News for staff, patients and visitors at the Churchill, Horton General and John Radcliffe Hospitals
Play team wins award

ORH Play Specialists have won an award for their work with child care students.

The Trust regularly hosts placement students from Abingdon and Witney College and Stephanie Brampton, the College’s Placement Officer was so impressed with the quality of the work being done at the Children’s Hospital, she nominated the play team for the Oxfordshire Investors in Education Awards 2009 (www.oebp.org.uk).

Out of the eight places nominated, the ORH team were the winners! Play Specialist Sheila Caldicott collected the award on behalf of the play team.

Sheila told ORH News, “We usually have two childcare students with us each term from January to July. This award is recognition of the support given whilst students are on placement, as well as the teaching we do at the College about our role and career paths.”

FT roadshow – keeping staff in the loop

Pablo Fontana, Susan Brown and Jerry Park from the Foundation Trust (FT) membership office set up stall in the Trust’s main canteens during April to answer any questions from staff on the Trust’s application to become a Foundation Trust.

Over the course of the month they held lunchtime roadshow sessions in Café Blue in the West Wing and the JR, and the canteens in the Churchill and the Horton General Hospitals.

Staff are automatically members of the FT but the team wanted to make sure they are aware of what this means to the organisation. Susan Brown explained, “Hopefully staff found it useful to have us on hand to explain what FT means and how it affects them. Achieving FT status is one of the Trust’s aims and although we still have a lot to do before we achieve this, it is important that staff, as well as patients understand that being an FT enables people to become more involved in how the Trust works.”

Talks for members

Following the success of the Cancer Centre tour and talk for FT members (which attracted over 100 people), the FT office is setting up some more talks at the John Radcliffe Hospital and the Horton General Hospital for July and September. There will also be an opportunity for FT members to see the new Heart Centre in June. Suggestions for speakers (or volunteers to speak) are always welcome.

Recruiting public members

Recruitment roadshows have also been held in Oxford and Woodstock. The Trust is always looking for more public members so do encourage your friends and family to join too!

To become an FT member or to find out more about our bid to become a Foundation Trust email orhmembers@orh.nhs.uk or telephone 01865 (7)43491
This is proving to be another big year for the ORH. In October, the high standards of our clinical care and hard work to achieve national targets were recognised when the Trust received a rating of ‘excellent’ for the quality of our services in the Healthcare Commission’s Annual Health Check. In August, we opened new geratology facilities at the John Radcliffe Hospital. In March, we opened the state-of-the-art Oxford Cancer Centre, providing integrated cancer and haematology services, as well as surgical and diagnostic facilities at the Churchill Hospital. The Oxford Heart Centre will also open soon, bringing the latest, hi-tech facilities to support what is already among the best patient care in the country. These achievements in enhancing the environment within which we provide our services have been recognised by visits from Her Majesty the Queen and the Prime Minister Gordon Brown.

Our task for the coming year is to focus on quality, whilst improving efficiency. Lord Darzi’s Next Stage Review of the NHS challenged us to make quality our “organising principle”. In our Business Plan for this year we have set out how we intend to do this, and I hope people will visit our website, where the full plan can be read online.

However, the really big challenge for the ORH, and all NHS Trusts, is going to be improving the quality of care in an increasingly difficult economic climate. The global economy will impact on the funding available to public services – the level of investment in the NHS experienced in recent years is not sustainable and the effect of this is already being felt throughout Oxfordshire. As investment reduces, we will need to find new ways of increasing the efficiency with which we provide services. The challenge for us all is to examine again what we do, how we use our resources and whether we can do things differently.

To support our improvements in quality and efficiency we will continue to make changes to our organisational structure. We have all been disappointed by our unsuccessful application to become one of the first academic health science centres (AHSC). However, the application process has given us much to build upon and a clear idea of what we need to do to achieve AHSC designation in the future. Our challenge for the coming year must therefore be to continue to raise service quality, with increased efficiency in order to maintain a strong financial platform for the future.

The Business Plan gives us a focus for taking the Trust forward during the coming year. It provides everyone in the organisation with a common vision of what we wish to achieve, and allows us to communicate this to our patients and other stakeholders.”

Find the Business Plan on the Trust website www.oxfordradcliffe.nhs.uk in the About Us section.

Trevor Campbell Davis
Chief Executive
Survey reveals high job satisfaction among ORH staff

According to the annual national survey of NHS staff, the ORH is among the top 20% of Trusts for job satisfaction, for having staff who feel valued by their colleagues and for having supportive managers. Staff report having interesting jobs and feeling that the Trust has a commitment to helping them find a good work-life balance. This last area is one in which the ORH has improved its own performance since last year.

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 clear goals in their work, feel there are good opportunities to develop their potential, and have good access to training and development. Staff also say that the Trust’s performance on appraisal has improved over previous years and is now better than average.

While the survey shows positive scores in most areas, it also highlights areas for improvement. For instance, the Trust has recognised that there is a problem with work-related injuries and is taking action to minimise risks to staff.

According to the survey, staff at the ORH report a higher than average level of potentially harmful errors. The ORH has a policy of encouraging reporting of all such incidents, however minor, in the interests of patient safety and learning from mistakes. The Trust is above average in the fairness and effectiveness of its procedures for reporting such errors, near misses or incidents, and has improved on its position last year.

Trevor Campbell Davis, Chief Executive of the ORH, said, “We have some of the busiest hospitals in the country, and in the past year staff have worked effectively to sustain the reduction in waiting times for our patients, to use our resources more efficiently, and to maintain financial stability. During this period the Trust earned an ‘excellent’ rating from the Healthcare Commission for the quality of patient care. It is good news that people feel satisfied and supported in their jobs, as this directly benefits our care for patients.

“I am pleased that the measures we put in place as a result of last year’s staff survey have clearly worked. In particular, it is good to see that many more staff have been appraised this year, as this is an effective way of monitoring staff performance.”

For the fifth year running, ORH staff report being among the most satisfied workers in the NHS.

The Healthcare Commission survey was completed in 2008, with the results published in March 2009. Questionnaires were sent to a randomly selected sample of 2,500 Trust staff from each of the three hospitals. Completed questionnaires were received from 1,206 staff, a response rate of 48.3%. This is higher than the average response rate which was 45.5%. Results of the Trust survey and those of other Trusts, including the national benchmarks, are published on the Care Quality Commission website www.cqc.org.uk
The emergence of a virulent new form of flu, A Virus (H1N1), which started in Mexico and quickly spread to countries worldwide, caused NHS Trusts to implement their flu pandemic plans in April. Health organisations have been expecting a flu pandemic for a number of years and have detailed plans prepared to help deal with the pressures it would place on health services.

In our area the plans are coordinated by the Primary Care Trust (PCT) in Oxfordshire, which also coordinates the plans for neighbouring counties, Buckinghamshire and Berkshire, and works closely with the Health Protection Agency.

Preventing the spread of germs is the most effective way of slowing the spread of diseases such as swine flu and the ‘Catch it, Bin it, Kill it’ flu message has featured prominently in media coverage both locally and nationally.

Flu cases are handled in the community and patients are encouraged to contact the Flu Hotline number 0800 1 513 513, NHS Direct or to telephone their GP in the first instance but not to visit the GP practice or to attend hospital emergency departments.

Everyone can take simple steps to help prevent the spread of colds and flu – ‘Catch it, Bin it, Kill it’.

Covering your nose and mouth with a tissue when you cough and sneeze, CATCHING your germs and disposing of the tissue as soon as possible into a BIN and washing your hands as soon as you can to KILL THEM are all important actions that can help prevent the spread of germs.

Research has revealed that people don’t understand what a huge difference using and disposing of tissues correctly and washing hands can make in helping prevent the spread of the common cold and the more serious flu virus. Most adults suffer two to five colds a year and infants and pre-school children have an average of four to eight.

If we all follow the simple rule of CATCH IT, BIN IT, KILL IT, we can help reduce the spread of colds, flu and other viruses. We all have an important role to play in preventing ourselves, our families and others from spreading germs.

The messages of CATCH IT, BIN IT, KILL IT are simple:

**CATCH IT** – Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

**BIN IT** – Germs can live for some time on tissues. Dispose of them as soon as possible.

**KILL IT** – Hands can transfer germs to any surface you touch such as door handles and telephones, so clean your hands as soon as you can.

**For further information:**
NHS Choices – www.nhs.uk
Flu Hotline – 0800 1 513 513
NHS Direct – www.nhsdirect.nhs.uk 0845 4647
Health Protection Agency – www.hpa.org.uk
After the success of the OX5Run and the marathon, the fundraising team is now busy planning a corporate abseil day for 14 June. This event is open to any teams of ten or more – so if you know of a company or group of people that might be interested in taking part please contact Cynthia Charlett on 01865 743444.

Thank you to all those who took part, but don’t forget to get your sponsorship money in to Cynthia Charlett. She’s on ext 43444.

David Cameron joins Children’s Hospital run

Witney MP and leader of the Conservative Party, David Cameron, spurred on 750 runners supporting the Children’s Hospital at the Oxford Mail OX5RUN on Sunday 19 April. He told the crowd, “My son was diagnosed in the John Radcliffe so I’ve seen for myself the brilliant staff, the brilliant nurses and I still remember everything they did.” He then jokingly urged, “Now go as slowly as you can to make me look good.”

Runners of all ages, from the elite to the exhausted, tackled the 5-mile scenic route through the grounds of Blenheim Palace. Many of those taking part were staff, including a team of nurses from Tom’s Ward who were dressed as fairies.

David Cameron finished the course in a respectable 44 minutes and 44 seconds, but it was Kidlington-based fireman Gary Crone who led the field, winning the run in an impressive 28 minutes 28 seconds.

The event – organised by the Oxford Mail and Times and the ORH Charitable Funds team – could raise over £50,000 for the hospital. Head of Community Fundraising, Graham Brogden said, “We are thrilled at the turnout for this year’s run, making it the most successful yet. It really was inspiring to see so many people doing something really worthwhile with their Sunday morning, by showing their support for the Children’s Hospital.”

Many of the runners were parents who wanted to say thank you for the treatment their children have received at the hospital, including Chris and Katrina Randon, who ran with their 17 month-old son, Alan, in a backpack.

Katrina said, “The facilities at the hospital are fantastic and the nursing staff take care of families so well.” Chris added, “It would probably have been easier without carrying Alan, but we all wanted to give something back.”

Graham Brogden paid tribute to all the people taking part, “We are also incredibly grateful to all our friends at the Oxford Mail and Times for organising and promoting the event each year; to David Cameron for his support and to the event sponsors Allen Associates and Motorworld for their enthusiastic contributions.”

The presence of David Cameron brought the event positive national and international media attention – with extensive radio, television and newspaper coverage ranging from The Daily Telegraph to Hello magazine and reaching as far as Qatar’s Gulf Times.

Congratulations to all the ORH’s London Marathon runners who battled their way around the 26-mile route raising money for hospital funds. Mike Jones and Teresa Wilson ran for the new Heart Centre Campaign, Simon Rich ran for the Fund for Children and Tamarisk Morris ran for SCCWID (Sophie’s Campaign for the Children’s Ward for Interesting things to Do).

Teresa Wilson said, “I just wanted to complete it so I didn’t let any one down, I even kept my customised Matron uniform on despite the searing heat and thankfully finished in 6 hrs 19 minutes. I absolutely loved it, the people were brilliant and even when I felt the blisters at 21 miles, I knew I wasn’t going to stop!”
Dame Fiona Caldicott has been appointed Trust Chairman. She has been interim Chairman of the ORH since December 2008 and a Non-executive Director since 2002.

“Dame Fiona Caldicott appointed ORH Chairman

Dame Fiona is a distinguished psychiatrist and psychotherapist who has been Principal of Somerville College, Oxford since 1996. She is Pro-Vice Chancellor, Personnel and Equality, of the University of Oxford and chairs its personnel committee. She is a former President of the Royal College of Psychiatrists (the first woman President), a former Chairman of the Conference of Colleges, and the immediate past President of the British Association for Counselling and Psychotherapy. Dame Fiona chaired the 1996 NHS working party on patient confidentiality – its report led to the appointment of Caldicott Guardians in all trusts.

The ORH is one of the largest acute teaching trusts in the country, with a national and international reputation for the quality of its clinical services, teaching and research. The Trust was awarded an ‘excellent’ rating in the Healthcare Commission’s most recent Annual Health Check.

Welcoming the appointment, Dr Geoffrey Harris, Chairman of South Central Strategic Health Authority, said, “I am delighted that such an eminent figure as Dame Fiona has been appointed to chair the Oxford Radcliffe Hospitals. She is not only a clinician with high level leadership experience within the University of Oxford, but someone who has proved invaluable to the Trust, as a Non-executive Director and, more recently, as the acting Chairman. Her contribution to the Trust during a period of significant development and quality improvement has been substantial. I know that her very considerable leadership skills will take the Trust even further forward as a provider of first class health services for patients and as a leading organisation within the national and international academic healthcare field.”

Responding to her appointment, Dame Fiona said, “It is a great honour to be appointed to chair the ORH. In recent years, the Trust has successfully tackled many challenges, including the relocation of services from the Radcliffe Infirmary and the development of major new facilities, including the Children’s Hospital, the Cancer Centre and the Heart Centre. I am very grateful to my predecessor, Sir William Stubbs, who led the Trust so successfully during this period.

“I have no doubt that the future will be stimulating too, as we progress with our partners in our ambition to become a leading provider of the highest quality clinical services, education, and medical research. I am confident that the commitment of my fellow Board members, and the outstanding skills, experience and dedication of our staff, will ensure that we can achieve and exceed that aspiration over the years to come.”
Volunteers’ Week
In June, we are celebrating 25 years of Volunteers’ Week.

It’s a national celebration of volunteers and volunteering and there are hundreds of events held across the U.K. Volunteers’ managers organise events to publicly acknowledge and thank their volunteers and recognise their contribution to local groups and the wider community.

We have over 1,500 volunteers in the ORH. They help in the hospital to complement the work of staff and add a new dimension and extra value to the care we offer to our patients.

Volunteers can often be seen at all three of our hospitals on the Help Desks, working with the League of Friends, pushing the library trolleys and fulfilling a host of other tasks.

Chris Goundry, Volunteers’ manager, said, “We have a fantastic team of volunteers and some have been with us for a very long time. Volunteering is fun and people who do it say they find it very rewarding. We celebrate Volunteers’ Week each year with an annual strawberry tea. Our strawberry tea this year is being held on Wednesday 3 June from 2.30 to 4.00pm in the Function Room at the Churchill Hospital. During the week, the long service of volunteers is recognised with certificates and badges.”

To find out more, contact the Voluntary Services Department on 01865 220140 or email orh.volunteers@orh.nhs.uk

From security guard to senior manager

Carl Jenkinson, HR Business Partner, celebrated 30 years' service at the ORH in April with a surprise tea party. Colleagues were determined the day would not pass unmarked and organised balloons, badges with Carl’s picture on and a display marking his years in the NHS.

Carl’s first job at the JR was as a security guard, followed by a stint in the stores team – and a period serving as shop steward for a trades union. His talent for inspiring others led him to join the personnel team in the 1980s, and through this he gained professional qualifications in business studies and human resources, and also worked part time for a year at Oxfordshire Health Authority. He has also worked as Accommodation Manager for the JR. He spent a week at Kimberly Hospital in South Africa helping prepare the first cohort of nurses to arrive as part of the Oxford – Kimberly twinning programme.

Carl said, “I have worked in the same place for all these years because of the constant change. Throughout my career, I have been asked to rise to fresh challenges and I have been given many exciting opportunities. It has been fascinating watching the hospital sites grow and improve their services for patients every year. For colleagues who wish to develop a career in the NHS and continue to develop educationally there is no better place.”

Nicola Sowden, HR Consultant, said, “Carl was very surprised by the party. We went all out with balloons, badges and a big display to mark his years at the ORH. When we realised the 30-year mark was coming up we knew we couldn’t let it pass without some form of party and Carl had no idea.”

New regulator for health, mental health and adult social care

The Care Quality Commission (CQC) is the new independent regulator of all health and adult social care in England, and replaces the Healthcare Commission. CQC inspects all health and adult social care services in England, whether they’re provided by the NHS, local authorities, private companies or voluntary organisations. It makes sure that essential common standards of quality are met everywhere that care is provided, from hospitals to private care homes, and works towards their improvement.

Find out more at www.cqc.org.uk
Kilimanjaro challenge

“I’m not a fitness fanatic, I’m not usually a charity fundraiser and I’ve never climbed anything bigger than Snowdon before in my life – I must have been mad.” Gemma Crane, Urology Nurse.

When Gemma Crane, Urology Nurse at the Churchill Hospital, climbed Kilimanjaro in February, her group raised £16,000 for UCARE (Urological Cancer Research and Education), a charity supporting cancer research projects in Oxford. She tells ORH News about taking on Africa’s highest peak.

“When I was asked to take part in the Kilimanjaro climb by Jonathon, one of my patients, I completely dismissed the idea. I didn’t think I would ever be able to do anything like that.

However, months later I found myself looking down at the summit from a propeller plane in Tanzania.

The first four days of the climb were manageable, the walking was tough but it was a matter of stamina and endurance rather than speed. We had to allow our bodies to acclimatisate to the extremes of the altitude we would experience on day five when we would tackle the summit. Altitude sickness is the part you can’t train for because it’s impossible to know how your body will react.

On day five we started in the middle of the night in freezing cold temperatures but as we walked, the sun started to rise and it was so beautiful it gave us all a boost to stride on to reach the top. Standing at the top looking down at glaciers and the African plains was such a surreal experience, I was so thrilled I had made it.

Following the success of reaching the summit you realise that you only agreed to reach the summit and wonder where the cable car is to get you down. Then you realise that the only way down is to keep going on your own two feet.

The descent is much quicker than the ascent and the lower you drop the better you feel. I was taught a special scree ski technique which basically means you jump down the mountain, although it has a shocking impact on your knees and I still have a black toe.

Half the challenge was the mental stamina to keep going – sometimes it feels as if you will never get to the top. The team spirit was fantastic. Andy, another patient who took part in the climb, only has one leg (the other is a prosthesis) and I never saw him stop. He only seemed to slow down when shouting to me to keep going.

The guides and walkers really supported each other, keeping an eye on each other’s health and encouraging one another. Watching the guides run past me with tents and kitchenware on their backs really made me marvel at how their bodies have adapted to that way of life.

My advice to anyone who is thinking about taking on Kilimanjaro is, ‘give it a go, stay positive and enjoy it’. There is such a sense of accomplishment that comes with knowing you pushed yourself to the limit and did something wonderful. For me, it was a once in a lifetime opportunity, definitely a once-off. I’m not a fitness fanatic, I’m not usually a charity fundraiser and I’ve never climbed anything bigger than Snowdon before in my life – I must have been mad.”

Gavin plans December Kilimanjaro assault

John Radcliffe security guard and ex-Royal Marine, Gavin Stewart, is also taking on Kilimanjaro in December. Gavin is aiming to raise £3,000 for the charity Help for Heroes which helps servicemen and women who have been wounded in current conflicts.

“I’ve been a soldier all my life,” Gavin explains. “My dad was in the service and my granddad, it’s the family business.”

Gavin was discharged from the army on medical grounds in 2003. Several of the servicemen who have been killed in the conflicts and have passed through the John Radcliffe Hospital on their way home, were friends killed in action, and Gavin still feels very close to his former colleagues.

He added, “I saw the fundraising challenge on the Help for Heroes website and thought ‘why not?’ It’s going to be a great challenge and will make a real difference to our guys and girls when they need it most.”

Ex-servicemen and their families from all over the country will be taking part with Gavin in December. Sponsor Gavin at www.justgiving.com/gavinstewart

Kilimanjaro: the facts

- Kilimanjaro is Africa’s highest mountain at 5,892 metres above sea level
- It is the earth’s highest free standing peak and is permanently snow-capped
- In fact it’s not a mountain at all, but an inactive volcano
- It’s name comes from the Swahili word Kilima meaning ‘little mountain’ and Njaro meaning ‘white’ or ‘shining’
- Italian Bruno Brunod is the world record holder for the fastest climb at 5 hours 38 minutes 40 seconds in 2001.
The ORH fielded 12 entries for the annual Health and Social Care Awards this year and three were short-listed for the regional final for the South Central area.

- The Cardiothoracic Critical Care Unit at the John Radcliffe for their innovative approach to weaning patients off ventilators, short-listed in the Innovative Acute Care category
- The urology team for their web-based support forum for testicular cancer patients, short-listed in the Innovative Health and Social Care Technology category
- YiPpEe, the Young People’s Executive, short-listed in the Leadership for Improvement Award

The Awards have an established eight-year history and provide an unparalleled opportunity to highlight and celebrate innovation and excellence in frontline health and social care.

There were over 110 entries and 31 nominees in the regional round. Although our three contenders have not been put through to the national finals, all entries deserve congratulations for the hard work they put into their submissions.

Cardiothoracic Critical Care Unit

An inventive approach to changing the way intensive care patients are weaned off ventilators has had far-reaching affects on patients’ experience of this difficult process and also reduced their length of stay in critical care units. The ORH has designed and introduced a system of colour-coded graphs and flow charts which mean that nurses, rather than surgeons and doctors, can make decisions about how to proceed.

In addition to directing and standardising decision-making, at the same time as giving a clear picture of progress to relatives and patients. A multi-centre trial to fully test its effectiveness is still in the planning but an initial study indicates the average length of stay within the unit has dropped nearly 40% to 8.1 days from 12.9.

Although existing research was widely consulted as a basis for the system, the use of visual representations is entirely original and considered unique in the country.

Web-based support forum for testicular cancer patients

In 2007 Gemma Crane, clinical nurse specialist in the outpatients urology department at the Churchill Hospital, sent a survey to 88 men diagnosed with testicular cancer in the Thames Valley. She wanted to know what support they needed and how they felt services could be improved. Seventy of them replied, a significant proportion for a patient survey. As a result of what they told her, she established a web-based forum and information resource.

The survey showed that men had very little support to deal with this devastating disease. They wanted information about testicular cancer and its treatment including complementary therapies, health and nutrition, sexual function and finances. They wanted emotional support and a way to share their ideas and experiences and they wanted their partners included. Nearly half opted for a web-based group.

To set up the site Gemma bought in expert advice but she had to learn how to maintain it. She also obtained two grants, from Macmillan Cancer Relief and UCARE (Urological Cancer and Research and Education Charity), to support the site.

The website was launched in March 2008 and is regularly updated and monitored by health professionals, who receive alerts when new comments are posted on the site. Users can remain anonymous and can chat to other patients day or night at a time that suits them.

YiPpEe, the Young People’s Executive

YiPpEe (Young People’s Executive) is a group of 14, 10 – 18 year olds who work and meet with staff in the Oxford Children’s Hospital to discuss improving services for young patients. The group was set up in 2004, during the building of the hospital, following national research that recognised the value of engaging users to improve and develop services. The young people have all either been in hospital themselves, or have been close or related to someone that has. The aim of the group is to ensure that the hospital is always a child-friendly and welcoming environment.

To date YiPpEe has developed a number of new initiatives. Members created feedback books and questionnaires for every ward that allow patients and families to comment about the hospital and the services it provides. The group has introduced ‘Splats’, which are coloured pieces of paper that patients are invited to write comments on and pin up on notice boards to share their views. The team has also had a very positive influence on catering within the hospital and was given responsibility for reviewing the menus and the quality of the food. They have also developed posters to highlight patients’ perspectives about privacy and dignity and a DVD that is given to all young patients admitted for elective surgery.
Sarah Stephenson pays tribute to her colleague Gareth Owens, Corporate Professional Development Nurse, who died recently following a short and sudden illness.

“Gareth was a guy with a great passion for life. At work his enthusiasm, excitement and genuine desire to support change was inspirational. He had a special and very rarely seen gift, of approaching any work situation as a challenge rather than a burden. Gareth could always be counted upon to add a sense of perspective, of logic and of fun to any project or personal situation he encountered. Gareth’s contribution to the nursing profession has been profound and immense.

His nursing career began in Oxford in 1983 when he worked as a Staff Nurse on the Intensive Care Unit at the John Radcliffe Hospital. Only a few years after qualifying I’m told you could see that he was going to make a huge difference to nursing over his career. Even in the most stressful times Gareth could lighten the mood with his smile and sense of fun. After a couple of years on ITU, Gareth moved to work on 5F, the medical GI ward, and for a short while the surgical night team.

After a period of study he moved into the role of Nurse Tutor at the School of Nursing where he built upon his love of developing and supporting others. In 1992 he successfully took on a Senior Lecturer post at Oxford Brookes University, where he provided wisdom, insight and innovation to the students and nursing team he worked with. There are so many projects and initiatives that Gareth led it is hard to single out any particular one. Those that deserve recognition must include the work he did to support enrolled nurses in their conversion course. Gareth’s commitment and conviction was exemplary and there are many enrolled nurses who have gone on to great things because of the personal support and time he invested in them.

The second is the way he planned and developed the Health Care Apprenticeship programme. Gareth believed that regardless of background or academic history everyone should have the opportunity to fulfil their potential.

A few years later, in 1995, Gareth took on the role of the Training and Development Manager at the Horton General Hospital. When the Horton merged with the ORH Hospitals in 1998, Gareth joined the Corporate Practice Development Team. His work expanded to supporting and developing nursing practice across four hospital sites and providing support to the practice development nurses and midwives in the Trust.

As well as the tremendous work that Gareth achieved in the Trust, he was also instrumental in developing nursing practice at a national level. His passion for supporting and developing the role of the Health Care Assistant (HCA), and the Assistant Practitioner, meant that he was asked to present his work at national nursing conferences. Gareth’s work was also published in nursing journals and books and his work on developing a ‘Code of Practice for HCAs’ was adopted nationally by the Royal College of Nursing. Gareth was modest in his work.

Many of you will have experienced Gareth’s sense of humour, whether it was a funny joke over a pint, a ridiculous email that made you laugh out loud or a telephone call that had you in stitches.

Fundamentally he was a man of principle – his integrity and sense of fairness extended to anyone he met. No matter who you were, or what you did, he believed in you. Gareth worked above and beyond what many would expect, so he could make that difference to us and to patients.”

Sarah Stephenson,
Corporate Professional Development Nurse.
The fundraising campaign which started 13 months ago to raise £300,000 for an extension to the Brodey Cancer Resource Centre at the Horton General Hospital, has reached its target more than 10 months earlier than expected. This is thanks to two big cheques from Cherwell District Council who have donated £30,000 and Banbury Town Council who have donated £12,000.

Yolanda Jacob has been steering the fundraising effort. “People have been hugely supportive of this project,” Yolanda told ORH News. “We have received donations not only from local people but Trusts and friends nationally and internationally as well. The response has been amazing and people have been very generous with not only their money but their time as well. Thank you everyone.”

If you can help, or have an enquiry, please contact Yolanda Jacob on 01295 229058 or email Yolanda.Jacob@orh.nhs.uk

“I’ve spent the last two months finding out more about our hospitals,” said Andrew. “I’ve been walking the wards and corridors as much as I can so that the staff get to recognise me, and so I see people at the sharp end of the service delivery. I’ve found an organisation full of talented and committed people, who have achieved a great deal in recent years, often in difficult circumstances. But this doesn’t mean that we can rest easy; we have a considerable and challenging programme of work this year. We need to reduce our costs and at the same time we need to continue to sustain performance and provide high quality patient services.”

Andrew was previously Chief Operating Officer and Deputy Chief Executive at Colchester Hospital University NHS Foundation Trust. He joined the NHS in 2002 through the Gateway to Leadership programme for fast-track senior managers, following a successful career as a pilot in the Royal Air Force.

“I’ve learned throughout my career that making a difference is up to all of us at all levels – and this has never been more important for the NHS. I want staff to work with their own teams to implement change, and to work across boundaries with our health partners – above all to ensure that care is delivered in the most appropriate setting. It’s also important that staff who have ideas, suggestions and views about how things are run feed them up through the organisation.”

Andrew recognises the achievements of recent years, but is clear that there is always more to be done. “In some areas further efficiencies may be difficult, but we know that in others there are good opportunities for further improvement when we compare ourselves with other hospitals in this country and around the world. I know adapting to the pressures we face can feel difficult, but none of what we have to do is unachievable. Above all, my job is to run a system that enables us all to meet the challenge.”

Hospitals welcome new Chief Operating Officer

As the new Chief Operating Officer, Andrew McLaughlin fills a new post for the ORH, designed to bring greater focus to operational and management activities. In practical terms, Andrew is responsible for managing the day-to-day activities of the Trust and the way it functions. This includes the delivery of our performance agenda and our cost reduction and efficiency programme. He reports directly to the Chief Executive, Trevor Campbell Davis, and the Board. Andrew is also playing a key role in developing strategies and designing effective management structures, enabling the ORH to make the best use possible of resources so that it can provide health services that are of high quality and good value.

Brodey Centre Appeal reaches £300,000 target – 10 months early

The fundraising campaign which started 13 months ago to raise £300,000 for an extension to the Brodey Cancer Resource Centre at the Horton General Hospital, has reached its target more than 10 months earlier than expected. This is thanks to two big cheques from Cherwell District Council who have donated £30,000 and Banbury Town Council who have donated £12,000.

Yolanda Jacob has been steering the fundraising effort. “People have been hugely supportive of this project,” Yolanda told ORH News. “We have received donations not only from local people but Trusts and friends nationally and internationally as well. The response has been amazing and people have been very generous with not only their money but their time as well. Thank you everyone.”

If you can help, or have an enquiry, please contact Yolanda Jacob on 01295 229058 or email Yolanda.Jacob@orh.nhs.uk
ORH consultants assist GPs in improving patient care with email advice service

The provision of patient care outside hospital settings and as close to home as possible is an important driver in the redesign of patient services. Equally, improving access to specialist care when it is necessary is a priority for the Oxfordshire healthcare system. This can be achieved by ensuring that only those patients who do require a hospital appointment are referred.

To help improve efficiency, ORH consultants in dermatology, cardiology and gastroenterology have been providing an email advice service for GPs which has resulted in an average reduction of 61% of patients requiring initial outpatient appointments across these three areas.

The service has proved such a success it is now being rolled out to the following new areas – respiratory medicine, general medicine, diabetes and urology – with more specialties to follow later in the year.

Both consultants and GPs are supportive of the initiative and are enthusiastic that we will continue to improve patient care across Oxfordshire.

Oxford National Centre for Intestinal Transplant
Adult patients with intestinal failure benefit from new service

Mother of three Michelle Kelly, from the Isle of Man, has been given a new lease of life by receiving a small bowel transplant in an eight hour operation performed at the Churchill Hospital. In 2004 Michelle was on holiday in Turkey and developed a blood clot which destroyed most of her bowel. Unable to eat normally, she relied on TPN (total parenteral nutrition) a liquid food which is given intravenously. This process took 12-14 hours a day and meant her life as she knew it before the clot was no longer possible. Michelle is now making a good recovery and eating food normally again.

Small bowel transplants and multi-visceral organ transplants are being performed at the Oxford Transplant Centre (OTC), part of the ORH recently designated by the Department of Health as one of two centres in the UK to carry out adult intestinal transplants. Oxford also performs pancreas and combined kidney-pancreas transplantation for much of southern and central England, and renal transplantation for the six counties surrounding Oxford.

Consultant Surgeon, Professor Peter Friend, said, “For a small number of patients, like Michelle Kelly, we can now provide an effective treatment for those in whom the more conventional method of intravenous feeding is no longer possible. Gaining designation by the Department of Health to carry out intestinal transplantation is a major development for the transplant service in Oxford, as well as an important step for the expansion of this new and highly specialised service in the UK.”

Intestinal transplantation is a relatively new type of surgery in the UK and has been of proven benefit only since the start of the 1990s – earlier attempts were thwarted by the combined problems of organ rejection and infection.
New NEDs join the Board

Two new Non-executive Directors (NEDs) have been appointed to the Board of Directors. The Board has overall responsibility for the activity, integrity and strategy of the Trust and is accountable, through its Chairman, to the Strategic Health Authority and the Secretary of State for Health.

Introducing Geoffrey Salt and Alisdair Cameron

Geoffrey Salt, who is an Oxford graduate, has had an extensive career in retail management, supply chain and distribution strategy. Alisdair Cameron is a leading chartered accountant and Finance Director of British Gas, part of Centrica plc, a FTSE 100 company. Both Non-executive Directors are Oxfordshire residents.

Welcoming the appointments, ORH Chairman Dame Fiona Caldicott, said, “I am delighted that two people with such extensive experience and leading roles in finance, business and strategy have joined the Board.

“Over the past year, the Oxford Radcliffe Hospitals has met all of its key targets and achieved a financial surplus. It was also awarded ‘excellent’ by the Healthcare Commission for the quality of clinical care. However, these are challenging times for NHS Trusts, and Board level leadership has never been so important. As one of the largest acute trusts in the country, the Oxford Radcliffe Hospitals is a considerable business responsible for providing critical care of the highest quality. It is vital that the Board of Directors is fit to manage this business, both now and in the future, as we pursue our applications to become a Foundation Trust and an Academic Health Science Centre. Alisdair and Geoffrey will complement and strengthen the skills of the current Board, and I am sure that we will all benefit from their wisdom and their experience.”

The appointments were made by the Appointments Commission’s Health and Social Care Appointments Committee and are effective for four years, from 1 May 2009. Both Non-executive Directors will receive remuneration of £6,096 a year.

All non-executive appointments are made on merit and political activity plays no part in the selection process. However, in accordance with the original Nolan recommendations, there is a requirement for appointees’ political activity to be made public. Neither Non-executive Director has declared any political activity in the last five years.
Staff in West Wing theatres celebrated International Nurses’ Day with a special shared lunch organised by Practice Educators, Wendy Edmundson and Jane Jones.

“We have nurses from all over the world working in our team, from Burma to the Caribbean, Poland to the Philippines,” Wendy explained. “We spend so much time rushing around getting the job done, we never stop to think how working in a hospital is such an international effort. We thought this would be a lovely way to thank each other for the contribution each person brings to the team.”

ORH nurses celebrated International Nurses’ Day

Viv Bennett, Deputy Chief Nursing Officer for England at the Department of Health, opened the Annual ORH Healthcare Conference at the John Radcliffe Hospital. Viv began her career as a nurse at the JR in 1978.

The conference title this year was Serious about Safety and Standards. “Quality must be the organising principle for nurses,” Viv told the conference. “The measurement of quality is all about the patient experience, not just how practitioners give care, but how that is received and observed by patients.”

Elaine Strachan-Hall, Director of Nursing, said the conference was the reassertion of the standards that nurses, midwives and allied health professionals hold firm to. She explained, “These standards are based on principles about the way we provide patient care – with compassion by making each patient feel special; with dignity and respect by responding quickly to each patient’s needs. Nursing is skilled work which also demands a lot of personal qualities and remembering the difference kindness and compassion makes is really important.”

Better Healthcare Programme update

The Children’s Service at the Horton General Hospital will soon benefit from some additional doctors, thanks to an extensive recruitment campaign.

The ORH is currently working with Oxfordshire Primary Care Trust, the Keep the Horton General campaign, Cherwell District Council and local GPs on the Better Healthcare Programme (BHP) which is exploring new and innovative ways to develop services at the Horton. While the Programme carries out its work the Trust has committed to do everything possible to maintain services in their current form.

The service uses middle grade doctors to support the consultants and run the service overnight. These doctors are becoming increasingly difficult to recruit, because most of them are near the end of their training and looking for posts which will help them with this. At the moment, the Horton’s paediatric service does not have training recognition for this level of doctor. Now, however, thanks to a successful recruitment campaign, three doctors have been recruited and accepted posts at the Hospital. They will start in the next two months.

The Horton is to keep its ‘General’ name, Chief Executive, Trevor Campbell Davis, announced at a recent BHP meeting. Although many district hospitals have dropped the ‘General’ from their titles, because of its old-fashioned connotations, many members of the public in Banbury have requested that the hospital is known as the Horton General. At the meeting, Trevor Campbell Davis said that the Board had listened to local concerns on the matter.
National Thrombosis Week

The thrombosis team visited wards and departments across all three ORH sites to mark National Thrombosis Week in May. The team were eager to raise staff awareness about hospital acquired thrombosis and the Oxford Anticoagulant Service.

ORH News ‘snapped’ Thromboprophylaxis Nurse Penney Clarke and Anticoagulant Pharmacist Scott Harrison who were giving goody bags to nurses Emma Clark and Sasha Scott on the Surgical Emergency Unit. The bags contained information and freebies to promote the team’s work.

Penney explained why awareness was so important, “Thrombosis is one of those things that everyone needs to know about. The National Thrombosis Week gives us a wonderful opportunity to reinforce to staff and patients the key things they need to know. One of the most important messages is to ‘keep moving’… we’ve done a lot of running about this week and hope that people have noticed.”

Help change the future of diabetes?

The Thames Valley Diabetes Research Network is supporting the ORH in a research study looking at a future treatment for type 2 diabetes and we need people to help us.

We are looking for people who have type 2 diabetes and have been taking metformin (perhaps with another tablet) for at least the last three months.

To find out more, please contact:
Diabetes Research Nurses
Rachel Craven-Todd and Sue Rous 01865 857511
Email: susan.rous@orh.nhs.uk