Scarlett’s day with the Prime Minister, page 2

Brave Oliver has rare skull implant, page 3

New Listening into Action projects, page 18

News from around the John Radcliffe Hospital, Horton General Hospital, Nuffield Orthopaedic Centre and Churchill Hospital
Freedom of Information: Complying with the law and promoting openness

Each year the Trust receives around 400 requests from the public, our patients, stakeholders and a wide range of organisations and individuals seeking all kinds of information about our hospitals and the services we provide.

Requesters may ask for information about a particular service, involving detailed data, or people may simply be researching their own treatment options. In all cases we have a duty to respond where this information is readily available and does not breach confidentiality.

Our obligations under the law

Under the Freedom of Information Act 2000 (FOI), the Trust, along with all public authority bodies, is obliged to respond to a request within 20 working days. This can often be a challenge for us, particularly if the request has multiple questions on a complex topic or issue.

In addition, the Environmental Information Regulations govern requests for information related to the state of the elements of the environment, factors such as substances, energy, noise, radiation or waste, measures such as policies, legislation, plans or agreements that may affect or protect elements of the environment.

Sarah Watkins is the Trust’s Information Governance and Records Manager and deals with enquiries made under the Freedom of Information Act. She links with the relevant staff to help provide as full a response as possible to an FOI request.

Sarah explained: “The aim of the Act is to promote greater awareness and public scrutiny of public authority issues. In the NHS it can often help individuals to better understand Trust operational decisions and how public money is being spent.

“As a Trust we can receive between 40 and 70 FOI requests every month. Sometimes responses to FOI requests can be quite difficult to pull together but all staff have a duty to support the process by responding in a timely manner.”

The Trust operates a centralised email address for FOI requests (foia@ouh.nhs.uk) and Sarah co-ordinates the requests by forwarding them to the relevant staff or teams. Staff are expected to acknowledge a request as soon as they receive it and confirm whether or not they are able to help.

The process and a log of the types of FOI requests received by the Trust is available on the Trust’s website at www.ouh.nhs.uk/about/foi

For questions about Freedom of Information or Environmental Information Regulations, please contact foia@ouh.nhs.uk

Scarlett’s day with the PM

Scarlett Clarkson, 9, and her mum Bryony are pictured with Prime Minister David Cameron and his wife Samantha who visited the Children’s Hospital on September 28. The visit marked an announcement of a £400m extension to the Cancer Drugs Fund in England.

For more pictures, see the next edition of OUH News.

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.

Designed by Oxford Medical Illustration 01865 220900.

www.ouh.nhs.uk
Surgeons from our Neurosurgery department have carried out what is believed to be one of the first operations in the UK to replace part of a boy’s skull with a ceramic material.

Oliver Kirk, aged nine, underwent an operation to have part of his skull removed in February after it became seriously infected. Now, he has been fitted with a specially-made ceramic implant, which contains many of the same chemicals as natural bone, and will eventually fuse with the skull. During the intervening period, Oliver had to wear a helmet to cover the part of his head without bone.

Consultant paediatric neurosurgeon Shailendra Magdum, pictured with a model of Oliver’s skull, said: “Oliver’s case is, I think, the first case in this country to use this material. We had experience of doing it for a couple of cases of trauma, but not for infection.”

Oliver is now making a good recovery and building up his fitness so that he can return to playing football and rugby.

Protecting our staff, patients and their families from flu

To help prevent the spread of flu and following the success of our 2012/13 programme the OUH is participating in the third national NHS staff seasonal flu vaccination programme. Vaccinations for our staff are vital to protect patients, (many of whom are particularly vulnerable to flu), and their families.

Last year a total of 58.7% of our staff were vaccinated against this potentially very serious illness. This year the Trust is aiming to vaccinate even more staff and we hope to become one of the most vaccinated trusts in England; last year we were the second highest trust in the south of England but many trusts in the north have higher vaccination rates.

The ‘flu fighter’ vaccination team will do their very best to make the flu vaccine available to all staff – the vaccination team will be in several locations across the Trust throughout October and November.

Pictured above right: Occupational Health Manager Trisha Poole takes delivery of first batch of 4,000 flu vaccines as 2013 flu staff immunisation programme kicks off.

The Trust’s 2013 flu programme started on Monday, 30 September – details of clinics and lots of other useful information is available on the staff intranet. Further information about flu vaccination is available from the Centre for Occupational Health and Wellbeing tel: 223325
On a very hot Sunday in July, OUH staff attended the Race for Life event which took place in the University Parks in Oxford. They set up stall to encourage the public to become Foundation Trust members. Seventy new members were recruited during the day.

Thanks go to Hamira Ghafoor, Team Leader, Wytham Outpatients at the Churchill Hospital and Jo Radcliffe, Equipment Libraries and Training Manager at the John Radcliffe Hospital for their help. They took people’s blood pressure and turned our stall into a makeshift first aid post after the race!

If you would be interested in helping recruit new Trust members or attending events to offer a service, please get in touch with the Foundation Trust team. The Foundation Trust team try to attend as many events as possible to recruit new members, if you or your department are attending or holding an event however big or small please get in touch with Caroline Rouse via ouhmembers@ouh.nhs.uk or 01865 743491.

**Staff Governor Information Sessions**

Before the election process begins for election to the Council of Governors, we have organised governor information workshops to inform staff members, who might be interested in standing as governors, about the role and the election process.

These sessions are intended to provide you with more information and offer an opportunity to ask questions about the role.

The sessions will be run on an informal basis and will include:
- general information about the NHS and the Trust;
- introduction to key people within the Trust;
- a general overview of the role of governor;
- commitment requirements.

**October dates and times are as follows:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Monday 7 October</td>
<td>2 – 3.30pm</td>
<td>Lecture Theatre, NOC</td>
</tr>
<tr>
<td>Tuesday 8 October</td>
<td>2 – 3.30pm</td>
<td>Cancer Room 3, Churchill</td>
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<tr>
<td>Monday 14 October</td>
<td>5.30 – 7pm</td>
<td>Training Room, Horton</td>
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<tr>
<td>Wednesday 16 October</td>
<td>5.30 – 7pm</td>
<td>Conference Room, JR</td>
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<tr>
<td>Monday 21 October</td>
<td>5.30 – 7pm</td>
<td>Lecture Theatre, NOC</td>
</tr>
</tbody>
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If you would like to come along and find out more, please register to book a place at one of the sessions by either emailing ouhmembers@ouh.nhs.uk or calling (7) 43491.
Blood project saves £500,000

An award-winning system to prevent errors in the blood transfusion process is saving the Trust more than £500,000 a year.

Mike Murphy, Consultant Haematologist, and Simon Noel, Project Development Manager, have used information technology to improve both safety and efficiency, by focusing on procedures before transfusion, and on the collection and labelling of samples, as well as speeding up the delivery of urgently-needed blood to operating theatres.

The innovative blood management system is designed to reduce transfusion errors through the introduction of barcode patient identification labels, bedside handheld computers and electronically controlled blood fridges, which simplify transfusion process and improve practice. It has saved £528,000 through a reduction in blood wastage, nursing and laboratory time.

Find out more at: www.hsjefficiency.com

The blood management system has also been nominated in the ‘Best Use of IT’ to Promote Patient Safety category in the E-Health Insider Awards.

Friends and Family Test extended to Maternity

Women having their babies at Oxford University Hospitals NHS Trust are now asked whether they would recommend the care they receive.

The Department of Health’s Friends and Family Test (FFT) was extended the Trust’s maternity services from 1 September.

Women will be asked to participate at three points in the FFT process:

1. At the 36-week antenatal appointment;
2. When discharged after the birth of their baby, there will be three variations on the question, depending on where they gave birth.
3. The final stage is 10 days post-birth at discharge from community midwifery team.

Jane Hervé, Head of Midwifery at OUH, said: “The Friends and Family Test will provide us with a simple, up-to-date way of measuring the experiences of women having their babies with us, and will help us to shape and improve the services we offer.”

The Friends and Family Test was announced by the Prime Minister last year as a simple, comparable test to identify both good and bad performance, and encourage staff to make improvements. It was implemented in the Emergency Department and for adult inpatients from April, and the first results were reported publicly in July.


Simon has Commonwealth Games in sight

Simon Henry, an IT Support Analyst at the John Radcliffe Hospital, is a sporting hero on the Atlantic island of St. Helena. Simon won his country’s first ever Gold medal when he took home the top prize in the 10m air rifle shooting event at the XV International Natwest Island Games in Bermuda, in July.

As well as winning two Silver medals at the event, Simon became a national hero, ensuring his place in the history books, as he took home St Helena’s first Gold medal in the country’s national sport.

Simon’s success has also earned him automatic qualification into the Commonwealth Games to be held in Glasgow next year, and a chance to participate in one of the world’s greatest sporting events with some of the most successful athletes in their fields.

Congratulations Simon and Good Luck at the Commonwealth Games!

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Congratulations Simon and Good Luck at the Commonwealth Games!
Duchess of Cornwall becomes patron of NOC Appeal

The Duchess of Cornwall has become the patron of the NOC Appeal, the charity for the Nuffield Orthopaedic Centre (NOC), and will take on the role for the next five years.

The NOC has been treating patients with bone and joint problems for more than 80 years and has a worldwide reputation for excellence in orthopaedics, rheumatology and rehabilitation. The hospital undertakes specialist services such as the treatment of bone infection and bone tumours, limb arthritis.

Her Royal Highness the Duchess of Cornwall officially opened the new £42m buildings at the NOC in 2007 and she will join a host of big names supporting the charity, including president Lord Tebbit and vice presidents including author Colin Dexter and former footballer Martin Keown.

The NOC Appeal raised £5m to build phase one of the Botnar Research Centre in 2003, which was also opened by The Duchess of Cornwall and a further £6m was raised for phase two, which opened in January 2013. The centre now has 250 scientists, clinicians and support staff working to find treatments for musculoskeletal injuries, bone cancer and arthritis.

The NOC Appeal Director, Jeanette Franklin, said: “We are delighted and honoured that the Duchess of Cornwall has accepted our invitation to become our patron. She is known worldwide and it will help to have such a well known name behind us, who people respect for what she is doing in this area of important research.”

Read all about it!

The Critical Care, Theatre, Diagnostics and Pharmacy Division has launched the first divisional newsletter across the Trust.

The newsletter, which will be distributed both in hard copies and by email will be a quarterly publication organised by Divisional PA, Hildy Frenken.

The first issue looks at the division’s management team and has a spotlight section on the Pharmacy team, with an overview of some of the key projects the team are currently involved in.

If you work in the CCTDAP Division and would like to contribute to future issues please email CCTADPNewsletterContrib@ouh.nhs.uk

Divisional newsletters are an important addition to improving internal communications.

If you would like to discuss creating a newsletter for your division please contact kelly.whitehead@ouh.nhs.uk in the Communications team

Volunteers enjoy summer tea parties

The Volunteers Annual Summer Strawberry Cream Tea Parties were held in August in the Restaurant at the Churchill Hospital, and the Training Rooms at the Horton General Hospital. Trust Chairman Dame Fiona Caldicott joined the volunteers for tea at the Horton.

The tea parties are held to celebrate and recognise the commitment and contribution that volunteers make to the Oxford University Hospitals NHS Trust.

Yvonne Blencowe, Voluntary Services Manager, said: “A big ‘thank you’ from myself and the Voluntary Services team to everyone who helped to make this such a lovely occasion for our volunteers.”
The air ambulance service in the Thames Valley has introduced an electronic blood transfusion management system on to its helicopters.

HEMS, (the Helicopter Emergency Management Service) is now using the BloodTrack system, which allows paramedics to take early blood samples before any treatment has been administered, as well as allowing rapid transfusion at the scene, and also gathering data to build a picture of how early intervention affects morbidity and mortality rates in emergency situations.

HEMS first began carrying blood on air ambulances in December 2012, using a special refrigerated box similar to the type used by the military in war situations. The blood can be carried for 72 hours before being recycled within the hospital so that it is not wasted if it is not used by HEMS.

The emergency blood is provided by the OUH Blood Transfusion Laboratory, complete with the portable BloodTrack Tx equipment, and refreshed four times a week at the HEMS base at RAF Benson. Also included in each kit is a bespoke wristband to put on the patient, to ensure positive ID both at the scene and in the Emergency Department.

ED Consultant Syed Masud, said: “This is a fantastic step forward in reference to major trauma care in the pre-hospital care environment. ‘Blood on board’ is vital and has been used several times already to make a substantial difference to patients critically injured at the roadside.”

Christine Hayden, from Oxford Health NHS Foundation Trust, gives an insight into her six month secondment to the OUH where she is working alongside ward manager, James Beale. Christine has come from her post as ward manager on Ward 1 at Abingdon Community Stroke Unit.

“I started my secondment at the beginning of August and have already felt that this is an excellent opportunity to learn more about patient pathways from the acute sector to the community setting and gain a better insight into the whole systems approach to patient care. Although we are two separate hospital trusts, I can see how staff and managers face similar challenges in both organisations. Sharing ideas and looking at different approaches is proving very worthwhile and everyone at the JR has made me feel very welcome.”

James Beale, who is an experienced ward manager on Adams and Bedford ward, said: “Together we have already started making progress and I’m excited about sharing experiences. As a unit we are receptive to new ideas and ways of working and see this as an excellent opportunity to enhance community and acute hospital working.”

As both trusts support closer working with their external partners, this is an example of strategy in action and something that could be considered by other staff and managers. A secondment can provide a great opportunity for personal development as well as having the potential to bring benefits to the team and to enhance patient care.
You can do your bit to ease the pressure on our hospitals this winter . . . .

Choose Well In Oxfordshire!

Each year we work closely with GPs and community based social and healthcare teams to manage the demands on our local services.

Please think carefully about how you access health and medical care and consider if attending an A&E department is really necessary and the best option for you.

Every winter we see more people with underlying health problems who need to be admitted to hospital. It’s vital that our emergency departments are able to concentrate on the patients who are really unwell.

For urgent care, think about whether to contact your GP, a pharmacy, or a minor injuries unit before going to A&E or calling an ambulance. If you’re not sure where to go dial 111 for advice – this is a new phone number making it easier for patients to access urgent NHS healthcare 24 hours a day, 365 days a year. It is free to call from landlines and mobiles.

For immediate life-threatening emergencies continue to call 999.

County gets £10 million to ease winter pressures

Healthcare providers in Oxfordshire have welcomed the announcement by Health Secretary Jeremy Hunt that they are to receive £10.2 million to help prepare for winter pressures.

A joint Oxfordshire bid was made to NHS England for a share of the £250m on offer, and the funds will be used to alleviate pressure on Oxfordshire’s emergency departments and to support initiatives that will help improve the flow of patients through the system. Every week, our emergency departments see and treat more than 2,000 patients. In common with other hospitals, during the winter months, we see an increase in the number of acutely ill patients. We have more emergency admissions due to health problems associated with colder weather, particularly respiratory problems such as flu and pneumonia and this inevitably places extra pressure on our resources.

Director of Clinical Services Paul Brennan, said: “The additional winter funding will support reorganising how we deliver care to maintain access to all our services 24 hours a day and ensure that patients are able to move quickly to the next stage of their care.”

Initiatives at the Oxford University Hospitals will include:

- Increase in medical consultant support in the Emergency Department.
- Clinical navigators to manage the rapid assessment of referrals from GPs, sourcing community support to allow patients to remain at home where appropriate.
- GP triage working in an integrated way with doctors in ED and linking to community based teams.
- Opening additional emergency assessment beds at the JR and Horton.
- Providing 65 additional beds for acute admissions.
- Increased nursing provision to help support patients when they are ready to leave hospital.
- Additional Occupational Therapy support in the JR Emergency Department to help with early discharge.

Dalek toy donation

The specialist surgery outpatients department at the John Radcliffe Hospital is delighted with the response to a toy donation appeal.

Jo Pinney, Senior Play Specialist said: “I’d like to say a huge thank you to all the people and families who have donated toys – I hope they can understand just how much of a difference it will make to the children.”
Collaborative research centre opens new extension

Sir Michael and Lady Betty Kadoorie officially opened the new extension of the Kadoorie Centre for critical care, research and education in July. The Kadoorie Centre, located at the John Radcliffe Hospital, is a place for collaborative research and development in critical care, traumatic injury and rehabilitation. Oxford University and NHS staff work with patients and clinical colleagues to ensure good quality research is developed that will improve patient care.

Current activities include the clinical effectiveness of: different forms of monitoring acutely ill patients, limb supports following injury, wound dressings, exercise regimens, different forms of ventilation (support for breathing), drugs that promote fracture healing; and studies that assess recovery from major injuries/illness over time.

Sir Michael has personal experience of trauma after having a car crash in 1998. Professor Keith Willett and the trauma team at the John Radcliffe Hospital cared for him. During the opening ceremony, Sir Michael spoke warmly of the care he received as a patient at the JR and his on-going support for the Kadoorie Centre reflects his desire to help improve the care for others who experience serious injury. Professor Willett provided a short history of the Kadoorie Centre and formally thanked Sir Michael and Lady Betty Kadoorie for their continued generous support.

Dame Fiona Caldicott, Chair of the Oxford University NHS Hospitals Trust, and Professor Nick Rawlins, Pro Vice Chancellor of Oxford University, also expressed their thanks to Sir Michael and Lady Betty Kadoorie for their support for the Kadoorie Centre.

Sir Michael and Lady Betty Kadoorie very kindly supported phase one of the Kadoorie centre, opened in July 2003. The phase two expansion has created office space for a further 21 staff, a meeting room and staff room and remodelled the reception area.

For further details of on-going research, go to the Kadoorie website at www.ouh.nhs.uk/Kadoorie.

Funding supports dementia-friendly hospital ward

Through the Oxfordshire Dignity Plus programme, the Trust has received £300,000 to be spent on improving hospital ward environments for people with dementia.

The money will be spent on making improvements to Ward 7C to make it as dementia-friendly as possible, including better signage, ‘dementia-friendly’ colour systems and pictorial signs. Other improvements will include larger showers, better non-slip flooring, better lighting to reduce reflection and improve colour rendering, reducing noise by replacing the suspended ceiling in the corridor with noise absorbing tiles, and a complete redecoration to ensure that each four-bed bay has its own identity.

The funding has been awarded as part of £1.53m from the Department of Health towards creating supportive dementia-friendly settings in care environments across Oxfordshire including in community hospitals and residential and nursing care homes.

Oxfordshire County Council led the bid in partnership with Oxfordshire Clinical Commissioning Group and has responsibility for delivering the Oxfordshire Dignity Plus Programme.
Oxford surgeons renew links with African children’s hospital

OXFORD surgeons have returned to the African children’s hospital their colleague helped set up more than a decade ago. Staff from the Nuffield Orthopaedic Centre (NOC) teamed with counterparts in Malawi to run specialist training to tackle debilitating conditions such as club foot.

The week-long course was held at the Beit CURE International Hospital in the city of Blantyre, a facility that Nuffield Orthopaedic Surgeon Professor Chris Lavy helped to establish during his time working in the country in the early 2000s.

The training was part of the on-going £1.4m COSECSA Oxford Orthopaedic Link (COOL) project to improve child healthcare across East, Central and Southern Africa that has seen medical specialists from Oxford University Hospitals NHS Trust help train more than 400 African counterparts in the past nine months.

Prof Lavy said: “Oxford has some of the best orthopaedic expertise in the world and it is fantastic we are able to share that with a region that has a desperate need.”

“The real strength of this project is that we are working alongside our African counterparts to improve training and help thousands of vulnerable children.”

The programme is led by Prof Lavy and his NOC colleague Mr Hemant Pandit and funded by the UK Government. It aims to improve survival rates from serious injuries and road accidents and improve the treatment of children affected by conditions such as club foot and infections of bones and joints.

The team running the course included NOC surgeons Andrew Wainwright, David Stubbs and Mr Pandit, along with project manager Grace Le. The group also included orthopaedic trainee Ms Marie-Caroline Nogaro.

Intellectual Property Team

Do you have a bright idea to improve healthcare, patient experience or help NHS staff?

Is it a new invention, publication, or design that can be used or developed further by an industry partner?

It could be a medical device, a diagnostic tool, equipment, software, report, guidelines, text book, training package or even a questionnaire quantifying patient outcomes.

The Trust Intellectual Property team, based at the Joint Research Office at the Churchill Hospital, can help evaluate and translate your ideas and innovations into practical commercial offerings for the benefit of patients and staff.

If you would like to chat about your ideas, then please get in touch with: cynthia.ugochukwu@ouh.nhs.uk

Fun activities and practical support for youngsters

Oxford Centre for Enablement’s 7 to 11s Upper Limb Group held a crafts and activities day in August which was designed to bring together children with similar issues for a mixture of fun activities and practical support.

Organised by Occupational Therapists from the Prosthetics Service, participants were also invited to take along any items of clothing which could not be managed independently, for a session focussing on the difficulties presented by different types of fastenings. For example, help was available to show how to tie shoelaces using one hand.

Anne Myhill, Occupational Therapist, said: “It’s really good for these children to meet other children – we have gone for Key Stage 2, so they are still at primary school, and we can help prepare them for the move to secondary school.”

As well as the clothing fastening workshop, other activities on the day included baking and painting.
Sharing information in the patients’ best interests

The Department of Health recently accepted all the findings of a review led by the Trust’s Chairman Dame Fiona Caldicott into how information about individuals is shared across the health and care system.

Dame Fiona was asked to chair a review of the principles of information sharing that carry her name. She first produced a review of the way the NHS handled confidential patient data in December 1997. This led to the appointment of Caldicott Guardians in NHS Trusts, members of staff with a responsibility to ensure patient data is kept secure.

Dame Fiona’s second review recognises that although the NHS has a duty to keep patient information private, there is now an equal duty to share information with suitable safeguards when it is in the patient’s best interest.

The Department hopes that, as a result of what is being called the Caldicott2 review:
- everyone will feel confident that information about their health and care is secure, protected and shared appropriately when that is in their interest;
- people will be better informed about how their information is used and shared while they are receiving care, including how it could be used in anonymised form for research, for public health and to create better services;
- if people do not want their information to be shared in this way, they will know how to object if they want to;
- people will be increasingly able to access their own health and care records.

Dame Fiona is also chairing a new group to help make sure the NHS keeps to high standards of information sharing.

Dame Fiona has been named one of the top 50 most inspirational women in healthcare by the Health Service Journal.

More than three quarters of the NHS workforce is female, and increasingly taking on leadership roles. The Health Service Journal asked its readers to suggest women in healthcare who inspire them.

HSJ editor, Alastair McLellan, said: “This list is a celebration of some of our most inspiring women.”

The judges said Dame Fiona had ‘squared the circle’ of both sharing information and protecting confidentiality.

Elaine bids goodbye

In August, Elaine Strachan-Hall left Oxford University Hospitals NHS Trust after six years in her role as the Director of Nursing and Clinical Leadership and Chief Nurse.

Since 2007 Elaine has combined professional leadership and management with an unwavering commitment for providing the highest standards of nursing care with compassion for our patients.

During her time at the Trust, Elaine helped to reinvigorate compassion in nursing and continued to undertake clinical shifts to ensure that she was always in touch with the needs of the patients and front line nursing staff.

She led the Trust’s drive to create a culture of compassionate care by implementing and encouraging the nursing 6 Cs: care, compassion, competence, communication, courage and commitment, which aim to encapsulate the shared nursing purpose. Elaine worked with matrons to turn these national values into local pledges for the way our nursing and midwifery staff will deliver care. Staff were issued with pocket-sized cards as a reminder of this commitment to patients.

Elaine said: “I am immensely proud to have had the opportunity to work at a Trust where staff are focused on putting patients first, and where clever people practice compassionately and the patient and staff voice is heard from the ward to the board.”

An advocate of higher education for nurses and clinical professionals, Elaine herself has masters’ degrees in both Nursing and Business and was recently awarded an Honorary Doctorate from Oxford Brookes University.

Sir Jonathan Michael, Chief Executive of Oxford University Hospitals said: “On behalf of the Trust we would like to thank Elaine for her contribution and hard work during her time here and we wish her all the best for the future.”
Network will give more patients access to cutting edge research

A new multi-million pound research network hosted by Oxford University Hospitals NHS Trust (OUH) will mean more patients get the chance to benefit from cutting edge research.

The National Institute for Health Research Clinical Research Network provides funding to hospitals for research nurses, scans, x-rays and other costs and helps to increase the opportunities for patients to take part in clinical research.

As the chosen host Trust for the Thames Valley and South Midlands, OUH will be awarded a five-year contract and will take responsibility for distributing £13m of funding per year to support clinical research across the whole area.

Professor Keith Channon, Director of Research and Development at Oxford University Hospitals NHS Trust said: “The appointment is a real vote of confidence in the research capability of Oxford University Hospitals NHS Trust.”

Research in Brief

Patients shape spinal cord injury research

A new project has been launched to help those affected by spinal cord injuries shape the research agenda.

Supported by the Oxford Biomedical Research Centre, The James Lind Alliance Spinal Cord Injury Priority Setting Partnership will work with people with spinal cord injuries, along with their carers, and health and social care professionals.

£6m heart boost

Ground-breaking heart research in Oxford has been given a multi-million pound boost thanks to the British Heart Foundation.

The Oxford BHF Centre of Research Excellence, based at the JR incorporates several university departments, has been awarded £6m by the charity to continue its work.

Keith Channon, Professor of Cardiovascular Medicine and Director of Research and Development at the Trust, said: “Integrating world leading university facilities across our hospital sites ensures we can support cutting edge research and move new knowledge, technology and treatments into clinics quickly and effectively.”

Don’t ignore the early warning signs of TIAs

Local people are being urged to act on the warning signs of stroke to help prevent major attacks.

People who suffer very minor stroke symptoms, sometimes known as TIAs (Transient Ischaemic Attacks), may only feel unwell for less than an hour. In such cases, people may recover and not consider it necessary to visit their GP to have things checked out. But TIAs are a clear warning that a major, life-changing stroke could be imminent and early action is key to preventing it.

If people suspect they have suffered a TIA they should seek immediate medical attention from their GP or a hospital Emergency Department.

Oxford University Hospitals consultant Dr Matthew Giles, who runs one of the Trust’s emergency TIA clinics, said: “People may suffer sudden weakness in the face, arms or legs, have trouble with their speech or lose their vision. “A TIA may only last a few minutes and people may recover quite quickly, but they should not ignore it. These very minor strokes can be a warning sign of a major attack so it is important to seek help.”

The understanding of TIA as a precursor to a major stroke was based on research carried out by Oxford University Hospitals and the University of Oxford. The Trust has emergency TIA clinics running seven days a week that ensure people get the right treatment immediately. GPs can refer patients to a clinic if they suspect a patient has suffered a TIA. This pioneering approach has helped deliver early intervention to prevent major stroke attacks.

Dr Giles gave a talk at the Trust’s Annual General Meeting on 30 September to highlight this model of care which has since been adopted nationally and internationally.
Meet the Team: Emergency Department Administration and Emergency Admissions Service

Emergency Department Reception and Emergency Admissions staff are often some of the first people that many patients and visitors see, or speak to, when they visit our hospitals’ Emergency Departments.

The teams provide support to patients, visitors and staff, whether by booking them in for treatment and offering guidance on what to expect, or providing support and guidance when you call to find out what ward a relative is on.

With this in mind, and to provide a streamlined 24-hour admission service, the Emergency Admissions team recently merged with the Emergency Department and Emergency Assessment Unit Administration Teams, creating one larger support service.

Emergency Patient Pathways Manager, Alex Monahan, said: “We now have approximately 90 members of staff who provide a 24/7 service, 365 days a year. All staff within the ED Administration and Emergency Admissions Service deliver excellent customer service to our patients and visitors in what can often be emotional and stressful situations.”

The Emergency Admissions Service can support other departments and teams in all areas of ‘Admission, Discharge and Transfer’ on Cerner Millennium, in and out of hours.

If you would like to discuss using this service for your clinical unit or speciality please contact Alex Monahan, Emergency Patient Pathways Manager on 01865 223189

How to contact the Emergency Admissions Service:
Internal: 40400
External: 01865 740400

Horton bids farewell to consultant after 38 years in the NHS

In July Mr Bijan Shaighian, Consultant Trauma and Orthopaedic Surgeon at the Horton General Hospital retired from his NHS work after six years in his current role and 38 years of working within the NHS.

Over the last ten years, Mr Shafighian specialised in knee surgery at the Horton and has more recently been Medical Director of the Ramsey Treatment Centre, also on the Horton site.

Mr Shafighian said: “I will really miss all the people that I’ve had the pleasure of working with throughout my time in the NHS, especially the dedicated nursing staff. I have thoroughly enjoyed working with them all.”

He hopes to continue in his role at the Ramsey Treatment Centre as well as enjoying his passion for fishing, travelling and photography.

She’s a jolly good fellow!

Dr Karen Barker PhD, Clinical Director of the Musculoskeletal Division at Oxford University Hospitals NHS Trust has been awarded a Fellowship by the Chartered Society of Physiotherapy (CSP).

The award is in recognition of her significant contribution to the advancement of the profession through her leadership, innovative management, service redesign and musculoskeletal research.

Karen, who is also the Director of Physiotherapy at the Nuffield Orthopaedic Centre, commenced her research career as a research fellow in 1997.
News from Charitable Funds

Why the little things can really matter

To most of us simple home comforts are taken for granted, but when you spend a lot of time in hospital the little things can make a big difference.

Jill Wilson, pictured right with patient Mary Griffiths, understands this. Her husband, Harry, spent many months receiving treatment for cancer and often felt too tired to even turn the pages of a book. Jill has now set up an audio library for cancer patients, in memory of Harry.

Jill explains: “He needed something to occupy his mind and I realised that audio facilities could help comfort and ease the ordeals of patients and their relatives. So shortly after my husband’s memorial service I decided that I would try and establish an audio library.”

Jill has worked tirelessly to raise funds to equip Harry’s Audio Library which is now established across several areas in the Cancer Centre. As well as providing the CD players she has gathered hundreds of audio books, ranging from the classics to the contemporary literature and an array of music CDs.

When Jill came to see how the project is working, she met Mary Griffiths, a grandmother of 12 from Didcot, who was diagnosed two years ago with Peritoneal cancer.

Mary said: “It means a lot for me to meet Jill. This lovely lady is on a mission to help others in their time of need, and I think that is wonderful.”

Oncology Ward Sister Sarah Curtis said: “This is a wonderful scheme and we can already see the difference it is making for many of our patients.”

Jill hopes to expand the scheme further across our hospitals. To donate to the library or find out more please email charity@ouh.nhs.uk or email amodernlibrary@gmail.com

Latest News

Taking the plunge!

More than 150 people abseiled from the top of the Women’s Centre at the John Radcliffe Hospital in September and raised more than £38,000 for charities – the Children’s Hospital, Oxford Breast Reconstruction Awareness (BRA) Group, Oxford Transplant Centre, Newborn Intensive Care Unit and Hearfelt Appeal.

Thank you to everyone who supported this event.

COMING UP:

Saturday 16 November  I.M.P.S. Ball at Hawkwell House, Iffley, with live music. Email imps@ouh.nhs.uk for more details

Saturday 30 November – Blenheim Gala Dinner. A champagne dinner at Blenheim Palace hosted by the Duke and Duchess of Marlborough, in support of the Oxford Children’s Hospital.

Saturday 7 December Carols and Canapes at Ditchley Park for the Cancer Care Fund and Oxford Urology Development Fund

www.hospitalcharity.co.uk; charity@ouh.nhs.uk; 01865 743444

Support Your Hospital Charity

Whichever hospital cause is closest to your heart your support and generosity will make a difference – helping to provide pioneering medical research, more comfortable facilities and advanced medical equipment. Find out how you can help at www.hospitalcharity.co.uk, email charity@ouh.nhs.uk or call 01865 743444.
CSW Study Day

In June the Surgery and Oncology Practice Development Nursing (PDN) Team organised a Clinical Support Worker (CSW) Study Day. This event was held at the Robert Turner Lecture Theatre and the Jane Ashley Centre Seminar Room, Churchill Hospital where 19 CSWs attended a series of lectures and participated in clinical skills assessments.

In line with the OUH Trust core values the PDN Team initiated the development of this Study Day into a rolling programme to enable the development of the clinical skills and competence of CSWs in the Surgery and Oncology Division.

NHS Retirement Fellowship

The NHS Retirement Fellowship is open to all retirees from the NHS and includes members from a variety of disciplines and ages. This is a UK wide organisation with nearly 200 branches and more than 15,000 members. In Oxford it is a very active and friendly group.

The members meet once a month on the first Monday of the month (unless it is a bank holiday in which case it is the second Monday of the month) at 1.30 pm in lecture theatre 1 in the Academic Block at the John Radcliffe Hospital. Each meeting usually lasts approximately 2 hours.

The branch in Oxford is a great way of meeting past colleagues and also making new friends with others who have experienced working in the Public Sector.

The annual membership fee is a very reasonable £10. In addition, there is a charge for the day trips and lunches but these are always priced very reasonably indeed. More information can be accessed on www.nhsrf.org.uk, clicking on the link branches and selecting Oxford or contact Dawn McNulty on 01865 240982.

Helping us to transform the way we work

Trust Director of Workforce

Sue Donaldson will be leaving the organisation at the end of October to take up a new post at University Hospitals Bristol NHS Foundation Trust.

Sue joined OUH in 2008 and has been responsible for developing and implementing a full range of HR functions. This has included new appraisal systems, recognition and reward schemes for valuing staff and recruitment and staff engagement programmes. She has also led a review of Trust values, standards and behaviours.

One of Sue’s main aims has been to create an organisational-wide culture of involving and engaging staff in the objectives and ultimately the success of the organisation. She put in place the Listening into Action (LiA) initiative to promote these values and help craft an identity for the organisation that focuses on Delivering Compassionate Excellence.

Trust Non-Executive Director Geoff Salt said: “Sue’s emphasis on culture and engagement has helped to transform the way we work here.”

As one of ten ‘early implementer’ Trusts, Sue encouraged the use of Listening into Action — a highly regarded methodology for listening to and engaging with staff through face-to-face conversations. This is now well embedded in the culture of the Trust and provides staff with the resources, authority and a mechanism through which to make improvements in their work areas.

Sue said: “Something that I’ll always remember is the enthusiasm, drive and passion with which our staff grasped the opportunity to shape the values of our organisation and make them come to life in their daily dealings with patients and colleagues.”

Sue leaves the Trust having set the foundations for an exciting new project called Values-Based Interviewing, which seeks to recruit people into the Trust who share our values.
Oxford Half Marathon bid for team of five from Oxford Eye Hospital

Members of staff from the Oxford Eye Hospital, including Consultant Ophthalmic Surgeon Mr C.K.Patel, are taking part in the Oxford Half Marathon on Sunday 13 October to raise money for the Paediatric Eye Fund.

The Paediatric Eye Fund was created by Mr Patel in collaboration with University of Oxford and Oxford University Hospitals NHS Trust to promote research and the clinical provision of surgery for paediatric retinal disorders, including the treatment of retinopathy of prematurity (ROP).

Before birth, the blood vessels that nourish the retina grow forwards from the back part of the eye — a process known as retinal vascularisation. When a baby is born prematurely, this process is incomplete and the blood vessels grow abnormally which is known as ROP. In many cases (nearly 90% of premature babies born with the condition) ROP will resolve naturally on its own, however, children with very severe ROP may require treatment.

To find out more about the Paediatric Eye Fund please visit: www.justgiving.com/teams/OEH

Oxford Eye Hospital nominated for national award

The Oxford Eye Hospital has been nominated for a national award after receiving outstanding praise from patients.

The Macular Service at the hospital is in the running for the ‘Clinical service of the year’ title as part of the Macular Society’s Awards for Excellence, after receiving outstanding praise from patients. The nomination recognises their exceptionally good practice in the care of people with macular degeneration.

Motor racers’ cycle challenge for Horton Maternity Unit

Members of a Banbury-based motor racing team have raised more than £7,000 for the Maternity Unit at the Horton General Hospital by cycling from Land’s End to John O’Groats.

Darren Turner, Peter Dumbreck and Stuart Hall, who drive for the Aston Martin Racing team, along with Roger Gollicker (Peter’s father-in-law) managed the feat in just eight days. Both Darren and Peter’s children were born at the Horton and so they decided to raise money for new equipment at the unit.

The drivers, who race GT cars in events such as the Le Mans 24-Hour race, cycled the equivalent of Silverstone to Gatwick Airport each day, and made it to John O’Groats after battling through heavy rain.

A new booklet outlining services available for people in Oxfordshire living with life-limiting illnesses and their families has been produced by the palliative care team at Sobell House.

The booklet, Living with a Life Limiting Illness: Services available in Oxfordshire, produced in consultation with the public and staff working in end-of-life care, can be obtained from Sobell House Study Centre, Churchill Hospital, email ssc@ouh.nhs.uk (or phone 225891).

Alternatively, staff can visit the Palliative Care page on the Trust intranet site.
This year’s Staff Survey is live now!! So please fill in your questionnaire as soon as you receive it, to make sure that your views are heard.

How can we fix things, if we don’t know what’s wrong?

Oxford University Hospitals NHS Trust would like to encourage staff, including honorary contract holders, to participate in it’s annual staff survey. All staff will receive an email from Picker, who administer the survey for the Trust, inviting them to take part. Please note that if you fill in the survey the information is recorded anonymously. If you want to find out more please visit www.nhsstaffsurveys.com or email becky.jenkins@ouh.nhs.uk

You said, so we did...

- We must ensure patient care is our top priority
- Staff have great ideas and want to contribute or make changes to their areas of work
- Bullying and Harassment has no place in this organisation
- The first Annual Staff Awards was held in 2012 and nominations are now welcome for 2013. Listening into Action events have also been conducted across the Trust to learn more see page 18 and 19.
- Staff health and wellbeing should be recognised as a priority
- A new Bullying and Harassment Procedure has been developed along with Support Officers trained to provide support to staff. Training for line managers has also been developed to support them in dealing with unacceptable behaviour.
- Statutory and Mandatory Training could be improved
- All mandatory training has been reviewed; new e-learning packages developed for many courses and competency assessments introduced test understanding.

We made ‘Delivering Compassionate Excellence’ our number one strategic objective which included reviewing our core values and agreeing standards of behaviour.

Bullying in the workplace is not as obvious as you may think. There is a fine line between a strong work style and bullying behaviour that can make a person feel demeaned and inadequate. Bullying is never acceptable and in the NHS it is considered to be a serious offence.

If you think you could be a bully what can you do?

- Be honest with yourself
- Admitting you may be perceived to be a bully is the first step. Do you really want this reputation?
- Don’t copy other people’s mistakes
- Remember how it felt to be bullied, or to witness it? You can learn to act differently and stop the cycle.
- Be firm but fair
- Treat all employees with respect. Avoid favouritism and don’t take out your own frustrations on colleagues.
- Communicate
- However busy you are, make time to listen to your colleagues and talk to them. Value their opinions, even if you do not agree with them.
- Seek help
- Contact your Divisional HR Consultant to seek advice, review the Addressing Bullying and Harassment Procedure and additional guidance available on the intranet, or request additional training. For more information visit the Trust’s intranet site on bullying and harassment.

The Trust has employed a Health and Wellbeing Specialist to lead support for employees. Stress management courses have been developed for managers and employees. Investment was also made in a new Occupational Health and Wellbeing Centre.

Oxford University Hospitals NHS Trust would like to encourage staff, including honorary contract holders, to participate in it’s annual staff survey. All staff will receive an email from Picker, who administer the survey for the Trust, inviting them to take part. Please note that if you fill in the survey the information is recorded anonymously. If you want to find out more please visit www.nhsstaffsurveys.com or email becky.jenkins@ouh.nhs.uk
Introducing two new LiA projects

How the “Chaplain’s Chariot” will break the ice in outpatients

Chaplains work closely with clinical teams to provide pastoral, spiritual and psychological care at all stages of the patient journey but often their focus is mainly on inpatients. This project will bring a mobile pastoral presence into the oncology and haematology outpatient department (OPD), using the “Chaplain’s Chariot” as an informal way to break the ice in a situation where patients are often in a state of heightened psycho-spiritual distress. The ‘chariot’ is a trolley with magazines, puzzles and other items of interest for the chaplain to offer to patients in OPD as a casual way of initiating a conversation and potentially offering crucial support. Feedback from Listening into Action conversations with staff and patients will inform the process and evaluate its progress.

What does “compassionate care” mean on the oncology ward?

Compassion is much talked about in healthcare – but what does it actually mean to staff and how does that translate into providing compassionate care for patients? Our project is taking feedback from patients, families and staff to develop a ward culture of compassionate care, by articulating what it means individually and how we can demonstrate it consistently as a team. Using multi-disciplinary staff and patients’ views from hosting Listening into Action conversations, we are aiming to implement action plans to improve patients’ experience and confidence in the care they receive on the ward. We also aim to improve staff job satisfaction by embedding compassionate care as the norm within the ward team.

Positive feedback received from NHS TDA

A quality assessment by the NHS Trust Development Authority (TDA) has praised staff and good practice observed in our hospitals and suggested areas for continued improvement.

Senior clinical staff from the TDA visited the Horton General and Churchill hospitals in August, the visit being part of the TDA’s assessment of whether the OUH is ready to operate with greater local autonomy as an NHS Foundation Trust.

The visiting team met staff and patients in the Emergency Department, EAU and E Ward at the Horton General and the Oncology and Colorectal Surgery Ward at the Churchill. They also carried out focus group meetings with staff on both sites. They found that the staff they met “felt valued, well engaged and really liked working for the Trust. The feedback we had from the staff we met was very positive and the wards and departments we visited were spotlessly clean.”

A wide range of good practice was observed and commented upon, including the use of learning from complaints and incidents and the training and development of Care Support Workers. Many examples were given of the quality of care having been improved and ways of working having been developed or being developed.

This feedback is a credit to everyone involved. It reflects well the continued commitment of clinical and support staff across all our services to deliver the best possible care and to continue to adapt it as circumstances and needs change.

We will be working with the TDA in coming months to follow up their suggested areas of improvement and will keep staff informed of progress through our Quality Matters newsletter which can be found via the homepage of the OUH intranet.
Listening into Action (LiA)

Myth busting!

Q. What is Listening into Action (LiA)?
A. It is about taking time to listen to and value each other’s views and ideas. You then agree what changes you want to make together to improve the service for patients and staff. There are frustrations in every area but doing something about them leads to a more positive work environment. LiA can lead to small changes being made as well as larger service improvements. Evidence shows that when staff feel listened to and valued, morale increases, absence decreases and performance improves.

Q. When could I use LiA?
A. LiA can be used by anyone in any team about any subject. Just take time out of the busy day to listen to each other’s views and then agree how to work on the ideas generated. The LiA approach works well with colleagues, especially across multidisciplinary teams, and with patients and families depending on your service needs. LiA can also be used when difficult decisions have to be made such as savings (CIPs), to ensure you get the best ideas from everyone.

Q. How could I hold a LiA conversation?
A. Discuss with your manager, book a date, time and invite people! It’s as easy as that! Typically ask the 3 LiA questions about your specific area:
  • What does good (in your area) look like? (Gather different ideas: their vision)
  • What barriers/obstacles get in the way of that? (What frustrates)
  • What changes can be made? (How to move closer to their vision)
If time is very limited, you could just ask people these questions informally – but ideally allow time out to ensure people feel truly listened to and valued.

Q. Are there any resources I could use to help me hold a LiA conversation?
A. Look on the Delivering Compassionate Excellence intranet page for more LiA information, contact details and to download the LiA Toolkit: Step-by-Step Guide, Project Planner and Sample Question Templates.

LiA is being used across OUH with a variety of tangible outcomes:
• New toilet signage in endoscopy means that patients don’t have to ask reception staff for directions
• Funding has been agreed for new patient information audio-visual screens for the endoscopy waiting area
• The paediatric pain team now have an extra nurse for a year to roll out key staff training across the Trust
• PALS and the complaints team are listening to patients, public and staff to improve complaint handling across the organisation and finding everyone wants the same thing.

Quotes from staff holding LiAs:
“We’ve actually got things done – people are seeing LiA works” – Karen Madronal, Specialist Bowel Screening Nurse.
“Staff felt listened to and energised” – Ian Mackenzie, Head of Wider Workforce Education.
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 December 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 October 2013.

Oxford Mail treat enjoyed by midwives on Level 5 at the JR

The midwifery team at the John Radcliffe were winners of an Oxford Mail competition which saw them receive a special delivery of doughnuts courtesy of staff at Sainsburys in Didcot. The competition invited readers to nominate themselves or colleagues for an end-of-week treat and the team was nominated by recently retired midwife Chris Griffiths.

Some of the team are pictured with Veronica Dallas and Luke Dady from the Didcot branch of Sainsburys.

Starlight brings sunshine to children’s ward with summer panto

There may have been a heatwave during the recent summer, but for children who are ill in hospitals and hospices, the summer months can be particularly gloomy. To bring smiles to these children, Starlight Children’s Foundation staged a performance of ‘Sleeping Beauty’ in the children’s ward at the Horton General Hospital in August as part of a national tour.

The pantomime was staged exclusively for Starlight by the interactive theatre group The Panto Company and it visited 100 hospitals and hospices over the course of an eight week tour. At the Horton, it was watched by about 20 children and their families.

Ballet on the wards!

A performance by the English Youth Ballet at the New Theatre in Oxford featured 46 dancers who were either born at the John Radcliffe Hospital or received treatment here.

The production of Swan Lake in September raised money for new equipment at the Children’s Hospital. During rehearsals for the performance, members of English Youth Ballet visited the Children’s Hospital for a workshop with the hospital’s young patients.

One of the young dancers taking part was Rachel Thompson, from Didcot, whose 15-year-old sister Laura was born with her oesophagus joined to her trachea, a hole in her heart and a need for surgery on her stomach. She has already had about 10 operations, including surgery on her spine.

Riding to success for I.M.P.S

In August Phil Rankin, a Business Manager at the John Radcliffe Hospital, lined up alongside 13,000 other cyclists in the inaugural Prudential RideLondon-Surrey 100 event.

Phil finished the event in just under 5 hours and 40 minutes and raised nearly £600 for the Injury Minimization Programme for Schools (I.M.P.S) based at the John Radcliffe Hospital.

I.M.P.S began in 1995, and provides first aid skills including CPR, using a defibrillator and learning how to put people in the recovery position for children from over 200 schools in the county.

Phil is hoping to compete in more long distance races in the future and has already signed up for next year’s RideLondon-Surrey 100 event.