchers and medical professionals will be on hand to answer questions on issues including DNA sequencing, the importance of sleep and how data drives new treatments and services.

Oxford Biomedical Research Centre - Bringing research to life through public talks
All talks are at the Lecture Theatre, Level 1, Nuffield Orthopaedic Centre and start at 6.30pm. Light refreshments are served from 6.00pm. Please let us know if you are planning to attend, as places are limited. Please register with Caroline Rouse by contacting her on ouhmembers@ouh.nhs.uk or on 01865 743491.

Infection detectives – mapping outbreaks in the 21st century – Professor Derrick Crook, Head of Microbiology, University of Oxford and Consultant Physician, Experimental Medicine, OUH
Monday 7 April 2014

Advanced DNA sequencing techniques are being used to map the spread of infections such as c.difficile and tuberculosis, giving a detailed genetic picture of who, how and where disease is spread. Professor Derrick Crook discusses how research at Oxford University Hospitals is being used to combat infection in the community and in the hospital, and how it could influence the future use of antibiotics.
Towards Personalised Cancer Care – Professor Mark Middleton, Trust wide cancer lead and Dr Anna Schuh
Wednesday 11 June 2014

Personalised medicine utilises advances in DNA sequencing technology to classify a tumour according to genetic make-up instead of where they are in the body – allowing cancer treatment to be tailored to the individual patient. People may have the ‘same’ cancer, such as lung or breast cancer, but can have different genetic forms of the disease so responses to treatment can vary. Likewise, cancers growing in different parts of the body may share the same genetic blueprint and so respond to similar treatments.

Leading clinician researchers Professor Mark Middleton and Dr Anna Schuh discuss advances in personalised medicine being pioneered at Oxford University Hospitals.

Foundation Trust events
Saturday 26 April – Oxford United v Accrington Stanley
OUH’s public health team and Foundation Trust membership team will be joining forces to sponsor a match at Oxford United in order to raise awareness of the need to be active and to recruit foundation trust members. If you are attending the match, do look out for us or if you would like to volunteer to help us, please contact Caroline Rouse on: 01865 743491 or ouhmembers@ouh.nhs.uk

Charitable Funds Events
Sunday 30 March 2014 - OX5 RUN
This year the annual Oxford Mail OX5RUN at Blenheim raised £98,000 for the Children’s Hospital and children’s services across the Trust. Thank you to everyone who helped make this happen.

You can help make the 2014 event just as successful by signing up for the 5 mile run. It costs just £10 to enter, you have to be aged 16 or over and can run alone or as a team. Read more at www.hospitalcharity.co.uk/ox5run and sign up here

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