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News from around the John Radcliffe Hospital, Horton General Hospital, Nuffield Orthopaedic Centre and Churchill Hospital
What is a staff governor?

Why did you become a governor?
When Oxford Health became an FT, my line manager suggested that I should put myself forward. I decided to do it because it gives me a better understanding of the organisation I work in. It gives you a more rounded view than just the clinical perspective, and I think that the view from those working with patients and their carers is really valuable to the Board and Directors in helping them to make decisions.

What do you actually do?
The role is a mixture of quarterly Council meetings and committee work, but it is also about taking an active interest in what goes on in the Trust. In order to participate in the meetings, you have to know what’s going on. You can choose which particular committee interests you, for example, the Quality Account Group, the Staff Well-being and Culture Group, and the Governor Development Group, and then bring your particular skill or expertise to that committee.

What benefit do staff governors bring to their trusts?
The ability to offer another perspective. For example, at Oxford Health, Governors work with Non-executive Directors to keep them informed about what goes on within the organisation, and get advice. There is also a ‘Back to the Floor’ scheme, in which Executive Directors shadow staff (not just governors) as they go about their work. Staff Governors also play an important role in encouraging people to join the Trust. I’m in the fortunate position that I see a lot of patients and their families, so I try to encourage people to join when I see them in clinic.

What makes a good Staff Governor?
An enquiring mind, a willingness to take part, and approachability. I would advise you to think about the commitment involved if you are interested, and to plan it. It is rewarding, and so I would encourage OUH staff to get involved in Trust membership and put themselves forward for election.

If you would like to find out more about being a Staff Governor, there will be sessions held on each hospital site from September. To find out more about them including dates and times, please see the Foundation Trust page on the intranet or contact Caroline Rouse on caroline.rouse@ouh.nhs.uk or on 01865 (2)31472.

Your views welcome

Welcome to the newsletter of Oxford University Hospitals NHS Trust.

We hope you will continue to contribute your news and articles from your teams, departments and divisions and look forward to publicising them in the newsletter.

All items for publishing should be sent to Kelly Whitehead in the Media and Communications Unit, Level 3, John Radcliffe Hospital 01865 231471.

Alternatively email kelly.whitehead@ouh.nhs.uk

Copies of OUH News are circulated widely throughout the Trust via special news vendor stands. Individual copies can be sent on request.

Designed by Oxford Medical Illustration 01865 220900.

News about the John Radcliffe Hospital, Horton General Hospital, Nuffield Orthopaedic Centre and Churchill Hospital.

Healthy Hospital Day at the JR

In July the Trust ran a ‘Healthy Hospital’ day at the John Radcliffe Hospital which saw over 1,000 visitors, patients and staff attend.

The event involved wards, departments and external exhibitors handing out information, support and advice on all things health related with the hope of promoting the importance of maintaining a healthy lifestyle both at home and in the work place.

The Level 2 corridor of the main hospital featured a range of stalls including a healthy cooking demonstration from nutritionist and chef, Christine Bailey, with tasty free samples.

Staff from ward 7B had a ‘Healthy Ward Stall’. They have been working in collaboration with Waitrose to promote the benefits of eating fresh fruit and vegetables and offered free fruit to anyone visiting their stall.

The Trust’s newly appointed Health and Wellbeing Promotion Specialist, Anna Hinton, worked closely with a group of doctors from the Trust to organise the first ‘healthy hospital day’. She said: “The day offered staff an opportunity to join in, share ideas and take up the challenge of making those first small steps towards improving their health as well as supporting patients.”

The group of doctors, including final year medical student William Do, formed ‘Health 4 Healthcare’ which drives forward their passion to make hospitals healthier. They have established a wide network of healthcare professionals to promote healthy projects across the hospital. William said: “We believe that a hospital has a duty to actively promote health and wellbeing for its patients and staff and we hope this event raises awareness of all the positive steps the Trust is making to promote a healthier way of life.”

In the hospital’s ‘OnThree’ restaurant were promotional offers on healthy breakfasts, a variety of local leisure centres offering free health MOTs and Go Active Oxfordshire with lots of ideas to increase physical activity.

As a result of the very positive evaluation of the day by over 500 people, and building on the gathering momentum, planning is already afoot for the next healthy hospital day at the Horton in late autumn. Other initiatives include permanent signs encouraging stair walking in the main hospital, regular health walks and a joint collaboration with Go Active to encourage physical activity.

For more information on Health and Wellbeing contact Anna Hinton on 01865 (2)23334 or email anna.hinton@ouh.nhs.uk
Classical concert at the Churchill Hospital

Fourteen year old bassoonist Lucy Dundas was the youngest musician to join others from the Oxford Music Festival in providing a classical concert for patients and staff at the Churchill Hospital in July. Lucy has recently been accepted to the Royal College of Music. She and her colleagues played music by Mozart, Bratton, Shostakovitch and Vivaldi.

Gladys Bury and Lynda Foster (pictured) who were visiting the hospital, said they were “more used to listening to this type of music at the South Bank” but added “if there was anywhere you needed cheering up, then it was here.”

Ruth Charity, organiser of Artlink, said “We are grateful to these talented musicians for giving up their time to come and play in the Cancer Centre Café – events like this really do help take people’s minds off why they are attending hospital.”

Changes to Trust car parking charges

The Trust has increased its hourly car parking charges for the first time in seven years. Pay and Display car parking charges rose for the first time since 2006 to £1.40 (per hour), a flat rate charge of £7 for more than four hours and it is now free to park from 8pm - 8am across the four hospital sites in the Trust. Patients and visitors will still be able to park for the first 30 minutes without charge.

The Trust has a number of concessionary parking arrangements in place which provide discounted and free parking for specific groups who attend on a regular basis such as radiotherapy, chemotherapy, renal dialysis, transplant and dermatology.

Visitors to, or carers of, long stay patients (four days or more) may purchase a weekly parking permit. The Car Parking Office can also make special arrangements for families of very ill patients in the Critical Care Unit, Intensive Care Unit and Paediatric Intensive Care Unit.

These concessionary passes will remain, but a below inflation increase will be applied to them. After deducting the cost of maintaining the car parks; security, lighting, road surfacing, barrier and ticketing, any surplus made through car parking charges is reinvested into patient care.

Director of the Estate Mark Trumper said: “We have held parking charges for as long as is practicable. However, as costs of providing and maintaining public car parks on four hospital sites has increased over the years we have decided it is now time to introduce an increase to the charges across the Trust.”

As one of the largest employers in Oxfordshire the Trust actively encourages its staff, visitors and patients to consider alternative forms of transport where feasible such as buses, taxis and bicycles. The Trust also works with the local and county councils to improve bus routes and Park & Ride facilities to our hospitals to play our part in trying to ease congestion on the roads around the county.
Physiotherapy’s ‘Workout at Work’ day

Staff at the Nuffield Orthopaedic Centre enjoyed an active lunchtime in June, when they took part in the Chartered Society of Physiotherapy’s ‘Workout at Work’ day.

A rounders tournament at the John Radcliffe Hospital fell victim to bad weather, but the NOC hosted a variety of activities in its Atrium and Physiotherapy Gym, including: a pilates tester session, an aerobics class, lunchtime runs and walks, and a challenge to either ‘row the Boat Race’ or ‘cycle to France’ on a static rowing machine and exercise bike.

The Botnar Research Centre also hosted events, including belly dancing, yoga, and an introduction to dancing the Tango hosted by Kassim Javaid.

James Sullivan, who organised the events at the NOC, was delighted with the event. He said: “It was a really good response and well worth doing. I think about 60 people in total ranging from physiotherapists, occupational therapists, doctors, nurses, health care assistants and office staff took part. Some had made the trek from the Churchill Hospital to join in too which is great.”

The event, now in its third year, was aimed at encouraging people to develop healthier work habits and include exercise in their working day which is good for both physical and mental health. Organisers believe that it is a ‘win-win’, as staff feel fitter and healthier and are therefore more productive. Research suggests employers also benefit from reduced sickness absence and increased productivity.

Major Trauma Networks see increase in survival rates

An independent national audit has shown that 20 per cent more patients are now surviving severe trauma since the introduction of Major Trauma Networks. Oxford University Hospitals NHS Trust (OUH) became a fully operational Major Trauma Centre in October 2012.

Results from the Trauma Audit and Research Network (TARN) national audit show that one in five patients who would have died before the networks are now surviving severe injuries.

OUH is one of five designated Major Trauma Centres for the South of England, and the Oxford Major Trauma Centre is the specialist hub for the provision of care to major trauma patients from across the Thames Valley, including Oxfordshire, Buckinghamshire, parts of Gloucestershire, Wiltshire, Berkshire and Northamptonshire.

OUH trauma consultant John McMaster said: “Major Trauma Networks benefit the wider population of patients we care for above and beyond trauma patients. They create an exciting opportunity to further develop the Trust’s reputation as a provider of specialist care.”

Regional Trauma Networks were first introduced in 2012 to enable the rapid and safe transfer of patients to the 22 designated Major Trauma Centres throughout the country, as few district hospitals in England have the capacity to provide comprehensive care for these patients.

As well as improving survival, a key aim of the Major Trauma Networks is to improve the quality of life in the survivors. The networks have redesigned rehabilitation pathways to give the patients the best chance of recovery following surgery. It is predicted that for every additional survivor, three further patients will make an enhanced recovery, which hopefully will allow them to return to their families and to work.
Cotswold Maternity Unit reopens for births

Women will once again be able to deliver their babies at the Cotswold Maternity Unit (CMU) in Chipping Norton after births were suspended following a review of the unit earlier in the year.

Head of Midwifery, Jane Hervé said: “I am delighted we are re-opening for births. One of the lovely aspects of this unit is that it has a real home-from-home feeling about it. We have worked hard to make sure that the right conditions are in place and that we have a team of professionals who are pleased to be here and we are confident it will be a success.”

The CMU is for women who have had their 36 week assessment to ensure that all is well for a delivery which is unlikely to need medical intervention. The unit has two birthing rooms, each with a birthing pool and en-suite shower room. The rooms also contain bean bags, birth balls and other equipment to help women feel comfortable during labour and birth. A spacious lounge is also available for use by families and other visitors. Pregnant women who are interested in joining a tour of the unit on Saturday afternoons can email: chippingnortonmidwives@ouh.nhs.uk or call 01608 648222. Further information can be seen at www.ouh.nhs.uk/cmu

Finance and Procurement have relocated to the NOC

The Finance and Procurement teams were relocated from Manor House Annex on the John Radcliffe (JR) site to the Nuffield Orthopaedic Centre (NOC) at the end of June.

Finance teams including; Accounts Payable; Accounts Receivable; Treasury; Management Accounts; Finance Systems; Financial Planning; Financial Accounting and the Deputy Directors of Finance have relocated to the ACE Building.

The Buying and Strategic Procurement teams from the JR, along with members previously based in the NOC Administrative Offices, have moved into the Wernick Building.

Please ensure that all correspondence for these teams is addressed correctly; this includes requisitions for the Procurement team.

Annual NOC Golf Day 2013

In June, eight golfers from the Nuffield Orthopaedic Centre (NOC) played in the annual golf day for the NOC Challenge Cup at Frilford Heath Golf Club which raised £750 for the NOC Appeal.

The NOC challenge cup was keenly contested, with Brian Hegarty coming out on top.

Thank you to everyone who came along.

Does anyone know who this man is?

This splendid portrait was found in store with the rest of the oil paintings which used to hang in the Board Room and balconies at the old Radcliffe Infirmary.

If any of our readers can shed some light on who this is, please email ruth.charity@ouh.nhs.uk or call 01865 (2)22509.
As the NHS celebrates its 65th anniversary, men whose 65th birthday falls this financial year are being urged not to miss out on having an abdominal aortic aneurism (AAA) scan.

Thames Valley AAA Screening Programme, which is run from the John Radcliffe Hospital, will be sending all men who are eligible an invitation to attend a clinic, where they will be given a simple, pain-free ultrasound scan.

Around 5,000 people, most of them older men, die in England and Wales every year from abdominal aortic aneurysms, which are formed when the main blood vessel in the body weakens and expands. Left untreated, they can burst. The NHS Abdominal Aortic Aneurysm (AAA) Screening Programme aims to prevent around half of those deaths.

Men are more at risk – around six times more than women. Around 4 percent of men aged 65-74 have an abdominal aortic aneurysm of some sort. Those who are smokers, have high blood pressure or have family history have a greater risk of developing the condition. Women who may be worried and want a scan can be referred through their GP to a local vascular laboratory or imaging department.

The aneurysms rarely give any warning signs until they are about to rupture. The screening itself is carried out at various Community Hospital and GP sites across Berkshire, Buckinghamshire and Oxfordshire. Results are given straight away, although some patients may need to be screened again if the image is not clear. If the result is normal, no further screening is required.

Jeremy Perkins, Director of the Thames Valley AAA Screening Programme, said: “The screening test is a simple non-invasive ultrasound scan, similar to that offered to women in pregnancy, it only takes around 10 minutes and you receive your result straightaway. I would urge all men aged 65 and over in the Thames Valley to consider seriously the offer of screening, especially if they are in a high risk group.”

Bike hire scheme for Trust sites

Oxfordshire County Council is piloting a new cycle hire scheme for people travelling between Thornhill Park-and-Ride and the Trust’s three Headington sites.

The aim of the 30-bike project is to reduce the number of short car journeys between hospital sites and university campuses. Registering costs £1 and hires under 30 minutes are free, with charges on a sliding scale from £1 for 30 minutes up to £30 for 24 hours. For full details visit www.grandscheme.co.uk/oxford/.

Pictured at the Oxonbike launch are Rob Grisdale, of cycle project operator Grand Scheme, Trust Hospital Business Analyst Charlotte Jarvis, NOC Physiotherapist John Room, and Oxfordshire County Council Cabinet Member for the Environment David Nimmo Smith.
Meet the Team: Hospital Reception

For many patients and visitors, the first person they speak to when they come to hospital will be one of the Front of House Receptionists.

The Trust currently employs four receptionists, Erin Somerville, Sarah Pyper, Sam Houlihan and Carol Hutcheon, with more staff currently being recruited. They work on the West Wing Main Reception, John Radcliffe Main Reception, Women’s Centre Main Reception and Cancer Centre Main Reception.

Each of the desks undertakes different types of duties, and staff are rotated regularly to keep the service fresh. All of the team are good at coming up with new ideas of how to improve the reception areas and the service provided.

Gaynor Parsons, Patient Services Operations Manager, says: “The reception staff are the front face of the Trust, and for me that makes it one of the most important jobs here. People will judge a hospital by the initial reception they receive so it is important that they are all highly professional, customer focussed people; this is essential to delivering compassionate excellence. I think I am very lucky to be managing such a caring team. It is very important that the information they provide is accurate and easily understood. All of the main receptions are equipped with Portable Induction Loop for the hearing impaired.”

The Trust has recently also introduced Volunteer Guides, currently only on the John Radcliffe site. There are eight guides who are on duty at different times, morning and afternoon throughout the week. The guides are proving to be very successful and much appreciated.

How to contact Reception

Churchill Main Reception – 01865 (2)35000
JR Main Reception – 01865 (2)31531
West Wing Main reception – 01865 (2)31000
Women’s Centre Main Reception – 01865 (2)23087

Expert eye cast over children’s book

A new book aimed at preparing young children for the arrival of a baby brother or sister has benefited from expert input, to make sure that it is accurate.

‘A New Baby!’, published by Oxford University Press, centres around the arrival of a premature baby. Dr Eleri Adams, Clinical Director for Newborn Care, was asked to review the text and pictures before publication.

Although Dr Adams has contributed to and advised on medical textbooks and papers for adults, it was the first time she had been involved in a book for children. She said: “They asked me to take a look at it, to make sure that they’d got everything right, and it was a really nice thing to do. I have children myself, who have all gone through the Reading Tree, so I was really familiar with the characters.”

New Unison Convenor

Following Bryan Nicholls retirement, Mark Ladbrooke of the Trust’s public health training team and Abdul Rahman, Senior Porter (pictured left) have been elected as Unison Convenor and Deputy Convenor.

They can be contacted via unison@ouh.nhs.uk or by calling Unison direct on 0845 355 0845.

If you want them to come and visit your team just contact them as they’d love to meet you.
Dedicated rooms open for young adults with cancer

The Thames Valley’s first dedicated facilities for teenagers and young adults with cancer have opened at the Churchill Hospital.

The Young Adult’s Area, located within the Cancer Centre, will serve patients aged between 16 and 24. The project has been supported by the Trust’s Cancer Care Fund, the Haematology and Oncology Charitable Funds and the Teenage Cancer Trust.

The new facility provides a dedicated area specifically for young people where education, activities, counselling, consultations and related meetings can take place. Most importantly, this area will offer an age-appropriate place for young people to meet others of the same age going through similar experiences. It will also provide the TYA (teenagers and young adult) specialist team with a focal point, help raise awareness of the developing TYA service within the Trust.

There are two rooms in the unit, a ‘chill out area’ with computer games and DVDs, and a quieter ‘activities hub’, with internet access, and facilities for study, arts and crafts and clinics. The facility can be used by inpatients who are well enough to leave their ward, outpatients, those attending for scans and young people attending for any other specific activities planned by the TYA specialist team.

One young patient recently wrote in the visitors’ book: “This room makes such a difference since I was diagnosed a year ago. It’s very easy to feel bored and alienated from other people if you are stuck in your room on the ward all the time without anyone of a similar age to talk to. It has been a welcome addition to the ward.”

As well as this facility, a new teenage sitting room has opened on Kamran’s Ward at the Oxford Children’s Hospital, on the John Radcliffe site.

The Trust was first designated as the Thames Valley Cancer Network’s Principal Treatment Centre for teenagers and young adults in 2008, and again in 2011.

Expanded unit strengthens care for newborns

Members of the Trust Board were shown round the newly built extension to the Newborn Intensive Care Unit due to open at the end of July. Last year the Trust agreed to invest £3.079 million of capital funding to expand the unit at the John Radcliffe. This was in addition to £2.8 million of government money. The expansion means that the number of intensive care cots will double by 10 to 20 in total. The new extension will house 16 of the intensive care cots. The additional cots will be introduced gradually to match increasing demand and to allow for the appropriate recruitment and training of staff.

Eleri Adams, the Director of the Newborn Intensive Care Unit said: “The new unit is a fantastic environment, purpose built for those babies who need the most intensive care. Staff are really looking forward to working in our two new nurseries which we are calling Acorn and Blossom. There is still some work to do before we have the whole of the new unit open, but we are very excited about our lovely new building.”

Oxford University Hospitals NHS Trust is the designated centre for providing newborn intensive care support for the most severely ill or premature babies from across the Thames Valley, who need significant medical interventions, life support machines and/or surgery to survive.
Security Awareness – abuse and aggression is NOT ‘just part of the job’

The safety and security of our patients, staff and visitors is very important and we urge people to be security aware.

Unfortunately, there are times when staff in our hospitals are subjected to abusive, aggressive and sometimes violent behaviour. In some cases a patient’s clinical condition may mean that they are unaware of their actions, but where there is no medical reason, action should be taken to address unacceptable behaviour.

The Trust Management of Conflict Procedures (available on the Policies page of the intranet) details advice on what can and should be done. It also contains information about what signs to look for that a person may become violent, details on safeguarding yourself to reduce risk if an incident occurs and how to deal with various scenarios. ‘Violence and aggression checklists’ can also be used to assess both departments and individual patients to aid in evaluating the risks of an incident occurring.

It is key that any and all incidents are thoroughly documented, using the checklists provided in the procedure and incident report forms, in order to be able to take the matter forward and address cases of unacceptable behaviour towards staff.

Where an incident of violence has led to an assault on a member of staff, these should always be reported to the police unless there is clear evidence that the offender lacked capacity at the time of the assault. Rachel Collins, Trust Security Manager, can advise and support staff through this process.

For further advice please visit the Security intranet site, or contact Rachel Collins, Trust Security Manager on 01865 (2)21503 or email rachel.collins@ouh.nhs.uk

Spreading the word about ‘Friends and Family’

The Trust would like to thank staff for their hard work to make the ‘Friends and Family Test’ a success. All inpatients and patients receiving treatment in the Emergency Department are asked to complete the test, which asks how likely patients would be to recommend the ward on which they were treated to a family member or friend.

The test applies to ALL patients:
• over the age of 16
• who have had an overnight stay in hospital (except Maternity) or have attended the Emergency Department

The Trust needs to ensure that all these patients are given a comment card. OUH is committed to listening to patients and improving services as a result of the feedback.

Our goal
The Trust needs to ensure that at least 15 percent of patients have submitted their comments using the Friends and Family Test.

What do staff need to do?
• Please ensure all your patients in the above categories are given a comment card. This is key so we can get as much feedback as possible.
• Please encourage your patients to give us their feedback.
• Ensure your feedback is acted upon – let your patients know you have listened to them.

OUH Staff Bank

OUH has contracted with NHS Professionals (NHSp) for the provision of an internal bank service within the Trust

The OUH Staff Bank, in partnership with NHSp, is the Trust’s preferred method of engaging with its flexible workforce and filling staffing gaps. All staff are being encouraged to register with the Staff Bank, and the process is very simple, taking just a few days.

All new starters in the nursing cohort will be auto-enrolled onto the OUH Staff Bank at the time of their appointment. This principle will be extended to all other staff groups over the coming months.

For further details and to sign up for NHSp, please contact your Trust Liaison Co-ordinators:

Mark Allman (JR & Horton)
Mark.allman@nhsprofessionals.nhs.uk
07768 415100

Annemarie Leeks (Churchill & NOC)
Annemarie.leeks@nhsprofessionals.nhs.uk
07584 883797
A new piece of art on a wall of the Oxford Eye Hospital has been dedicated to the memory of a popular doctor who died aged just 38.

‘The Map of the Retina’ has been produced by Jonathan Brett, a photographer in the Ophthalmology Department. It is an anatomically-correct representation of the pathologies of the eye, presented in the style of the iconic London Underground map. It has been mounted in honour of Dr Jo Steen, the Joint Head of Optometry who died in November 2011.

Jonathan, an art graduate, said that he was approached by the department to produce a suitable piece of artwork dedicated to Dr Steen. He said that she was “a very approachable person” who had always been helpful with dealing with any questions he had about ophthalmology.

“We hope that this is something that people can learn from, that ties in nicely with her memory,” he said.

The map also includes a reference to the widely-publicised retinal implant trial being conducted at Oxford by Prof Robert MacLaren, and can be found in the entrance to the Photography and Imaging Department.

This year sees the 150th anniversary of the London Underground, and the 80th anniversary of the distinctive Tube map, designed by Henry Beck in 1931 and now recognised all over the world.

Volunteers at the Sobell House Hospice have been shortlisted for an OCVA Lifetime Achievement Award, recognising the longstanding and consistent contribution that the group has made over a number of years towards volunteering in Oxfordshire.

Voluntary Services Manager at Sobell House, Rebecca Norris, said: “The Sobell House Hospice offers a crucial service to the people of Oxfordshire affected by terminal illness. Our funding and support comes through a mixture of voluntary donations and through Oxford University Hospitals NHS Trust (OUH).

“Oxford University Hospitals NHS Trust is a unique trust in that it provides hospice services on site at the Churchill Hospital. However the hospice relies enormously on the support of the people of Oxfordshire who both volunteer in the hospice and support the fundraising activities of the Sobell House Hospice Charity.

“At present we have over 400 volunteers offering their time and commitment to a range of services including day services, ward/inpatient support, reception, bereavement, transport, gardening and administration as well as a fantastic team of supporters who man our charity events and of course keep our shops running.

For more information on the awards or the work of the Sobell House Hospice contact the charity office on 01865 857012 or email mail@sobellhospice.org
Clinical research at Oxford University Hospitals increased last year with thousands of patients taking part.

According to a new league table of research supported by National Institute for Health Research Clinical Research Network (CRN), OUH recruited 16,368 patients in 321 studies last year.

That is an increase from 11,550 patients in 283 studies in 2011/12, and makes OUH the second-highest recruiting Trust of patients to CRN-supported studies nationally.

Research is a vital part of the work of the NHS, pioneering new treatments and services for patients.

Overall, the total number of active studies at Oxford University Hospitals in 2012/13 was 1,224, up from 1042 in 2011/12. The total number of trials at the Trust has more than doubled in five years.

The Trust’s Research and Development Director, Professor Keith Channon, said: “Research plays a vital role in pioneering new treatments and services, and improving our existing methods.

“Here in Oxford we have a significant, and growing, research portfolio that covers a wide range of conditions including stroke, heart disease and cancer. Our studies are also driving forward advances in areas such as genetics and imaging.

“Much of our research is in partnership with the University of Oxford, ensuring we combine academic excellence with clinical expertise for the benefit of our patients.”

The CRN clinical research league table is available at: www.crncc.nihr.ac.uk/nhs-performance.

Public talk
Senior Research Fellow Dr Nathan Hill talks about OxRen – a new UK study that will determine how many people have Chronic Kidney Disease and monitor the progression of people with the disease over the course of a decade.

Thursday 19 September 2013, 6.30pm to 7.30pm, Nuffield Orthopaedic Centre lecture theatre. Free, all welcome.

To find out more about Oxford Biomedical Research Centre visit oxfordbrc.nihr.ac.uk or follow us on Twitter @oxfordbrc
Student First Responder Scheme launched

A new Student First Responder Scheme in which medical student volunteers are provided with their own emergency response vehicle was launched from the Emergency Department of the John Radcliffe Hospital in June.

South Central Ambulance Service NHS Foundation Trust (SCAS) along with Oxford University Medical School have worked together in order to launch the scheme and have already recruited many volunteer medical students.

Nearly 50 fourth and fifth year medical students at Oxford University have been recruited to provide early, and often vital, intervention for patients suffering life-threatening medical emergencies while an ambulance makes its way to the scene.

Sameer Ganatra, medical student and Student First Response Scheme Co-ordinator said: “The Oxford Student First Responder Scheme is one of the first of its kind in the United Kingdom and it provides an unrivalled opportunity for us to gain valuable hands on experience in pre-hospital care whilst enabling us to work with the local ambulance service to benefit patients across three counties.”

Trained by SCAS the medical students will be able to respond to incidents across the three counties of Oxfordshire, Berkshire and Buckinghamshire. Seventeen of the volunteers have passed a driving assessment which qualifies them to use one of the ambulance trust’s dynamic response cars.

Members of the Student First Responder Scheme will be carrying the same equipment as a Community First Responder (CFR) plus Entonox and will follow the same protocols as a CFR. They will work as a crew of two responding to 999 calls as directed by SCAS’ Emergency Operations Centre.

Celebration of Poster for Promises

Staff are pictured celebrating the culmination of an innovative two year Poster for Promises project, led by local artist Dionne Barber, aimed at raising awareness of the OUH Nursing and Midwifery standards.

The project commenced a year ago when Dionne initially ran a series of workshops with children and young people from the Oxfordshire Hospital School, to create images which captured the essence of what was important to them when considering issues such as: Patient Safety, Infection control, Care and compassion, Pain, Confidentiality, Nutrition, Communication, Dignity and respect, Play and learning and Patient feedback.

The result was a series of ten large, bright and imaginative mounted posters which will be displayed throughout the hospital in areas where children are treated.

Ruth Charity, artlink’s coordinator, said: “This has been an interesting project for the children taking part and we are extremely grateful to all those involved who have helped along the way with both organisation and funding.”

Further information on artlink, the arts and music programme for OUH, is available at www.ouh.nhs.uk/get-involved/artlink.aspx
Get on the ropes for children’s causes

THE Abseil returns on Sunday 22nd September. Why not show your support for the Children’s Hospital and Fund for Children (supporting children’s causes across the Trust) with this popular challenge. Spaces are limited so please register early to avoid disappointment.

Previous abseils have raised over £30,000 for various hospital causes at this guaranteed fun event that you’ll never forget. The 100 foot challenge takes place at the Women’s Centre on the JR site and costs just £10 to enter. We ask abseilers to aim to raise £100 or more in sponsorship.

I.M.P.S., the Injury Minimization Programme for Schools, aims to teach life-saving skills – including CPR and how to use a defibrillator – to all year six primary school children in Oxfordshire.

I.M.P.S. Manager, Lynn Pilgrim, said: “We are delighted that Lily’s quick actions helped to prevent a potentially very serious situation for her little sister. She was able to use the emergency life skills learnt on the I.M.P.S. programme in a very responsible way. We aim to teach all year six children in the county these vital skills so that they know how to cope in an emergency and Lily has shown how important these lessons really are”.

Lily is one of many youngsters who have had the confidence to put their first aid training into use. I.M.P.S. is partly funded through donations and is one of the 600 causes under the Trust’s umbrella charity ORH Charitable Funds. In November they have a charity ball – find out more by emailing imps@ouh.nhs.uk

COMING UP:
Saturday 7 September – Music by the Lake – in support of the Oxford Children’s Hospital.
Sunday 22 September – THE Abseil, see above.
Saturday 16 November – I.M.P.S. Ball at Hawkwell House, Iffley, with live music.
Saturday 7 December – Carols and Canapes at Ditchley Park for the Cancer Care Fund and Oxford Urology Development Fund.

Find out more about all these events on our website: www.hospitalcharity.co.uk
email charity@ouh.nhs.uk or call 01865 743444.
The John Radcliffe Hospital has installed a brand new robot that will transform the way that pharmacy services are delivered in the future.

The KLS robot allows the medicines to be automatically loaded, individually labelled, verified as correct and then placed into a bag and sealed. The previous robot had to be manually loaded.

The KLS robot can also deliver dispensed medicines into the newly-created adjacent emergency drug cupboard. This is made possible by the out-of-hours pharmacist connecting remotely from home to the robot and making the correct medicine selection.

Pharmacists and technicians also now link to the robot via iPads. Medicine requests are made electronically at the patient’s bedside and automatically go through to the robot. Traditionally, medicine requests have been handwritten, delivered back to the Pharmacy before a label is typed, affixed to the product that was collected from a shelf and then checked.

As a result of the technology, a number of the existing Pharmacy technicians will be released to work on selected John Radcliffe wards and work more closely with patients to discuss their medicines brought in from home and those medicines they are taking home from hospital. This is known to improve patient compliance when taking medicines.

Emma Pullen, Lead Pharmacy Operational Services Manager, said: “This is a really exciting development for Pharmacy and the future of using technology to improve efficiency. We would like to take this opportunity to thank the John Radcliffe ward staff for their understanding and support during the temporary move to the West Wing Pharmacy.”

Trust signs up to Dementia Action Alliance

The Trust has reaffirmed its commitment to supporting patients with dementia, by signing up to the Dementia Action Alliance.

The Trust will, in partnership with other providers such as social services, primary care, community hospitals and mental health services across Oxfordshire to provide patient-centred and seamless care for people with dementia, as well as charitable organisations such as Age UK, Dementia Action Alliance, Alzheimer’s Society and others to maximise expertise and resources.
Mabuhay!
A big welcome from the Filipino Community of Oxfordshire

Filipinos in Oxfordshire, many of whom work for the OUH, recently celebrated Philippine Independence Day.

For more than 10 years, the Filipino Community of Oxfordshire has been serving its community by organising events and providing a focus for support to Filipinos living and working in the county. Saturday 15 June saw ‘FilCom Oxford’ holding its celebration of the 115th anniversary of Philippine Independence – their tenth year of staging this event. In the first year, the event was held in Marston Park in the open air, then in subsequent years it moved to the Tingewick Hall at the John Radcliffe Hospital. This year, for the first time, the event was held at the Quadrangle Conference and Exhibition Centre at the Kassam Stadium providing a more spacious venue more suited to the numbers who attend. More information about FilCom Oxford can be found at www.filcomoxford.org.uk

Heart2Heart programme highly commended in Patient Safety Awards

A joint project with Oxford University Hospitals NHS Trust, Oxford Health NHS Foundation Trust and Talking Space has received a highly commended award in the cardiac care category of the HSJ Care Integration Awards 2013.

The initiative called Heart2Heart highlights the challenge and innovation of establishing seamless care pathways between local healthcare organisations. Well done to all those involved.

Improvements made to children’s emergency care pathway

Children who need acute hospital care are now being seen in more appropriate settings, for shorter stays and having fewer hospital follow-up appointments for their ongoing treatment as a result of a joint initiative with OUH and Oxford Health NHS Foundation Trust.

The Oxfordshire Children’s Urgent Care Pathway is a collaborative project and was launched to make improvements to the way children requiring acute care are assessed and treated. The project aimed to reduce the number of children attending hospital by increasing access to nurses who are able to meet their needs safely at home (Community Children’s Nurses). It also aimed to reduce the length of time children needing acute care have to wait in the Emergency Department of the John Radcliffe Hospital and to ensure that more children are discharged early from hospital to continue their intravenous antibiotics and wound care at home.

Under the new system, children presenting at the Emergency Department of the John Radcliffe Hospital can now be referred to a Clinical Decision Unit with extended 24 hour opening hours. The unit can observe children for up to 24 hours and decides whether children need to be admitted to hospital or whether they can be referred to Community Children’s Nurses for treatment.

Since the project started in June 2012, the CDU has seen a significant increase in the number of children who would previously have been admitted to the acute paediatric ward. The monthly average number of children seen rose significantly.

Feedback from patients has been overwhelmingly positive, with parents citing the greater flexibility of being able to have their child treated at home, preventing long and costly trips to hospital each day. Parents have also expressed a preference for having their children treated in their home environment, as it was less disruptive for them, and also praised the CDU as being a better environment for children than the Emergency Department.
hsj efficiency awards shortlist includes ouh teams

OUH was shortlisted in the Efficiency in Training and Development category, for its project ‘Implementing a Competence-based Approach to Statutory and Mandatory Training’.

Ian Mackenzie, Head of Wider Workforce Education, explained that the shortlisted project involved the Trust’s Statutory and Mandatory Training Programme which all staff have to complete. Statutory and Mandatory Training traditionally involved classroom training sessions, which take up significant resources. At the OUH, the annual refresher programme costs were over £1m per year; yet feedback from staff and managers indicated that competent staff were spending significant time away from clinical care re-training with no clear benefit.

The solution was a shift to assessing staff competence rather than attendance and this has been a major enhancement on how the Statutory and Mandatory Programme is delivered.

There were two further nominations for the Trust, in the Efficiency in Pathology Services and Efficiency in Medicines Management categories for projects entitled ‘Using information technology and process change to improve the safety and efficiency of blood transfusion’ and ‘Implementation of a clinical pharmacy and medicines dispensing service in a chemotherapy day treatment unit respectively.

The winner will be announced at an awards ceremony in September.

Thanks to major refurbishments, two of the Trust’s libraries, the Cairns Library on Level 3 at the John Radcliffe and the Horton Library, which can be found on the first floor of the Postgraduate Education Centre, are now able to offer greatly improved facilities for all Trust staff.

Improvements to the Cairns Library include improved quiet study areas, group study space, new signage, a new book collection area, new carpets, and improved access to e-learning facilities.

At the Horton Library, greater use of electronic resources has also allowed the library to reduce its print holdings and streamline its space, with the upper floor now given over to teaching and group training/study. The library now has a fresher more user-friendly atmosphere with space that allows for more flexibility for quiet study or computer use.

As part of the Trust’s ongoing commitment to developing good leadership and staff engagement in its Trust values, all libraries in the Trust now provide expanded collections of textbooks on leadership and management skills. These books can be seen on display now in all of the Trust libraries and display stands featuring some of these books will be on display at forthcoming leadership events around the Trust.

Donald Mackay, Head of Bodleian Health Care Libraries, Cairns Library, said: “We are delighted that Trust libraries have been able to take advantage of the dramatic expansion in online books and journals in this way. We can now provide staff with access to high quality content wherever they happen to be as well as much improved library spaces, offering staff a respite from busy ward and office environments.”

For more information on our libraries visit: www.bodleian.ox.ac.uk/hcl
Listening into Action

Stop Press!!
Announcing 2nd wave LiA project teams

Following the success of the first pioneering LiA teams, we are pleased to announce the next wave of teams who will be starting to use LiA to review and improve their service over the coming months. Congratulations to them all! We will keep you updated on their progress.

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<thead>
<tr>
<th>Area/service</th>
<th>Project aim</th>
<th>Division</th>
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<tbody>
<tr>
<td>Neurosciences Ward</td>
<td>Improving multi-agency patient discharge process</td>
<td>NTSS</td>
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<tr>
<td>Neurosciences</td>
<td>Improving tertiary referral record sharing</td>
<td>NTSS</td>
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<tr>
<td>Neurosciences Ward</td>
<td>Improve local communication</td>
<td>NTSS</td>
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<tr>
<td>Outpatient Department, Churchill</td>
<td>Improve access to pastoral support for outpatients and families</td>
<td>S&amp;O</td>
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<tr>
<td>Oncology Ward</td>
<td>Share work on compassionate care with wider MDT</td>
<td>S&amp;O</td>
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<tr>
<td>Renal Dialysis</td>
<td>Implement self-care haemodialysis patient programme</td>
<td>S&amp;O</td>
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<tr>
<td>Resuscitation Service</td>
<td>Involve clinical staff in equipment procurement</td>
<td>CCTDP</td>
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<tr>
<td>General Office, NOC</td>
<td>Re-site cashier's office to provide more privacy and improved experience for patients and staff</td>
<td>MARS</td>
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<tr>
<td>Governance</td>
<td>Improve management of policies on intranet</td>
<td>Corporate</td>
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<td>Patient Complaints</td>
<td>Improve processes for patient complaints</td>
<td>Patient Services</td>
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<td>Patient Services</td>
<td>Introduce new customer care training for all staff</td>
<td>Patient Services</td>
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<tr>
<td>HR Recruitment</td>
<td>Review experience of cohorts of new staff to improve recruitment process</td>
<td>HR Workforce</td>
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<tr>
<td>Learning &amp; Development</td>
<td>To pilot new electronic appraisal tool to inform wider rollout across Trust</td>
<td>HR Workforce</td>
</tr>
<tr>
<td>Learning &amp; Development</td>
<td>Review experiences of cohorts of new staff attending redesigned induction day</td>
<td>HR Workforce</td>
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(The three projects highlighted are ongoing from wave 1). For further information on Listening into Action please go to the Delivering Compassionate Excellence intranet page or contact fay.trodd@ouh.nhs.uk or liz.taylor@ouh.nhs.uk

Listening into Action: Update on Corporate Projects

Paul Crookes, Learning and Development Training Facilitator, gives us an overview of the redesigned corporate induction programme.

“We redesigned our corporate induction programme in March 2013 for new staff joining the organisation. The day is now very interactive with the main focus on the patient experience and how we demonstrate Trust core values and strive to deliver Compassionate Excellence. Using a variety of videos and scenarios we discuss examples of good practice as well as considering risk, human safety factors, customer care and encouraging the positive behaviours we want to instil. We will continue to review the programme taking feedback from recent cohorts of new starters and also longstanding staff on the new induction format.”

Ian Mackenzie, Head of Wider Workforce Education, gives us an overview of the new electronic appraisal system.

“The Electronic Learning Management System (ELMS) is well underway and moving towards the pilot stage. Our aim is that this new system will enhance staff experience of appraisals by recognising their contribution to the Trust, giving them clear objectives and a personal development plan to support them in their role. Objectives will also clearly link to the operational plan and Trust values.

We will be looking for divisional appraisal champions to support the implementation of the new ELMS appraisal system. If you are interested please contact val.cullen@ouh.nhs.uk
The Oxford Mail launches search for OUH Hospital Heroes

The Oxford Mail has launched a campaign to find ‘Hospital Heroes’ from across the Trust.

Readers are being invited to nominate an individual or team from OUH who they believe have gone above and beyond the call of duty.

The nominations will form part of the Trust’s annual staff recognition awards for Delivering Compassionate Excellence which will be launched over the coming weeks.

Last year’s event provided a great opportunity for celebration and thanks to all those staff who had gone the ‘extra mile’ and made a contribution ‘over and above’ what was expected of them in their role. Winners of the Oxford Mail Hospital Heroes award will be presented with their trophy at this year’s staff recognition awards.

For more information visit www.oxfordmail.co.uk/news/hospitalheroes or email your nomination to hospitalheroes@ouh.nhs.uk giving your name and contact details, the name of the person you wish to nominate, where they work, and why you are nominating them.

‘Good Thinking!’ staff suggestion scheme

We’ve just launched our new ‘Good Thinking!’ scheme. You can now submit your ideas for anything that could make a big difference for patients, visitors or staff. So if you have a great idea just fill in the ‘Good Thinking!’ scheme form and send it to your Divisional or Corporate Directorate Management Team PA. Each idea will be reviewed by the management team who will agree with the relevant department what should be taken forward. There will be quarterly awards for the best three suggestions to the value of £100, £50 and £25. Results will be published in OUH News. The deadline to submit your idea this quarter is 30th September 2013.

You can download the template form from the HR intranet page or via the ‘Good Thinking!’ scheme document under HR policies on the intranet. Please contact Lynne Thorn if you have any questions on 01865 (2)28715 or email: lynne.thorn@ouh.nhs.uk
OUH News – your bi-monthly newsletter with news from around the John Radcliffe Hospital, Horton General Hospital, Nuffield Orthopaedic Centre and Churchill Hospital.

Look out for the next edition of OUH News which will be out in October 2013. If you have news from your team or department that you would like to be featured please contact Kelly Whitehead in the Media and Communications Unit on 01865 231471 or email kelly.whitehead@ouh.nhs.uk Deadline for copy is end of August 2013.