On the buses
Be part of our future

ORH plans to become a Foundation Trust are set out in a consultation document published earlier this month. Staff, patients, the public and local organisations are being asked for their views on becoming a Foundation Trust and an ‘Academic Health Sciences Centre’ (AHSC). An AHSC is a new model, based on healthcare organisations in the USA and elsewhere, which will bring together the ORH and the University of Oxford in a stronger partnership, and build on our reputation for world class patient services, teaching and research.

Patients and the public are being urged to join the new ORH membership scheme, which will give local people a stronger voice within the organisation. All ORH staff, colleagues in the University’s Medical Sciences Division and people working for Carillion and other PFI partners, are members unless they choose to ‘opt out’.

In preparation members of the FT team, led by Andrew Stevens, Director of Planning and Information, and Jane Dudley, FT Project Director, have been giving presentations to a wide variety of staff groups. Jane comments: “it is not always immediately obvious to staff why becoming a Foundation Trust might be a benefit for them. When they have a chance to hear more and to discuss the detail, then enthusiasm starts to build about the opportunities – to lead the development of innovative ways of providing care, the right to stand for election, to vote people on to the Members’ Council and to have a stronger voice within the organisation, to join in with developing clear plans for the next five years and to benefit from more freedom from central government control. When they get the chance to talk about it even those who started off feeling sceptical admit that there are advantages in being a member of a successful FT.”

“If staff teams want a briefing on our FT application, they have only to ask. We are more than willing to give presentations, lead discussions with any interested groups of staff and to address any questions they may have. We would also like staff to display FT materials in their working areas, and keep stocks of membership forms for patients and visitors. If you are willing to do this, please contact me and we will arrange to deliver the posters and leaflets to you.”

An ORH News special on Foundation Trusts will be published shortly. In the meantime, you can find further information, and the consultation document, on the website www.oxfordradcliffe.nhs.uk.

You can contact the FT team on 01865 743491 or by email on orhmembers@orh.nhs.uk

Rachel can be contacted on ext. 21503
Email: rachel.collins@orh.nhs.uk

Reducing crime

Local police held a crime reduction drop-in session at the John Radcliffe site to raise awareness of security and crime prevention.

The event was organised by Rachel Collins, the Trust’s Security Manager. Rachel told ORH News, “With so many people passing through the John Radcliffe every day, we have a terrific venue for this kind of public service. We were able to offer free bicycle marking to help the recovery and identification of stolen bicycles and free security number plate screws to help reduce number plate crime. The police had a busy day so I think both visitors and staff found it useful.”
Royal College of Nursing helps celebrate Nurses’ Day in Oxfordshire

The ORH took part in a global celebration of nursing on 12 May. Nurses working in the hospital shared a celebration cake with Royal College of Nursing President and Oxford resident, Maura Buchanan, who also works at the JR as a senior nurse.

Nurses’ Day is celebrated every year on 12 May, the anniversary of Florence Nightingale’s birth. It’s been nearly two hundred years since “the lady with the lamp” was born. Now, hundreds of thousands of nurses and healthcare assistants across the UK are choosing a career in healthcare.

Left to right
Clare Hamer, Staff Nurse; Helen Wigginton, Maura Buchanan, Dawn Chambers, from the RCN and Mattie Jefferies, retired nurse.

Volunteers celebrate 15 years on Churchill Help Desk

In March 1993, Voluntary Services set up the Churchill Help Desk with the assistance of five volunteers. Two of the original team, Barbara Bunyan and Ken Gomm are still there manning the desk – Ken on Mondays, and Barbara on Fridays. In March this year the pair each celebrated an astounding 15 years of service. The Help Desk exists to help and guide patients and visitors to the many wards and departments within the hospital.

A typical shift for a volunteer is around four hours. Ken starts at 8.00am and finishes at 12 noon. During this time he can deal with as many as 80 enquiries from visitors and outpatients. Both Ken and Barbara agree that although the role is enjoyable and fulfilling, it can, at times, be challenging, but, says Ken, “You meet some absolutely super people.”

Both volunteers also contribute in other ways – Barbara gives guided tours of the site to new staff and Ken is a member of Churchill Partners, a group which help raise money for research.

Further information on becoming a volunteer can be obtained by calling Voluntary Services on:

Horton General Hospital – 01295 229135

John Radcliffe and Churchill Hospitals – 01865 220140
The NHS celebrates 60 years

Saturday, 5 July 2008 marks the 60th anniversary of the NHS

In 1948, for the first time, prevention, diagnosis and treatment were brought together under one umbrella organisation to create one of the most comprehensive health services in the world – the NHS. The NHS has shown the world the way to healthcare, not as a privilege to be paid for, but as a fundamental human right.

Over the last 60 years, the hard work and skill of NHS staff, coupled with medical progress, has continually helped drive up standards and quality of care for millions. People now live on average at least 10 years longer than they did in 1948; deaths from cancer and heart disease have fallen dramatically, and Britain is one of the safest places in the world to give birth. The values of the NHS – universal, tax funded and free at the point of need – remain as fundamental today to the NHS as they were when it was launched in 1948.

Key developments through the decades have kept the NHS at the forefront of a changing world.

Here’s just a small snapshot of some of the key milestones that have taken place over the last 60 years.

1948
The birth of the NHS brought healthcare professionals together in one all-encompassing organisation for the first time, to realise the aim of providing services that are free for all at the point of delivery.

1954
Smoking was linked to cancer for the first time by Sir Richard Doll.
In 1969 Sir Richard was appointed Regius Professor of Medicine at Oxford University (the University’s most senior medical post), and carried out much of his research in Oxford.

1958
Polio and diphtheria vaccinations programme ensured that everyone under the age of 15 was vaccinated.

1960
The first kidney transplant took place at Edinburgh Royal Infirmary, involving identical twins.
The Oxford Transplant Centre was founded in 1974 and has the largest pancreas transplant programme in the country.

1968
A British woman gave birth to the first sextuplets after fertility treatment.
In 2007, a Russian woman gave birth to five healthy baby girls at the John Radcliffe Hospital.
It was the first time in over a decade that quintuplets had been born in the UK.

1978
The world’s first test-tube baby, Louise Brown, was born as a result of in-vitro fertilisation (IVF).
In 2008, the Oxford Fertility Unit at the John Radcliffe Hospital became the first centre in the UK to undertake a new, safer and cheaper assisted conception treatment, known as IVM (in-vitro maturation).

1991
The first 57 NHS trusts were established, with the aim of increasing the focus on services in the community.

1993
In 1993 the John Radcliffe Hospital and the Churchill Hospital were united and in 1994, the Oxford Radcliffe Hospital NHS Trust was formed – the Horton General Hospital and the Radcliffe Infirmary became part of the Oxford Radcliffe Hospitals in 1998 and 1999.

2008
Lord Darzi published his final report into the future of the NHS: Our NHS, our future, which sets out a future vision for a new world-class NHS.
For the fourth year running, staff at Oxford Radcliffe Hospitals report being among the most satisfied workers in the NHS. According to the annual national survey of NHS staff, published by the Healthcare Commission, the ORH is among the top 20% of Trusts for having staff who say they are satisfied with their jobs, and work within a good team environment.

In the survey, which is conducted independently and sent to a cross-section of employees in the NHS, the ORH has a higher than average percentage of staff who say they have supportive managers, good access to training and development, and to flexible working opportunities. Staff also report working less overtime than in previous years. The survey shows that ORH staff are among the least stressed within the NHS, and that the number intending to leave the Trust is lower than last year and well below the national average.

In addition, compared with other Trusts, more respondents reported that communication between senior management and staff is effective, and fewer respondents reported suffering harassment, bullying or abuse from patients or the public.

While the survey shows positive scores in most areas, it also highlights issues for improvement. For example, the percentage of staff who say they have had an annual appraisal (46%) is lower than in previous years and below the national average. The number of staff who say they get feedback on how well they are doing their jobs and feel recognised for their good work is, however, higher than the national average.

Trevor Campbell Davis, Chief Executive of the ORH, said, “We have some of the busiest hospitals in the country, and in the past year have worked harder than ever to cut waiting times for patients, to use our resources more efficiently, and maintain a strong financial position. These challenges could have led to higher levels of stress and to job dissatisfaction. It is a credit to all our staff that we have created a culture where people feel satisfied and supported in their jobs, as this directly benefits our care for patients.

“We have a fantastic workforce, committed to providing excellent care for patients and I am very proud of all they have achieved in the past year. Our staff are doing an excellent job, and they deserve to know it.”

Trevor Campbell Davis, Chief Executive
If the Oxford Radcliffe Hospitals was a public limited company, with a £600 million annual turnover, it would be in the FTSE 250 index. In the light of the efficiencies of the last few years, it could be tempting to see the care we deliver and the ‘business’ as separate – or worse, as conflicting. However, this isn’t the case.

Whilst arguments for efficiency are well rehearsed, the role of the Business Plan as an enabler rather than a limit on the care we deliver is less so. But that is what the Business Plan should be; from the Trust level strategy down to departmental activities and the contribution that each member of staff can make to it.

**Setting a direction**

Whilst it enables us to act within our resources, the Business Plan isn’t just about money. It’s about setting a direction for the organisation, which allows us to define the framework for the use of our resources. It gives us a yardstick for our performance in the year, and crucially, communicates and integrates the Trust’s priorities from the top to the bottom of the organisation, across our disciplines and sites. Broken down, this gives us the building blocks of the values and vision of the Trust and the patient-focused goals that arise out of them.

The Trust Business Plan and...
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But how do we turn a paper plan into action on the wards, operating theatres, offices and grounds of our hospitals?

“Obviously not every member of staff can affect each area,” says Ailsa White, Deputy Corporate Planning Manager. “But, they can help in the area they work in.”

For example, one of the issues highlighted in the most recent staff survey is that not enough of our staff are getting appraisals. Not only that, how many of us can say that our appraisals are linked with the Business Plan and what we, as employees, can do to deliver it?

“Directors and managers will be expected to cascade the Business Plan to their staff. Anyone can read it, discuss it with their manager, and see where they can make a positive difference to the Plan,” Ailsa added.

“And looking forward, work is already starting on the Business Plan for 2009/10. The Business Plan can help us create the continuity that we need to keep on delivering the high quality and cutting-edge care that we do.”
Are you retiring?

You could join the Oxford Health Service Retirement Fellowship

If you are retired or are shortly retiring from the NHS, you might like to join the local branch of the NHS Retirement Fellowship. The Oxford Health Service Retirement Fellowship (OHSRF) hold monthly meetings at the John Radcliffe and also organise a variety of talks, outings and holidays for members.

Local branches are a key part of the Fellowship and members enjoy a range of leisure and social activities. Forthcoming meetings in Oxford will include talks on a diverse range of subjects including Edith Cavell, canals, wildlife in a country garden and voluntary work in retirement. Future events include a cream tea at the Methodist Hall in Kennington on 4 August and a New Year Luncheon on 5 January at a venue which has yet to be confirmed.

The Fellowship is a registered charity that exists to promote the welfare and interests of retired NHS staff. It was established in 1978 and has gone from strength to strength and has the support of Chief Executives at both local and national level.

For more information on the Oxford branch please contact Honorary Secretary Rhona Bruce on 01865 775246 or www.nhsrf.org.uk

Quilt celebrates donors’ support of aromatherapy and music therapy at the Children’s Hospital

A fabulous hand-made quilt is on display in the Children’s Hospital

It’s the work of Lorraine Robbins and honours the ongoing collaboration between the Dr Edward Bach Healing Trust and Rosie’s Rainbow Fund which offers support and therapy for patients and their families at the Children’s Hospital.

The Bach Healing Trust has two sponsored rooms at the Hospital, which are used for music therapy, aromatherapy, and meetings with parents. Rosie’s Rainbow Fund enables music therapist Ceridwen Rees to visit patients one day a week and qualified Bach Practitioner Amanda Tibbels to come in and offer aromatherapy treatments to parents twice a week.

The quilt unveiling saw Ceridwen direct a musical procession of children to the music and therapy room. Ceridwen is thrilled with the Children’s Hospital facilities and believes that music is a chance for children to express themselves. “They can’t control their treatment, but here they can be leader,” she explained.

For more information about the Dr Edward Bach Healing Trust, visit their website www.bachcentre.com or for further information on Rosie’s Rainbow Trust visit www.rosiesrainbowfund.co.uk.

Well done to us!

The ORH has been highly commended at this year’s National eWell-Being Awards which took place in April. The Awards identify and promote the most innovative uses of ICT by local authorities, businesses, third sector organisations and academic institutions.

We won an award for the Transformational Improvement in Bedside Clinical Practice project. Wireless bedside technology aids the safety of blood transfusion using barcode identification and hand-held bedside computers. The software also has a built in automated system to retrieve blood from the blood fridges and this also guarantees that the right amount of blood is being transfused. The project was implemented in 2007 across the ORH.
Winning Team

The Cutlers’ Surgical Prize was won this year by a team from the ORH. ENT Consultants Grant Bates, Rogan Corbridge and Specialist Registrar Declan Costello, were presented with the award by the Master of the Worshipful Company of Cutlers and the President of the Royal College of Surgeons.

Left to right: Rogan Corbridge; Bernie Ribeiro CBE, President of the Royal College of Surgeons; Grant Bates; Richard Randolph, Master and Declan Costello.

The ORH team developed a universal pouch scope, a new type of endoscope for pharyngeal pouch surgery. It has been designed so that a fibre optic telescope can be passed down a side channel. Mr Bates said, “This gives us an improved view and also allows us to operate on all patients with a pouch and for this reason we called it the Oxford Universal Pouch Scope. We were thrilled to win this award and had a fantastic night out.”

More money for stroke services

The Department of Health is making £77 million extra available to improve stroke services across the country. £2.4 million of this will be awarded to South Central Strategic Health Authority to pay for additional care for stroke patients across the region.

In the UK, one in four people will have suffered a stroke by the age of 80. It’s the third largest cause of death in the developed world and the single biggest cause of neurological disability. Recent studies by Oxford consultants show that the sooner a person receives treatment after a TIA (transient ischaemic attack) or stroke, the better their chance of recovery.

Many of the suggested improvements in stroke services are already in place in Oxford or are in development. Patients with a suspected stroke can be treated at the ORH through the Oxford Stroke Programme. This is headed by three internationally recognised Professors: Peter Rothwell, Peter Jezzard and Alastair Buchan.

The Trust is at the leading edge of developing new and more effective ways of preventing, diagnosing and treating stroke. Oxford is also fortunate in having NHS and University colleagues working alongside each other so that research drives progress in clinical practice and vice versa, both to the benefit of patients. This is a fundamentally important principle in Oxford. Professor Alastair Buchan and Professor Peter Rothwell have made key contributions to the recently published National Stroke Strategy, prepared by Professor Roger Boyle, the National Director for Heart Disease and Stroke, and other colleagues from across the country.

The additional funding announced today will be used to:

- Quicken the response to stroke; and
- Improve access to rehabilitation services.

Director of the Acute Stroke Programme, Professor Alastair Buchan said, “Over the past few years there have been considerable advancements in the diagnosis and treatment of people with stroke. There is much we can now do for patients to ensure better outcomes. This means reorganising the way in which hospitals work, and retraining staff, so that patients have very rapid access to diagnosis and treatment, and are cared for in a setting which aids their rehabilitation. This additional funding from the Government is great news, and we will put it to good use”.

Professor Alastair Buchan.
Toy library

Young patients at Oxford Children’s Hospital Community Paediatrics Department have a new resource. Supporter Sandra Gomme, has raised £5,000, for a specialist toy library, named after Sandra’s son, Sacha, who is now a young adult.

The toy library is suitable for children with disabilities aged five or under and will be open to anyone who has attended Community Paediatrics for a multidisciplinary assessment. Toys can be borrowed for up to two months for a nominal fee. The toys have been chosen to aid and stimulate sensory development — they are solid and durable and use sounds, colourful lights, tactile surfaces and vibrations, designed particularly to engage the attention of children with special needs.

Andrew House, Head of Major Gifts for the ORH, said, “Specialist sensory toys are expensive, and this is a great scheme to assist families. Sandra’s fundraising has provided a wonderful collection of fun toys that lots of children will be able to enjoy.”

The library cost £2,000 to stock and the rest of the money raised will go towards the purchase of some fixed sensory equipment for the department’s waiting room and corridors.

Smoking Challenge Success

Rachael Czyzyk takes carbon monoxide levels from a visitor.

At the beginning of February pre-registration pharmacists Rachael Czyzyk and Nausheen Kham got together to plan a smokers’ challenge which they proposed to run in conjunction with national No Smoking Day in March.

After applying successfully to the Oxfordshire Smoking Alliance, they purchased a SmokerLyzer machine which, once blown into, measures carbon monoxide levels in the lungs. Non-smokers generally get a reading of around one whilst heavy smokers score in the region of five to seven.

Nausheen said, “The day proved to be a great success as many of the smokers we tested were shocked by their readings and as a result said they were motivated enough to stop smoking.”

Rachael and Nausheen have decided to donate the SmokerLyzer to the pharmacy hoping that future pre-registration students might want to organise similar challenges in the future.

There have been several complaints recently of people smoking on hospital grounds which is in contravention of Trust policy and a disciplinary offence for staff. For many years patients, visitors and staff have upheld the policy that smoking is not allowed in hospital buildings. In January 2007 this was extended to include all the hospital grounds.

NHS Trust accommodation Open Day at Horton General Hospital

Are you looking for accommodation near your place of work?

Come and see what A2 have to offer at their open day on Wednesday 9 July between 10.00am and 7.00pm.

Homes range from single rooms to one, two and three bedroom flats and houses, costing from £220 per month, inclusive of bills and council tax. On the day, there will be guided tours and light refreshments available.

If you cannot make this date but would like to arrange a private tour, please contact Accommodation Office on 01295 229015

Email: oxford.office@a2hg.co.uk
or visit www.ORHlivingspace.co.uk

The Accommodation Office is on-site at the Horton General Hospital in Banbury.
More efficient day surgery enables speedier access for patients

In August 2007, only 25% of patients having Laparoscopic Cholecystectomy (‘lap chole’ – keyhole surgical removal of the gall bladder) at the Churchill Hospital were in and out in a day.

A multidisciplinary team, led by a surgical registrar, used Lean methodology to map the patient pathway to find out how things could be improved.

They found that 75% of operating sessions were taking place in the afternoon, even though all patients scheduled on an ‘all-day’ list were arriving at 7.30am, and that patients who had their operations late in the day were often not fit enough to go home until the next day.

Changes that made the system work better

- Patients expected to need a bit longer for recovery are now listed for the morning and those suited to day surgery are listed for the afternoon.
- Patients predicted to have a chance of not achieving same-day discharge are placed last on the list as they are likely to need overnight care anyway. Because of this, patient arrival is staggered throughout the day, meaning less waiting once they arrive.
- Patients are telephoned the day before their surgery to reinforce the fact that they are only coming in for one day.
- Day surgery opening hours have been extended in the evenings from 8.00pm to 10.00pm. This means that surgeons can perform operations until 5.00pm, giving patients who have their surgery in the afternoon, sufficient post-operative recovery time. This in turn frees up inpatient bed capacity, improving patient throughput.

This new practice has lead to a significant increase in day case rates. From August to November 2007, 73% of patients having ‘lap chole’ at the Churchill Hospital were in and out in a single day – reducing the number of patients on the waiting list, and enabling faster treatment.

Horton reunion
an international event

Nurses who trained and worked at the Horton Hospital in Banbury from the 1940s have met up for the first time in decades. Some came from as far away as the US and Germany and many travelled from all corners of the UK for the staff reunion.

The event was organised by former nurse, Dawn Griffis, who also created a reunion book based on the memories of staff.

A copy of the book was donated to the hospital for its archives.

Military and Civilian Health Partnership Awards 2008

A new national award scheme to recognise the people who provide excellent healthcare services to the UK Armed Forces, their dependants and veterans, has been launched by the Department of Health, Ministry of Defence and the devolved administrations.

The Military and Civilian Health Partnership Awards will recognise people working within the Defence Medical Services, NHS, charities or the private sector.

Nominations must be received no later than Saturday 5 July. Winners of the awards will be announced at a ceremony to be held at the Royal Hospital, Chelsea on Thursday 23 October.

You may enter if you are a military, NHS or independent sector healthcare professional, either on an individual or a team basis. Anyone can nominate an achiever/achievement or alternatively you can nominate yourself. Your entry must have benefited the care of a member(s) of the Armed Forces, (including the Reserves) or their dependants or service veterans.

Call the Awards Helpline for more information on 020 7807 8125.
A new bus service links Redbridge Park and Ride with the John Radcliffe Hospital

A new road layout and traffic lights at the Redbridge Park and Ride terminal mean that patients, relatives and staff can now use the Park and Ride car park on the southern edge of the city and catch the City X13 bus service to and from the hospital.

Mervyn Phipps, Assistant Director of Estates and Facilities at the ORH said, “This is a great improvement. We always encourage alternatives to driving to the hospital and hope that people will really benefit from this change.

The ORH contributed to the cost of making the changes and we are very happy with the result.”

There is also a bus route to the John Radcliffe Hospital from Water Eaton Park and Ride and to the Churchill Hospital from the Thornhill Park and Ride.

Information about bus routes to and from the ORH sites, is available from the website www.oxfordradcliffe.nhs.uk

Restaurant in the Children’s Hospital

– refurbished

The restaurant on Level 2 of the Children’s Hospital has been refurbished.

It is open Monday to Friday from 8.00am to 3.30pm for snacks and drinks.

The Deli Bar is open for made-to-order sandwiches from 10.00am.

Lunch is available from 12 noon until 2.00pm.

The selection on offer includes pasta, Jumbucks ‘Aussie Pies’, baked potatoes, omelettes and pizzas. A take-away order service is also available for Deli Bar and Pizzas. Please call ext. 34436

CPAP machine for Cardiac Ward

Zippers Bowling Association in High Wycombe, has donated a continuous positive airway pressure (CPAP) machine to the JR’s Cardiology Ward. Grateful patient Brian Sharp, and his colleagues at the Bowling Association, of which he is a member, fundraised to get the ward something it needed.

Natasha Goswell, Ward Sister said, “The CPAP machine is used for people who have problems with their breathing such as pulmonary oedema. This additional machine will enable us to treat and manage these patients both efficiently and effectively. We’re very pleased to have this machine and delighted that Mr Sharp was able to organise for us.

Special Care Baby Unit Fundraiser Ball

A fundraising ball raised over £6,000 for the Special Care Baby Unit (SCBU) at the Horton General Hospital.

The occasion was a great success raising money to purchase a twin hot cot so that baby twins and triplets can sleep safely together. The remaining money will go towards making the unit more comfortable for parents, to make their stay more memorable.

In their glad-rags at the ball

Back Row: Dr Jo Spinks, Dr Julie Johnson, Dr Justin Sims, George Parish, Emma Evans.
Front Row: Melanie Butterworth, Matilda Moche, Stephanie Martin, Debbie Hancock, Beryl Sweeting, Jenny Sims, Enid Frost, Jane Curness.

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