John Radcliffe hosts major incident exercise
It’s easy to forget that the standards in the NHS we now take for granted were once novel. We take a look at how landmark events in the history of the NHS have grown to become successful healthcare procedures.

Did you know that…

• In 1948, a cataract operation meant a week of total immobility with the patient’s head supported by sandbags. Eye surgery is now over within 20 minutes, and most patients are out of hospital the same day.

• In the 1960s, hip replacements were so unusual that the surgeon who invented them asked patients to agree to return them post mortem. The NHS now carries out 1,000 of these replacements every week.

• The world waited until 1978 for Britain to produce the first test-tube baby. 6,000 test-tube babies are now born here annually.

• The breast screening programme introduced in 1988 now saves the lives of 1,400 women a year.

• The introduction of NHS Direct in 1998 launched a pioneering alternative to GP services that currently handles more 500,000 calls a month.
Some of the milestones in the history of the NHS

1948  
The NHS was established
The NHS was born on 5 July 1948 out of a long-held ideal that good healthcare should be available to all, regardless of wealth. The central principles were clear: the health service would be available to all and financed entirely from taxation, which meant that people paid into it according to their means.

1952  
Prescription charges of one shilling (5p) were introduced
Prescription charges were abolished in 1965, and prescriptions remained free until June 1968 when the charges were reintroduced.

1954  
Children allowed daily hospital visits
Until 1954 children in hospital were often only allowed to see their parents for an hour on Saturdays and Sundays.

1962  
First hip replacement
In 1961, hip replacements were so unusual surgeons asked patients to return them after death – now there are 1,000 every week.

1967  
Abortion Act
This new act made abortion legal up to 28 weeks if carried out by a registered physician and if two other doctors agreed that the termination was in the best mental and physical interests of the woman. In 1990, the time limit was lowered to 24 weeks.

1968  
First NHS heart transplant
The first UK heart transplant patient in 1968 only survived 46 days. The procedure is now routine enough for two dozen to be carried out in the same period.

1972  
CT scans introduced
Computer tomography scans revolutionised the way doctors examine the body. Godfrey Newbold Hounsfield won a Nobel Prize, which he shared with the American Allan McLeod Cormack.

1980s  
MRI scans introduced
Using a combination of magnetism and radio frequency waves, magnetic resonance imaging scanners proved more effective in providing information about soft tissue including the brain.

1980  
Keyhole surgery
This first successful instance of keyhole surgery was the removal of a gallbladder. The procedure has become one of the most common uses of this kind of surgery.

1986  
AIDS health campaign
The government launched its biggest public health campaign in history to educate people about the threat of AIDS as a result of HIV.

1987  
First heart, lung and liver transplant
Professor Sir Roy Calne and Professor John Wallwork carried out the world’s first heart, lung and liver transplant at Papworth Hospital in Cambridge. Professor Calne described the patient as “plucky” and she survived for a further 10 years after the procedure. Her healthy heart was donated to another transplant patient.

1988  
Breast screening introduced
A comprehensive national breast screening programme was introduced to reduce breast cancer deaths in women over 50. Screening, together with improved drug therapies, have helped to cut breast cancer deaths by more than 20%, a trend that looks set to continue.

1994  
NHS Organ Donor Register
The NHS Organ Donor Register was launched. By 2005 more than 12m had registered.

1998  
NHS Direct launched
This service has become one of the largest single e-health services in the world, handling more than half a million calls each month.

2002  
Primary Care Trusts launched
Primary Care Trusts oversee 29,000 GPs and 21,000 NHS dentists. They also liaise with the private sector when contracting out of hours services is required.

2007  
Robotic intervention
The introduction of a robotic arm lead to groundbreaking operations to treat patients for fast or irregular heartbeats. Cardiologists control the robotic arm via a computer and joystick, but in future the system could be automated. Around 50,000 people develop an irregular heartbeat each year, and it is a major cause of strokes and heart attacks.
Celebrate with a cake

To help get people in celebratory mood, the ORH News team took 60 cupcakes to each of our three hospitals. Work experience student Zoe Jacob acted as cake bearer as we toured the Churchill, John Radcliffe and Horton Hospital sites.

While we were there we gathered some birthday messages and NHS related anecdotes – some of which you can read below.

Sue McNiven, PALS Officer at the Horton General Hospital, celebrates 60 years of the NHS.

“Hospital is very different now to how it used to be. I had a baby at the Nuffield Maternity Hospital in Oxford and at the end of visiting hours, the Matron blew a whistle – if you didn’t leave quickly you got a harsh talking to.”

Ivy Carter, aged 87, from Witney.
“My son and I have both had our spleens out, just by coincidence really. When I had mine done, I was in hospital for 8 weeks and I have a really long scar. My son was in hospital for one week and he has a neat little scar you hardly notice … amazing.”

John McGinn, aged 66, from Oxford

“My mother was involved with the management of the Horton Hospital when the NHS started. She went to see Aneurin Bevan in London to talk about the plans to create the NHS. I remember she had been really sceptical when she left home, but when she came back she was full of excitement and thought Nye Bevan was brilliant.”

Margaret Williams, aged 83, from Banbury

“I haven’t been a big user of the NHS until now and I have found it very emotional to be in hospital. I don’t think I ever realised what was involved, for patients and for staff. It’s had a big impact on me and I feel very grateful to everyone involved with my care.”

Clive Perryman, aged 59, from Northampton

“Having grown up with the NHS, it’s hard to imagine what it would be like without it. When you think of the many hundreds of thousands of people who use NHS services each day, it’s amazing that it works so well, and the quality is as good as it is. It’s a huge organisation dealing with highly complex problems every day. I think it’s worth every penny of the taxpayers’ money.”

Jonathan Bell, aged 45, from Oxford

“I have been to A&E several times with sports injuries from playing rugby. The staff are always really patient which is fantastic when you think how busy they are.”

James Barnett, aged 20, from Brize Norton

“I have been in the John Radcliffe Hospital for about three weeks and today I am going home. People don’t realise until they are ill just what it means to have the NHS.”

Arthur Barnett, aged 87, from Thame
“I fell in love, got married, and I have been here ever since”

Kate McArdle retired on the day Lord Darzi published his report on the future of the NHS.

Kate McArdle, Matron, Neuro ICU, retired from the NHS on 30 June. By coincidence, it was the day BBC News 24 were broadcasting from the atrium of the West Wing as part of the national NHS 60 celebrations, and the day Health Minister Lord Darzi published his Next Stage Review report on the future of the NHS ‘Our NHS Our Future’.

So, the BBC were keen to interview Kate, who began her nurse training in 1970 when she was 18 years old.

“I hadn’t expected to have quite such an exciting day,” Kate told ORH News. “It was actually very emotional to have my last day with the NHS birthday celebrations and leaving celebrations all taking place at the same time.”

Kate trained as a nurse in Scotland, at the Royal Edinburgh Infirmary. “I was very young and naive, but I think we all were in those days. There were 30 girls in my group, no men at all,” Kate added. “I remember polishing bedpans on a Sunday, and working in a very regimented environment. We were in total awe of the Matron in charge.”

Kate came to the ORH in 1991, planning to stay for two years. “I fell in love, got married, and I have been here ever since,” she said. “I have really enjoyed nursing, and I know I will miss it, but I have lots of interests and I will keep myself busy.”

Linda Soderberg, Radiological Sciences Directorate Manager at the ORH, has been awarded an MBE for services to healthcare in Oxfordshire in the Queen’s Birthday Honours List 2008.

Linda has been a radiographer since 1970 and came to the ORH in 1985.

“I am thrilled with this honour,” Linda told ORH News. “I received a letter from Buckingham Palace in May but you don’t really know for sure until the announcement is made in June. I can’t wait to go the Palace in the Autumn to receive my medal. I’m allowed to take two people with me so my husband and brother are going to support me.”
Staff celebrate in style at Downing Street

NHS staff, past and present, attended a special reception with Prime Minister Gordon Brown at No.10 Downing Street to celebrate the 60th birthday of the NHS. The reception took place to honour the enormous contribution made by the current 1.3 million NHS staff and all those who have worked in the service since its launch in 1948. The guests were also treated to a live performance from world-class soprano Lesley Garrett. Our own Kate McArdle was there too!

“I can’t imagine myself not working with children”

Neila Chrisp retires

Neila Chrisp, Matron, Children’s Critical Care (PICU), always knew she wanted to work with children but it was her mother who suggested she try nursing. “My mother saw an advert in ‘Honey’ magazine and suggested I apply,” Neila said. “I am so glad she did because it has been the perfect career for me. I have been a children’s nurse since 1975 and nearly all of that time I have been involved with intensive care.”

The Paediatric Intensive Care Unit (PICU) requires one-to-one nursing. “It can be really tough on the emotions when you work so closely with very sick children, and you get to know the families really well too. I think it takes a particular kind of person to do it,” she said.

Neila retired from nursing this month, having been at the ORH since 1984. “I am immensely proud of the NHS and the people I have worked with during my career, it’s a hard job but hugely rewarding.

“I can’t imagine myself not working with children but I am going to take a break before I take on anything else. I plan to concentrate on my pottery and learn to relax a bit. Then I might help out somewhere, I think I would enjoy listening to children read at the local school.”

Millie Bilic has worked as cleaner and coffee lady in the operating theatres at the Churchill Hospital for 28 years and before that, she worked for 10 years at Cowley Hospital. She’s a well known figure amongst surgeons, nurses and theatre porters, who all sent ORH News high praise of her work and wonderful nature. This year news of Millie’s service to the NHS reached Buckingham Palace and the Queen invited her to attend a garden party to show her appreciation. Millie and her daughter Vesna had a great time.

“I loved it. It was a day I will always remember, the Queen was fabulous,” she said.
The John Radcliffe Hospital was at the centre of a dramatic emergency planning exercise when a mock chemical accident took place on the M4.

The staged major incident was code-named Exercise Orpheus and started just after 7.00am when the first ambulance was called. The JR did not know in advance exactly what scenario would unfold and had to respond as if it was real-life.

Actors were drafted in to play the part of people caught up in the accident. Moira Logie, Director of Operations Division A, said, “It was a very realistic exercise. The actors were really good and it felt like a genuine incident. We have learned a lot about how we would respond in an actual emergency and we have already identified areas where things went well and areas for improvement.”

The major incident exercise was organised and funded by the Health Protection Agency (HPA) and the Department of Health, who choose one hospital in the region each year to carry out this real-time training. A major incident could be anything from a terrorist attack to a road traffic accident involving multiple casualties.

The HPA filmed the whole event. The footage will be used to aid learning by
other Trusts in the county. Moira added, “Exercise Orpheus tested our logistical, organisational and personal skills in a crisis situation. This was the biggest exercise of its kind to take place in a working hospital and we are the first Trust in the country to test how staff would respond to a nerve agent attack”.

The police, fire and ambulance services were all involved in Exercise Orpheus. The nerve agent used in the mock incident was the deadly chemical Sarin, which was used for real in the Tokyo underground attack in 1995.

Patients, visitors, staff and nearby residents were all informed that this was a mock exercise and local media covered the event. Moira went on to thank everyone involved, “This exercise has taken months of careful planning and organisation with hospital staff and our emergency services colleagues.

“The JR was kept open as usual and we carried out the exercise with little disruption to normal services. I would like to thank everyone who was involved for their incredible hard work in making the day’s exercise a success. We hope this reassures the public that the NHS would be prepared to handle the effects of what we hope is an extremely unlikely event happening for real.”
Patients and the public are invited to comment on plans set out by the Oxford Radcliffe Hospitals (ORH) to become an NHS Foundation Trust.

The ORH, which runs the John Radcliffe and Churchill Hospitals in Oxford and the Horton Hospital in Banbury, is also inviting members of the public to join a new membership scheme, which will give local people the opportunity to have a say in the future direction of the hospitals.

A Foundation Trust is a new type of healthcare organisation which enables patients, members of the public, representatives of community and public bodies, and staff to join as members and help set the future strategy of the organisation.

Members will be able to elect representatives on to a new Members’ Council, which will help shape the future of the organisation. The Council will also include staff members and representatives from public and community bodies including the University of Oxford, Oxford Brookes University, Oxfordshire Primary Care Trust, Oxfordshire County Council and local businesses.

In its consultation document, the ORH sets out its aspirations to provide hospitals of choice for patients, be an excellent employer for staff and, in partnership with the University of Oxford, develop a world-leading centre for clinical services, teaching and research. This includes an aspiration to become one of the UK’s new Academic Health Sciences Centres, as described by Government Minister Lord Darzi in his recent report, with a role to ‘take new discoveries and promote their application in the NHS and across the world’.

Chief Executive, Trevor Campbell Davis said, “Oxford Radcliffe Hospitals already has an international reputation for its clinical services, teaching and research. As a Foundation Trust, we will have more freedom to build on this reputation and develop our strengths. These changes will benefit all our patients, and will ensure that they have access to a comprehensive range of services and leading-edge diagnosis and treatment. Our consultation document sets out our proposals in more detail; we hope that people find the time to read this, and to comment.”

For further information please read the 4-page Foundation Trust supplement enclosed with this issue of ORH News.

We will be featuring updates in future issues to make sure you know how our bid for Foundation Trust status is progressing.
What you need to know and where to find it

The following documents are available through the Trust website, www.oxfordradcliffe.nhs.uk/foundation

- Full consultation document
- Online membership application form

You might also like to visit the Monitor website at www.monitor-nhsft.gov.uk

If you would like more information about the membership scheme, and our work to become a Foundation Trust, please contact our FT Project Team on 01865 (7)43491, email orhmembers@orh.nhs.uk

Please also get in touch if you want to know more about standing for election.

Open public events

- **Horton Hospital**, Main Entrance (by A&E)  
  Monday 8 September 4pm - 7pm

- **Churchill Hospital**, Old Main Entrance  
  Wednesday 10 September 4pm - 7pm

- **John Radcliffe Hospital**, West Wing Atrium  
  Thursday 11 September 4pm - 7pm

- **Didcot**, Willowbrook Leisure Centre  
  Wednesday 17 September 4pm - 7pm
Oxford group awarded millions to barcode the bugs that cause hospital infections

An Oxford group has been chosen as one of two major consortia dedicated to research into healthcare associated infections and antibiotic resistance.

The Oxford Consortium comprises the Oxford Biomedical Research Centre (a partnership between the Oxford Radcliffe Hospitals and the University of Oxford), the Health Protection Agency, and the Wellcome Trust Sanger Institute. It will focus on research to increase understanding of how infectious diseases are transmitted, with the aim of improving the control of their spread.

A total of £9 million has been jointly awarded to the Oxford group and a group based in London, by the Biotechnology and Biological Sciences Research Council, Medical Research Council, National Institute for Health Research and Wellcome Trust. This is the first round of funding awarded under a UK Clinical Research Collaboration (UKCRC) joint initiative, involving a number of funding organisations.

Dr Derrick Crook who leads the Oxford Consortium, explained, “There are major public health challenges posed by infections such as tuberculosis, MRSA and hospital acquired diarrhoeas, including C. difficile and norovirus. We want to pinpoint the different strains of individual outbreaks of infections so that we can tackle them more effectively. We aim to develop rapid DNA sequence typing techniques – basically barcoding the bugs – so that infection outbreaks can be recognised and followed as they develop. Hopefully, we will then be able to successfully interrupt their progress in a targeted way. We also plan to develop easy to use web-based tools that will help local practitioners improve routine infection control.”

It’s not just a walk in the park

ITV Thames Valley News presenter Wesley Smith has teamed up with fundraisers at the ORH to create a family fundraising day.

The new event called “It’s not just a walk in the park!” encourages the whole family to get sponsored and walk three miles through the Oxford University parks on Sunday 26 October 2008.

The event is in aid of the brand new Oxford Cancer Centre at the Churchill Hospital, which is due to open later this year.

Wesley said, “I am delighted to do what I can to support the Cancer Centre and what a great incentive to use that extra hour when the clocks go back this autumn!”

The ORH has invested £109 million into the new Cancer Centre. The money raised from the walk in October will fund high-tech equipment needed for innovative key-hole surgery and to furnish day rooms.

Graham Brogden, Head of Community Fundraising, said, “There are lots of fundraising events just for adults. We listened to feedback that people wanted an event for all the family to take part in and came up with “It’s Not Just A Walk In The Park”. It’s for all ages and abilities, giving everyone the chance to come together and support a cause that sadly affects so many of us.”

It’s £7.50 for adults to join the walk and free for those under 16. Please contact Charitable Funds on 01865 743443 to find out more about how to get involved.

Wesley Smith (bottom right) ready to walk.
New midwifery Unit opens soon

The new midwifery-led unit for women with lower risk pregnancies is due to open on 1 September on level 6 of the Women’s Centre. The unit will have three birthing rooms, each one uniquely different.

The Wytham Room will have a clover-shaped birthing pool, the Burcot Room comes equipped with bean bags and balls for mums who wish to stay active prior to the birth and the Knowles Suite is a sensory room with special lighting effects.

Linda Allen, Project Development Manager says “We have recognised the need for this type of unit for a long time and this year we received capital funding to enable us to go ahead. The unit will offer women with lower risk pregnancies the choice of non-traditional surroundings in a midwifery-led unit yet will still be within a safe hospital environment.”

The official opening is due to take place on 16 October. For information on the unit please contact Linda Allen on ext. 21697.

A competition was held to name the new midwifery facilities

Congratulations to the ladies working in coding, who have won a £20 voucher, for coming up with the winning entry in a competition to name the new midwifery unit at the JR. After a brilliant response the unit has been named the Spires Midwifery Led Unit.

Runner-up prizes have been awarded for names chosen for the three birthing rooms.

NHS Next Stage Review

Lord Darzi’s final report High Quality Care for All was published in time for the NHS’s 60th birthday. It is the culmination of a year of talking to people in the NHS all over England.

The new workforce strategy A High Quality Workforce was also published.
Read both documents at www.ournhs.nhs.uk

Local visions

England’s Strategic Health Authorities have published their own reports describing their locally-developed visions for improving health and healthcare over the next decade. The South Central Strategic Health Authority vision document Towards a Healthier Future can be read at www.southcentral.nhs.uk

10 Years on – and still going strong!

Oxford’s self-help group for people who have had brain haemorrhages is 10 years old.

The Oxford SAH Support Group (SAHSG) has helped many patients, their families and carers, come to terms with the traumatic effects of brain haemorrhages and with the sometimes long-lasting after effects.

The group held a party to celebrate their anniversary, bringing together the founder members, and about 30 ex-patients who have been involved with the support group over the past 10 years, along with doctors and nurses.

For more information about the support group please contact Denise Asher on 01865 391727.

Interpreting services – change of number

0845 603 79 15

There’s a new telephone number for accessing interpreting services. If this affects you, please make a note of the new number and amend your files.
Oxfordshire 2030

The Oxfordshire Partnership is consulting on their draft Oxfordshire 2030 strategy and delivery plan.

The public consultation runs until 22 September 2008.

In 2007 a series of workshops was held to look at trends and issues affecting the county over the next 20 years. These issues have been prioritised in the draft strategy, ‘Oxfordshire 2030’.

Read the draft strategy and comment at www.oxfordshirepartnership.org.uk/oxfordshire2030

The outcome of the consultation will be publicised in October.

Brodey Centre fundraising appeal — Yolanda Jacob sends a big ‘Thank you’

I would like to say a big thank you to everyone who supported and helped with the Pig Roast Fundraising event for the Horton Hospital’s Brodey Centre Appeal in June. We raised £1,501.25.

A special ‘Thank you’ to Chris and Maureen from Marley Farm, Byfield who donated the pig roast; Fr Mervyn of St John’s Catholic Church for allowing us to use the Dupuis Centre. Norbar Torque Tools who provided the wine, Whitley Stimpson, chartered accountants who sponsored the salads, Hook Norton Brewery who provided the beer and Stuart from Horton Radio for providing the music. Thank you also to numerous local businesses and members of the public who donated raffle prizes. A fun evening was had by all.

Anyone able to help with the Brodey Appeal, please contact Yolanda Jacob on 01295 229058 or yolanda.jacob@orh.nhs.uk

Maternity Workshops

Free to all NHS staff in Oxfordshire’s Trusts and GP Practices

Monday 1 September, 10 - 12 noon, at the JR

Friday, 5 September, 10 - 12 noon at Witney Community Hospital, Committee room.
The new person-held record has been launched

The person-held record is a folder which holds important information about you and the care and support you receive from the NHS, Oxfordshire County Council and other agencies.

The folder and its contents belong to you and with your permission any practitioners involved in your care can access it. It is your choice whether you share the information with anyone else, for example, family, friends or neighbours.

The new person-held record has been launched at the ORH. The record is a new way of sharing information between Oxfordshire County Council’s Social and Community Services and Oxfordshire’s NHS Trusts. It will benefit people receiving care and in particular older people and adults who have long-term needs.

A person-held record aims to get patients and service users more involved in their own treatment while using health and social care services. Relevant information such as recent assessments, care plans, and contact details, will be kept in the folder which patients can take to social care, hospital or doctor’s appointments.

Out-of-hours

The folder can also be used out-of-hours to provide important information to emergency services or out-of-hours GP services.

The County Council and Oxfordshire’s NHS Trusts have been working closely together over the last two years on this project and other ways of improving assessment and information sharing. The agencies involved are:

• Social and Community Services
• Oxford Radcliffe Hospitals NHS Trust
• Nuffield Orthopaedic Centre
• Oxfordshire and Buckinghamshire Mental Health NHS Foundation Trust
• Ridgeway Trust
• Oxfordshire Primary Care Trust
• Lions Club of Oxfordshire.

Taking control

My name is Di. I have a fairly unusual condition which causes me to have numerous hospital admissions – last year I was admitted six times!

When I am admitted to hospital I always feel really ill and I find speaking almost impossible. I am asked numerous questions, often the same one several times.

The person-held record will be useful to me because all the information in it is specific to me as an individual. It will enable staff to have access to the details of the treatment I know works for me and help them understand my illness and the pattern it takes.

If I ever needed to go to hospital without my husband and was unable to speak, I would feel that the person-held record would provide all the important information staff need to know about me. It’s very reassuring to know it’s there if I need it.

Full details of the person-held record, and information about obtaining a folder, is available from www.singleassessmentprocess-oxon.org.uk or tel: Liz Maughn, Policy Advisor, Single Assessment Process on 07803 288030
Emergency Department team-building with a ‘nautical’ flavour

By David Skinner, Emergency Department Consultant

Given the stresses and strains of the JR emergency department (ED), team building has been an essential morale booster with individuals bonding outside and then working better as a team.

Arranging such events has always been difficult given the constraints of shift working and the obvious need to staff the ED 24/7, 365 days a year.

In spite of this, such events still occur and are valued by all. One of the regulars has been an annual sailing event, always multidisciplinary, and usually involving both ‘on’ and ‘in’ the water activities! The ED competes with teams of orthopaedic and spinal surgeons, geriatricians, anaesthetists, GPs, nurses, sisters and even the odd accountant, IT specialist and lawyer!

The venue for such sparring is the Chiltern Cruising Club (an offshoot of the Chiltern Medical Society) annual regatta, this year held in Cowes, Isle of Wight in June and contested by eight yachts, ranging from 30 to 46 feet.

The ED team sailed on ‘Red Beauty’, a 1978 Nautor’s Swan 411 (41ft) which has hosted many groups of ED staff since its owner joined the JR in 1993.

The crew, consisting of doctors and nurses, a medical student and a paediatrician were all eager to retain the Howard Fleet Memorial cup after a stunning victory in 2007.

The race started badly for Red Beauty, after she crossed the start line 10 seconds before the start gun, having then to ‘go about’ and re-cross the start line in last position. Perfect team work however saw her claw her way back to claim the winner’s cup.

The Chiltern Cruising Club would welcome additional yacht owners and their teams to future events, but only if they can face overwhelming competition from the ED team and Red Beauty.

Contact David Skinner by email: david.skinner7@virgin.net
Oxford cardiologists take lead role in national conference

The Oxford Cardiac Unit played a prominent part in this year’s British Cardiovascular Society Annual Scientific Congress held in Manchester in June.

Oxford cardiologists, Dr Bernard Prendergast and Professor Barbara Casadei were on the national committee organising the three day event. Key presentations were made by Oxford clinicians Dr Prendergast, Professor Casadei, Dr Adrian Banning, Professor Keith Channon and Dr Tim Betts, with numerous abstracts contributed by members of both clinical and research units.

Particular congratulations are due to Dr Robin Choudhury, who received the Mike Davis Early Career Award for his research work in the field of atherosclerosis, Dr Simon McDonald, who was awarded the Young Research Workers Prize for his work on developmental genetics, and Professor Stefan Neubauer, who delivered the Sir Thomas Lewis lecture on magnetic resonance imaging of the heart.

Pay Award – Agenda for Change 2008/09

The 2008/09 pay award has been agreed. The award will be paid in July and arrears paid in August. Details of the pay award are on the HR intranet site. The award is a multi-year pay settlement that will take effect from 1 April 2008, 1st April 2009 and 1st April 2010.

The award for 2008/09 is 2.75%. Details of the award are on the HR intranet site under “Salary scales”.

Trevor Campbell Davis, Chief Executive, and senior representatives from the ORH and construction partners HBG put the ‘final bolt’ into the roof of the new Oxford Heart Centre in July.

The multi-million pound cardiac expansion project at the JR will provide facilities aimed at the growing number of cardiac patients who are treated by non-surgical means and will include:

- Four new catheter laboratories
- Two new wards – all single rooms with en-suite facilities
- A purpose-built cardiac intensive care unit.

The new building is due to open in 2009. It is next to the current cardiac facilities at the JR, adjacent to the emergency department and close to the Children’s Hospital.

The total cost of the project is £29.1 million and funding has come from the Department of Health and NHS South Central.

Belinda Boulton, Cardiac Services Directorate Manager said, “There is no doubt the new centre will save lives. The people of Oxfordshire are extremely fortunate to have these facilities on their doorstep. It will also create 200 new jobs over the next five years.”

‘Capping off’ the new Oxford Heart Centre

Left to right: David Cave, Commercial Manager; Graham Harrison HBG Project Manager; Marion Fiddes, Deputy Director of Estates; Alison Clark, PA to Development Manager; Trevor Campbell Davis, Chief Executive; Alex Carr, HBG Project Manager Cardiac; Rod Stiles, HBG Construction Director; Dr Colin Forfar, Consultant Cardiologist; Heather Ancill, Deputy Matron Cardiac Services; Moira Logie, Director Division A.
NEW!
Text Message Reminder Service

The Oxford Radcliffe Hospitals are trialling a text message reminder service for outpatient appointments. We are also looking to see how text messages could be used in other ways to improve communications with patients.

We would like all patients with mobile phones to take part in this trial. If you would like to be involved, please complete the attached slip and return it to reception.

For further information please contact us at 18 weeks@orh.nhs.uk or on 01865 743330 or 01865 743320

Full Name
Hospital number or Date of Birth
Mobile Phone Number
I consent to the Oxford Radcliffe Hospitals NHS Trust using my mobile number to contact me:
Signature Date
Please return this slip to the reception who will send it to the Performance Improvement Team in Carlton offices, block 229, ORH.

From August 2008, we will be trialling a text message reminder service for outpatient appointments. We are also looking to see how text messages could be used in other ways to improve communications with patients.

When you speak to a member of staff, they may ask for your mobile phone number and whether you would like to receive text messages.

You can opt out of receiving messages, but we hope that you will take part in our trial.

Q&A

Q. Will my mobile numbers be accessible to anyone else other than the hospital?
A. No, all mobile numbers are secure – as secure as your online bank account – and we will not pass them on to a third party.

Q. How can we be sure that sensitive messages are private?
A. We will not send any sensitive information within the text reminders, and you can let us know if you would rather we did not send you text messages.

Q. Can I reply by text if I can’t make my appointment?
A. Not at the moment, but we hope to be able to offer this service in the future. There will be a number in the text to call if you need to cancel or change your appointment, or if you require any further information.

Q. Does the patient receiving the text have to pay?
A. No, there is no charge to the patient unless the patient is out of the country, in which case your mobile provider company may charge you to receive the text.

Need to contact us?

Call the Patient Appointment Bureau on:

0845 330 8888 (local rate)

Mon - Fri 08.00 to 21.00
Sat - Sun 09.00 to 17.00

Answerphone at other times.

If you get through to the answerphone, please leave a message.

Email: ORHAppointments@orh.nhs.uk

Please note, these details can be used to cancel and re-book appointments during opening hours regardless of whether you have been sent a reminder message.
Fewer missed operations?

Last year, over 460 patients did not attend their surgery. The performance improvement team calculated that each no-show for surgery costs the NHS about £1,500 (a £700,000 loss), so they developed a plan to try and cut the numbers and save the Trust some money.

Joy MacDonald, Performance Improvement Manager, told ORH News, “When we looked at the no-shows and the costs this placed on the Trust, we knew we could do something about it. We have developed a ‘checking in’ system which requires patients to contact us 14 days before their surgery date and confirm their attendance. If we don’t hear from them, we call patients seven to 10 days before surgery and remind them that they have an appointment.”

There are also new posters (pictured) to help drive the message home to patients that non-attendance costs money and delays treatment for others.

Joy added, “We have found that most of the no-shows are simply because people have forgotten they had an appointment. A polite reminder sets them back on track.”

“We’ve been expecting you”

PLEASE TRY TO MAKE IT!

IT MATTERS TO YOU

Last year over 450 patients failed to attend for their operations at the Oxford Radcliffe Hospitals. If you don’t attend, you’re missing out on treatment you need, and you could be putting yourself at risk.

IT MATTERS TO US

Each missed operation costs the Trust approximately £1500. That’s nearly £700,000 wasted. That’s the same cost as 24 nurses or a critical care bed for a year!

IT MATTERS TO OTHERS

Late cancellations inconvenience other patients as they cause a delay in surgery start times whilst we wait for you.

If you can’t come for your operation, let us know early:

Who to contact is on your appointment letter.
ORH Research nurse support group

Research nurses from around the Trust have formed a support group to discuss how they can help each other and share information.

Planning for MRHA Audits is the theme of the next meeting. Details of date and venue are still to be confirmed.

Research nurses who would like to attend should contact Rachel Teal on ext. 21921, or email: rctox3@btinternet.com

NHS Innovations Award

Support for clinical staff requiring professional registration

Staff can now claim £38 towards the payment of professional fees. To make a claim staff must be on Agenda for Change bands 5 to 8A and registered with a professional body in order to practice. Forms need to signed by the line manager and the applicant needs to provide proof of professional membership.

Full guidance and a claim form have been placed on the HR intranet site in the file Support for Professional Registration.

Make a note in your diary

You are invited to attend the Oxford Radcliffe Hospitals NHS Trust Annual Meeting on 18 September, starting at 6.00pm.

Teaching Suite on Level 2 of the West Wing.

Dr James Morris, Medical Director (left) presents Dr Fares Mayia with his award for innovation.

Dr Fares Mayia of the Department of Medical Physics at the Churchill Hospital was presented with a cheque for £500 for further research, and a stunning glass trophy, by Dr James Morris, ORH Medical Director for his ‘innovation’ in electrical safety. Dr Mayia won the title of Innovator of the Quarter (South East 2008) and has been short-listed for the national finals of the NHS Innovation Awards.

A great deal of commercial interest has already being shown in Dr Mayia’s invention which is cloaked in secrecy as the department awaits the necessary patents. “This could well be the way forward for electrical safety in the NHS for the future, and could potentially provide a significant income for the Trust,” Dr. Mayai said.

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