Changes to Sexual Health Services

The Trust recently won a tender with Oxfordshire County Council to provide integrated sexual health services across Oxfordshire from Tuesday 1 April, 2014. This will bring together services, Genitourinary Medicine (sexually transmitted infections) and Family Planning (contraceptive), that were previously delivered by separate organisations into a new improved service that will make it easier for all people to access the range of services that they need.

The family planning service at the Alec Turnbull clinic, which was previously provided by Oxford Health NHS Foundation Trust, will be temporarily offered from the Churchill Hospital until a suitable new location in East Oxford can be found. The search to find an alternative location in the community as quickly as possible continues and staff and patients will be kept informed.

Plans for the new integrated service include providing clinics and services at the Churchill Hospital and in the following locations: Banbury, East Oxford, Didcot, Witney, Bicester, Abingdon, Kidlington and Wantage.

For full details on all our services see www.sexualhealthoxfordshire.nhs.uk – all new clinic times and locations are available here.

Vision for the Horton discussed in public meeting

In February Oxfordshire Clinical Commissioning Group (OCCG) and Oxford University Hospitals NHS Trust (OUH) held a meeting at Rye Hill Golf Club near Banbury to give local people an opportunity to hear the latest on Oxfordshire Clinical Commissioning Group’s strategy for Oxfordshire and the vision for the Horton General Hospital from Oxford University Hospitals NHS Trust.

It was also an opportunity to talk about the suspension of emergency abdominal surgery at the Horton General Hospital. Local people were given an opportunity to ask questions and air their views on the transfer of emergency surgery and also the general vision for the hospital, which includes moving more outpatient clinics and day surgery to the Horton from the hospitals in Oxford.

More than 200 people attended the event and heard from Ian Wilson, Interim Chief Executive of the OCCG, on their Commissioning Strategy for Oxfordshire and Dr Paul Park, a GP at Banbury Health Centre and the Clinical Director for the north locality. From OUH, Professor Edward Baker, Medical Director, gave an overview of the Trust’s vision for a strong future for the Horton General Hospital including plans to reduce the amount of travelling to Oxford for local patients. The Clinical Director for Surgery, Nick Maynard, gave a detailed update on emergency abdominal surgery. A video recording of this meeting can be accessed via the OUH or OCCG websites, along with a briefing of frequently asked questions about emergency abdominal surgery and a link to a survey.

Emergency Abdominal Surgery at the Horton

The Oxfordshire Health Overview and Scrutiny Committee (HOSC) supported the recommendation that the suspension of emergency abdominal surgery at the Horton and its transfer to the John Radcliffe Hospital in Oxford should be made permanent. On Thursday 27 February the Oxfordshire Clinical Commissioning Group (OCCG) presented a report to HOSC recommending that this was the best option, for clinical and patient safety reasons. The report contained details of the public engagement carried out by the CCG and OUH on the issue as well as surveys of patients and GPs. The HOSC agreed that there was no need for a formal consultation on the issue and so the move has become permanent. The reports can be found on the county council website under HOSC.
Staff at the Wallingford Birthing Centre have been celebrating after the unit was officially re-opened in January by Cathy Warwick, Chief Executive of the Royal College of Midwives, following an extensive refurbishment.

The completed refurbishment includes two new birthing pools, an additional birthing room, ensuite facilities in two of the birthing rooms, ensuite facility in the postnatal ward and a refurbished family room.

On Wednesday 5 February Jack Arthur Lee, weighing 8lb 4oz was the first baby to be born at the centre. Mum, Hannah Clinkard, was extremely happy with the entire experience, she said: “As this was my first baby I really didn’t know how I would feel or what to expect. The whole birthing experience at Wallingford was just amazing. From the one-to-one care and support from my midwife, to the rooms and surroundings, everything was just fantastic.”

The unit, which is run by Oxford University Hospitals NHS Trust, is one of more than 100 across the country to benefit from a grant from the Department of Health’s Improving Birthing Environments Capital Fund 2012.

Wallingford was awarded £350,000, which has been used to create a physical birth environment that facilitates a woman’s sense of dignity and control, maximising the opportunity for staff and families to support the woman through birth and the transition into family life.

Public Health strategy

The OUH public health team would like to say thank you to everyone who took the time to take part in their online consultation last year. An overwhelming 900 people – including over 800 staff members – told them what they think OUH could be doing for patients, visitors and staff to improve health and prevent disease.

The top priority for people completing the survey was improving staff mental health and wellbeing. This was closely followed by making changes to the hospital environment to help people make healthy lifestyle choices. Food provision was a particularly popular topic, accounting for more than two-fifths of the ‘free-text’ suggestions made. These suggestions formed a resounding call for greater availability of healthier food choices at the hospital sites, at all times of the day and night.

They have taken these views into account in developing a public health strategy for OUH for 2014/15. They will be asking the Trust Board to approve this strategy in March, and more details will follow in June’s edition.

In the meantime though, please do get in touch if you have any thoughts, ideas or questions, or would like more information emailing the OUH public health team at public.health@ouh.nhs.uk
Care Quality Commission inspection

The Care Quality Commission has now completed their detailed inspection of the Oxford University Hospitals. On Tuesday 25th February 60 inspectors arrived on site to begin their fact-finding visits of the four hospital sites talking to staff, patients and visitors.

A number of focus groups were held across the hospital sites during the first two days of the inspection. Thank you to all staff who took time out of their busy working days to attend one of these and share with inspectors their thoughts about working in the Trust and delivering patient care. As many of you will testify a lot of thought and effort has gone into preparing for the CQC visit including providing the inspection team with more than 2,000 documents in advance.

We don’t expect the inspectors to give us any formal feedback at this stage, but we understand that they have been impressed with the openness and thoughtfulness of the staff they have met.

Now the inspection is complete the next stage will be for the Trust’s Chief Executive to receive a draft report to check for factual accuracy. This report will form the basis of discussions at a quality summit arranged by the CQC, to which Trust staff will be invited as well as external stakeholders.

A full report with the Trust’s official rating will then be issued sometime in the spring to the OUH and the public. Once again thank you for all your hard work.

New standard dress and uniform policy

From Tuesday 1 April a new policy on dress code for all staff has been introduced. The policy is called “Policy for Uniform and Standard Dress Code” and can be found on the policy section of the intranet site. This policy outlines the Trust’s expectations of staff in terms of dress code and uniform standards and applies to all Trust staff and employees working contractually within the Trust and off site.

In summary, staff must ensure that clothes and accessories worn at work:
- are clean, modest and tidy
- adhere to Infection Control, Smoke-Free and Health & Safety policies

It is the responsibility of all staff working within the Trust to comply with the content of the policy.

14,000 patients tell us what they think

The Friends and Family Test (FFT) asks patients whether they would recommend their ward or emergency department experience to friends and family, if they needed similar care or treatment. Between April 2013 and January 2014, 14,000 patients have given their views on care provided in our hospitals through the Friends and Family Test.

The Trust aims to meet a 20% response rate, and is on target to reach this during January to March 2014.

The John Radcliffe Emergency Department has implemented a new system using tokens and voting boxes to allow patients to give their views quickly and easily, which has been successful in the initial stages, enabling more patients to respond. Patients also have the opportunity to provide a comment explaining more about their experience, if they wish.

Feedback received is discussed within teams to highlight if improvements are needed or to share good practice. The vast majority of comments are positive, thanking staff for the care and compassion experienced in our hospitals.

Recent feedback from patients includes:
- “Ward is run by kind, empathetic, professional staff. Nothing is too much trouble. The care that I received on the ward was amazing and always carried out with the patient as the most important.” – Wytham Ward
- “The nurses and everyone were simply amazing. The staff are clearly knowledgeable and very experienced. I do not have any negative things to say about anyone.” – Trauma 2A

Patients’ constructive and helpful feedback has helped staff to improve services, for example:
- Teams are working together to ensure medication to take home and tests are ordered in a timely manner to reduce discharge waiting periods.
A consultant anaesthetist at the John Radcliffe Hospital has been selected to play for England in the over 40s Masters hockey team.

Dr Mark Crowley, who has been with OUH for seven years, will represent his country in the World Cup in the Netherlands in June, and the Home Nations Championship in August.

Mark is 39 but eligible to play as he turns 40 this year. He previously represented England at under 21 level, and played league hockey at the top level for 10 years but had to put his hockey career on hold in favour of his medical career. “Training didn’t fit in with working very long hours,” he said. “It is always something I have wanted to get back into. We have got some tough matches coming up against Australia, South Africa and Germany – some of the teams have Olympic Gold medallists playing for them, so the standard is very high.”

“England currently holds the World, European and Home Nations championships, so it’s a great honour being in the side to defend those titles.”

Selection for the team involved taking part in two gruelling six-hour trials before landing his place in the side.

Mark has been playing hockey for 30 years, and currently plays for the Oxford Hawks, where he also coaches the Under-6 team.

When he turns out in the national colours, his jersey will display two extra badges – the Nuffield Department of Anaesthetics (the hospital department for which he works), and the Nuffield Orthopaedic Centre – NOC physiotherapists spent four months with him developing abdominal muscle strength and helping him regain fitness after a torn muscle injury.

The OUH public health team is joining up with the Foundation Trust membership team to sponsor Oxford United’s last game of the season against Accrington Stanley on Saturday 26 April at 3.00pm. The public health team will be encouraging football supporters to follow the example of the team they are watching and get active.

Dr Louise Marshall, Public Health Registrar at OUH said: “We are keen to promote healthy living and help prevent people from needing our services. We thought this would be a great opportunity to talk to a group of people who are keen on sport about how they can also keep active.”

Dr Adam Briggs, Public Health Registrar at OUH added: “We will be giving out fruit to supporters to promote healthy eating as well as working with local leisure services to help people make long-term lifestyle changes.”

Meanwhile, the Foundation Trust membership team will be working alongside them to encourage fans to join the OUH as members. Membership is free and allows the public to have a voice in their local hospitals. The OUH currently has 7,000 public members in addition to our 11,000 staff members.

Caroline Rouse, Foundation Trust Membership Officer said: “Being a Foundation Trust member gives people a chance to get involved in shaping the future of their local hospitals or just get regular information on what’s going on and be invited to talks and open days.”
OUH employs new Consultant Midwife

Wendy Randall has been appointed as a new consultant midwife, one of only two currently employed at the Trust. Her new role will be to provide clinical leadership in the delivery suites at the JR and Horton General Hospital. She will ensure that evidence-based care is embedded in practice and that the service is meeting the needs of local women.

Wendy has experience as a midwife in all clinical areas, and has a keen interest for intrapartum care (the management and delivery of care to women in labour). Wendy has previously worked at other trusts within London and the South Central area.

Talking about her new post, Wendy said: “I would firstly like to thank all the staff for my warm welcome. My drive and enthusiasm, like most, are geared towards a supportive team environment and a positive patient experience, and I am looking forward to being part of the team.”

Team shortlisted in midwifery awards

A team from OUH was nominated in the recent Royal College of Midwives Awards 2014. Dr Sian Warriner and Dr Maret Dymond were shortlisted in the Johnson’s Baby Award for Evidence into Practice category, for a project entitled ‘Mindfulness-based Childbirth and Parenting’.

The maternity service at OUH, in conjunction with the University of Oxford Mindfulness Centre (OMC) has an ongoing project to introduce and research mindfulness-based childbirth and parenting (MBCP). Mindfulness is increasingly being used as a way of managing pain, reducing stress and anxiety and has the potential for parents preparing for childbirth to reduce the risk of postpartum depression and increase ‘availability’ of attention for their baby.

Participants report significant personal benefit from having undertaken the course for pregnancy and childbirth.

One woman said: “It helped in so many ways; coping with a last minute change of plan and induction of labour. Staying in the moment with each contraction meant I could use breathing to cope with pain and fear, I was much more aware.”

Donations in the spotlight!

A microscope which enables neurosurgeons to track and target brain tumours by illuminating the affected tissue using fluorescent light has been purchased by the Trust.

The innovative procedure allows surgeons to medicate eligible patients with a dye which attaches itself to the cells in a tumour. The effect of the dye causes cancerous cells to glow brightly once introduced to fluorescent light.

This enables surgeons to identify and remove complex tumours with increased confidence as they can effectively differentiate between cancerous and healthy tissue with greater accuracy and ease, identifying even microscopic remnants of a tumour.

The Trust was able to purchase this innovative piece of equipment thanks to a significant donation from the West Wing League of Friends. They made the decision to donate after being invited to see the microscope in action during a trial surgery performed last year by Senior Consultant Neurosurgeon Richard Stacey.
Music therapy helps patients at Children’s Hospital

Patients in the Children’s Hospital are offered music therapy during their stay with help from funding from a local charity, Rosie’s Rainbow Fund.

Rosie’s Rainbow Fund supports sick and disabled children and their parents by offering music therapy and massage and helps fund a post at the OUH for Andy Stevens to take his musical trolley round to patients on the wards.

Thomaz Lusby-Roberts from High Wycombe is pictured enjoying a session with Andy on Rare Disease Day which aims to increase awareness of rare diseases across the world.

For more information on how you can help Rosie’s Rainbow Fund visit www.rosiesrainbowfund.co.uk

67% of OUH frontline staff vaccinated against flu

The Trust’s annual staff flu programme launched in October last year and final flu figures at the end of February reveal that 67% of front line staff have been vaccinated. This is a 10% increase on 2012/13 figures and reflects a remarkable effort by staff. Dr Tony Berendt, Deputy Medical Director and ‘flu lead’ said: “This is an amazing achievement and our thanks go to all staff who have helped make this year’s programme so successful – they have all helped make our hospitals a safer place for patients, visitors and colleagues.”

The flu programme launched last year making use of traditional methods of communication as well as social media and digital tools to encourage staff to get vaccinated. Facebook and Twitter were used regularly and a bespoke animated, interactive 18-page intranet site was created. A video of the Chief Executive being vaccinated was published on www.ouh.nhs.uk and the ‘Wrap Up For Christmas’ campaign stimulated a late surge of requests from staff for the vaccination.

As a result the Trust was shortlisted by NHS Employers in the #flufighter awards for digital and social media. The awards took place in February in Leeds.

Anna Hinton and Patricia Poole from the Occupational Health and Wellbeing department receive finalist award in digital and social media category
Get hands-on with new technology at our research open day – Monday 19 May

Find out how mobile phones, strawberries and a wooden hand-loom are transforming healthcare at a special interactive exhibition.

Patients, staff and the public can explore our world-class research and how it is changing lives for the better at the Oxford Biomedical Research Centre (BRC) open day on Monday 19 May at the John Radcliffe Hospital.

Teams will be demonstrating the latest technology and techniques tackling conditions such as cancer, dementia, arthritis and diabetes.

Leading researchers and medical professionals will be on hand to answer questions on issues including DNA sequencing, the importance of sleep and how data drives new treatments and services.

BRC director Professor Keith Channon said: “Research plays a vital role in improving healthcare and our teams are at the forefront of research both nationally and internationally.

He added: “Patients and the public are at the heart of what we do, from helping shape the questions we ask to participating in projects and trials. The open day is a way of sharing our work in a fun and interactive way and saying thank you for the support we get.”

Oxford Biomedical Research Centre is a collaboration between Oxford University Hospitals NHS Trust and Oxford University to support patient-centred research and innovation.

Combining the clinical expertise of Oxford University Hospitals with the academic excellence of Oxford University, it is pioneering new treatments and technologies that are saving lives, both in Oxford and across the NHS.

The Oxford Biomedical Research Centre annual open day is on Monday 19 May, midday to 4.30pm, West Wing Atrium, John Radcliffe Hospital, Oxford.

For more information visit oxfordbrc.nihr.ac.uk

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Innovation Challenge Competition

Do you have an idea that could improve healthcare, improve the patient experience or to help NHS staff? It could be a medical device, a diagnostic tool, computer software, a training package, or even a questionnaire quantifying patient outcomes.

If you do have ideas why not enter the inaugural OUH Innovation Challenge Competition. It is open to all OUH staff and is part of OUH’s drive to increase awareness of innovation and to build links with industrial partners. Ultimately, the aim is to develop solutions for unmet medical needs and improve the OUH service for the benefit of patients.

Ideas will be assessed against the following criteria:

1. Does the idea meet an unmet need?
2. Does the idea bring significant patient benefit?
3. Can it be developed in collaboration with an industry partner?

For more information contact: cynthia.ugochukwu@ouh.nhs.uk

To find out more visit oxfordbrc.nihr.ac.uk or follow us on Twitter @oxfordbrc
Meet the Team: Prosthetics Department

The Trust's Prosthetics Department based at the Nuffield Orthopaedic Centre provides a service which involves the design, on-site manufacture and fitting of artificial limbs (prostheses) for patients with lower and upper limb amputations and deficiencies.

The team is made up of approximately 20 members of staff including: a consultant physician in rehabilitation, prosthetists, amputee rehabilitation physiotherapists and occupational therapists, prosthetic technicians, a counsellor, a specialist nurse, an admin coordinator, a store man and an operational manager.

The department currently has around 2,000 patients of all ages under their care and receives around 100 new referrals every year.

Once a patient has been referred to the department they are likely to remain under the care of the service for life unless they relocate to a different area of the country.

After a patient has been referred they will usually attend a combined primary assessment clinic where they are seen individually by a prosthetist, physiotherapist and a nurse. The team will then meet with the patient together to discuss next steps and decide on the best treatment pathway available.

This process will include appointments to cast and measure the patient for a prosthetic limb with follow up appointments for fittings, adjustments and physiotherapy or occupational therapy input if this is required.

The majority of the work the team does is within the Prosthetics Department, however, there are occasions where the team can visit patients on wards (usually pre-amputation) to offer advice and talk about what they can expect from their treatment.

The team has recently won 'NOC Team of the Year Award' for sustaining a first class service for our patients. Based on a recent survey of prosthetic patients, 91% of respondents rated their experience as good or excellent; and 87% of respondents noted high levels of satisfaction with their prosthetic limbs.

Reporting your absence from work

From Tuesday 1 April, 2014 all OUH staff MUST call FirstCare to report a sickness or an unplanned non-medical absence, as soon as they know they will not be attending work and at the latest, one hour before the start of a shift.

Please note this service does not apply to Carillion or G4S staff.

If you are absent from work for more than two hours you will need to call FirstCare on 0333 321 8086.

The FirstCare absence reporting line is available to you 24 hours a day, every day of the year.

When you call FirstCare to report a medical absence you will be offered confidential medical advice and support from a registered general nurse. Further medical advice and support will be offered to you, based upon the symptoms you have presented and the advice given.

This process replaces the current procedures whereby you were required to call your Line Manager; however there may be departments where managers wish to continue local arrangements, in addition to calling FirstCare. Your Line Manager will inform you if this applies to your area of work.

Save this number to your mobile phone 0333 321 8086 and visit the OUH intranet for more information http://ouh.oxnet.nhs.uk/FirstCare/Pages/Default.aspx
Ambulance and hospital partnership delivers rapid response to patients at the scene

It is estimated that major trauma results in the death of around 5,500 people in the UK. It is a leading cause of fatalities in young people, with an average age of just 36 for those who sadly die from their injuries. Serving Oxfordshire, and the wider Thames Valley, a joint unit, combining highly trained trauma doctors and specialist paramedics, is helping to reduce these deaths and to drastically change patient outcomes following serious accidents.

Specialist emergency care physicians from the John Radcliffe Hospital have joined paramedics from South Central Ambulance Service to deliver rapid critical care at the scene to the most seriously injured or ill patients.

The new Enhanced Care Response Unit (ECRU) responds to emergency calls either by a rapid response car, or by the Thames Valley and Chiltern Air Ambulance Service carrying specialist pre-hospital care doctors and paramedics on board. They stabilise the patient before transferring them to hospital emergency departments or Major Trauma Centre.

Dr Syed Masud, consultant in Emergency Medicine and Pre-hospital Care at the John Radcliffe Hospital, said: “With our ambulance and paramedic colleagues we are bringing the hospital to the roadside. By having an emergency medicine doctor going out to the scene as part of an initial rapid response, we are able to make clinical decisions for patients at the scene which can give a greater chance of survival.”

Training in pre-hospital emergency care

Mathew Holbrook is a Consultant Practitioner Trainee in Emergency and Pre-hospital Care and undertakes placements in emergency departments and with the Ambulance Service.

His training focuses on:

• developing clinical practice with the support and supervision from consultant physicians
• providing education to specialist registrars and ambulance staff about the role of enhanced care
• enhancing his leadership skills
• gaining experience in the service development process through creation of the unit and subsequent auditing of its effectiveness.

He said: “ECRU is providing an excellent training platform, both for myself and for the development of paramedics and doctors, in the field of providing enhanced care outside of a hospital due to the wide variety of clinical presentations available, from the most serious cases through to those patients who can be treated on-scene.”

“ECRU has taught me that pre-hospital care is not just about learning a new skill set, but is in fact about developing a new attitude towards approaching the acutely unwell patient. I have learnt the importance of preparation, prediction, forward planning and lateral thinking, qualities which are imperative for a registrar working in a major trauma centre. I feel strongly that this training must become commonplace for emergency medicine trainees.”

Dr E Norris-Cervetto, ST3 Emergency Medicine

“ECRU was a unique opportunity for doctors to experience the challenges of pre-hospital care. In a single shift, I learnt how difficult it is to diagnose a pneumothorax in an unwell patient in a small, crowded, noisy living room; the unique set of skills that allow our paramedics to get a patient in respiratory arrest through a narrow staircase and into hospital and how some admissions are prevented, whilst others are expedited, by having emergency physicians out in the community.”

Dr Rebecca Griffiths, ST4 Emergency Medicine
The Emergency Department is the front end of this Trust and the central hub of the Urgent Care Pathway. Pre-hospital emergency medicine and innovative projects such as ECRU have an important part to play within the Urgent Care System as a whole and gain our complete support. Any projects that improve the care that we deliver to patients and streamline clinical pathways must be applauded. The continued aim would be to get the right patient to the right place first time.

Dr. Larry Fitton, Clinical Lead for Emergency Department at the John Radcliffe Hospital

What can pre-hospital emergency medicine provide for our patients?

I think most people automatically associate pre-hospital emergency medicine with helicopters and trauma care. There is no doubt that – in partnership with South Central Ambulance Service and the air ambulance charity – the Trust is committed to providing gold standard care for their patients involved in trauma. As a Major Trauma Centre we work with colleagues within the Trust to deliver “the hospital to the roadside”. Examples of this include the air ambulance carrying blood, ultrasound machines and instant blood analysing machine iSTAT. However it is more than major trauma care. The Enhanced Care Response Unit (ECRU) is all about delivery of enhanced and advanced care to all patients by sending an emergency physician to the scene.

What do you hope to achieve with the Enhanced Care Response Unit?

We want to improve clinical pathways so that the sickest of patients receive advanced treatment at the earliest opportunity and also potentially avoid unnecessary admissions. It uses the skills of the “paramedic / physician partnership” to provide significant support to the crews of the ambulance service and streamline clinical care. ECRU is a fantastic vehicle to introduce trainee doctors and other medical staff within the NHS to pre-hospital care. I also hope that this exciting sub-specialty will help to attract more keen doctors to emergency medicine and to this hospital by giving them greater opportunities.

Dr. Larry Fitton, Clinical Lead for Emergency Department at the John Radcliffe Hospital
Improved ENT services for patients in Banbury

Day-case ear nose and throat surgery has been re-introduced to the Horton General Hospital. The sessions will run three mornings per month, with a Saturday pre-operative audiological assessment session. This is a new service to cope with increased demand for ENT services in the Banbury and north Oxfordshire area. Patients will be able to ask their GP to be referred to the Horton. Currently, the Trust provides adult outpatient and aural care services at Banbury.

Oxford patients will not have to travel to Banbury for their surgery, although they will have the choice to do so, and waiting times are expected to shorten.

The service will provide a consultant ENT surgeon, working every Tuesday at the Horton, covering clinic and theatres. The current weekend audiology service in the Horton has been expanded to accommodate the pre-operative audiological testing.

The operation list will start with paediatric cases only and expand with time to include children’s and adult day-case operations.

Innovative project to assess pain in children

A new project to improve assessing pain in children has been launched by the Trust, in response to feedback from the Listening into Action programme.

A team led by Heather Willson, Lead Nurse Pain, David Mason, Consultant Paediatric Anaesthetist, and Judy Davies, Children’s Pain Nurse, is rolling out a toolkit for clinical staff to use in assessing pain in children.

Using a scale of 0-3, the toolkit takes into account input from the child’s parents and knowledge of the staff treating the child. A small card with the checklist for assessing pain has been created to attach to a member of staff’s lanyard.

Dr Mason said: “We are trying to achieve standard set of tools for nursing staff to assess pain and empower them to actively treat pain. What is innovative about this is the methods we are using. The project also fits into the Trust’s aim of Delivering Compassionate Excellence.”

Funding from the Trust’s Charitable Funds has made it possible to appoint Ella Hughes, a senior staff nurse, to train nursing staff on the wards in the use of the toolkit.

Ella has been rolling out the project to all staff on the children’s wards, theatre recoveries, critical care units and emergency departments, as well as play specialists, physiotherapists and clinical nurse specialists. It will also be presented nationally at the National Paediatric Pain Conference on 4 April in Birmingham.

Security awareness – clinically related challenging behaviour

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

Due to the clinical condition of many of the patients we see in hospital they can often become confused and sometimes aggressive. The majority of assaults on staff per year are due to the clinical condition of the patient at the time of the incident.

NHS Protect has a national responsibility for protection NHS staff and resources. In conjunction with a clinically led expert group they have produced a guidance document called ‘Meeting needs and reducing distress: Guidance on the prevention and management of clinically related challenging behaviour in NHS settings’. It is designed to aid staff in recognising and assessing the factors which can contribute to a patient’s distress and lead to challenging behaviour; anticipating the patient’s needs; assessing the risks; and designing care accordingly.

A number of training videos to accompany the guidance can be found on the security services intranet pages. Information on dealing with aggression unrelated to the clinical condition of the patient can be found in the Management of Conflict Procedures document on the same intranet site.

Further advice is available from Rachel Collins, Trust Security Manager/Local Security Management Specialist on ext. 23313 or email rachel.collins@ouh.nhs.uk

Pictured: Ella Hughes with some of the materials used in the toolkit
Earlier this year the Clinical Support Services Division held their local awards event to acknowledge staff who were nominated in the 2013 OUH Staff Recognition Awards. Pictured are staff from the Clinical Support Services Division (above and below).

Children and Women’s

The Children and Women’s Division held their local staff recognition awards in February to celebrate all of those staff in the Division who were nominated in the 2013 OUH Staff Recognition Awards.

Jane Hervé, Head of Midwifery gave a short presentation and the awards were presented by General Manager, Tony McDonald and Divisional Director, Steven Kennedy.

Sarah is named Nurse of the Year at NOC event

At the end of January staff at the NOC bid farewell to their former Divisional Nurse Sarah Kidd May who retired after 38 years.

Sarah was invited back in February to attend the NOC’s Celebrating Success event where she was awarded ‘Nurse of the Year’. The event, now in its thirteenth year, highlights achievements of NOC staff in a number of areas including Long Service, Scholarships, Academic Achievements, Team of the Year and Nurse of the Year.

Sarah said: “I was extremely surprised and honoured to be invited back to the Celebrating Success event. It seems strange not driving here every day and I miss working with all the people there.

“The NOC is a very special hospital with a culture that strives to deliver the best experience for patients and members of the multidisciplinary team work collaboratively in a friendly and supportive way to achieve this. As a result, working there was always a pleasure, great fun and offered lots of opportunities for personal learning and development.”

Over the years Sarah held a variety of roles including Healthcare Assistant, Ward Sister and Divisional Nurse and for five years she was a directorate General Manager and prior to that facilitated the Royal College of Nursing’s Clinical Leadership programme. Sarah was also awarded the gold award for leadership at the 2013 OUH Staff Recognition Awards.

Other winners at the Celebrating Success event included: Team of the Year – Prosthetics Service, Doctor of the Year – Adrian Taylor, Support Worker of the Year – Matt Lawler, AHP of the Year – Sarah Wyatt and Sue Leahy and Individual Recognition Awards to Charlotte Jarvis, Helena Crocutt, Rebecca Mawer, Jonathan James, Sue Sh ellard, Lorraine Bazylkiewicz, Cindy Thomas, Lesley Warner and Sarah Sillman.
Sandra is one of top 100 scientists

OUH Biomedical Scientist, Sandra Richards pictured above, has been voted on to the Science Council’s list of 100 leading UK practising scientists. Sandra has worked at the Trust for over two years in cellular pathology, as a primary screener on the cervical cancer screening programme.

The list features 100 leading examples of practising scientists and highlights the many different ways in which scientists make a valuable contribution to society and the economy in the UK.

Sandra was nominated by the Institute of Biomedical Science for her exceptional public engagement and outreach work and was placed in the Communicator Scientist category which recognises scientists who have used their knowledge of science, understanding their audiences and expertise in the media to enthuse and inform the public.

Sandra’s outreach work in educating the public about cervical cancer, sexual health and the importance of taking part in screening programmes has led to many of the adults and students that she has worked with to adopt safer sex practices to lessen their exposure to the HPV virus and to take up the invitation for cervical screening.

Speaking of her nomination, Sandra said: “I am absolutely delighted to be listed as a Top 100 Leading Scientist in the UK, I am proud of my profession and it’s exciting to be officially celebrated for doing something I genuinely love. To be recognised as an operational scientist in such a list with so many other distinguished scientists is just marvellous.”

Sandra was also shortlisted and received a bronze award in the volunteer category at the 2013 OUH Staff Recognition Awards.

Value Based Interviewing (VBI) update

There are now 110 recruiting managers trained on the use of the Value Based Interviewing across the Trust. There are an additional 50 two day training spaces available throughout 2014.

The aim of the VBI approach is to recruit people into the OUH who share our values and are therefore dedicated to Delivering Compassionate Excellence, the type of care you would like to receive for yourself or a member of your family. A manager who attended the VBI course commented:

“Before I went on the training I was really apprehensive but once I completed it I could see what a difference it would make and what you can get out of people. You don’t understand until you do the training just how amazing VBI is”.

For more information about Value Based Interviewing or other Values into Action Projects contact joanne.durkin@ouh.nhs.uk or visit the HR intranet page on Value Based Interviewing.

VATS study day at OUH

The Trust’s cardiothoracic theatres hosted their first Video Assisted Thoracoscopy Surgery (VATS) study day in March focusing on the evolution in thoracic patient care and specialist technologies which are improving post-operative outcomes in surgical care.

Almost 30 nurses and operating department practitioners from the OUH theatre and cardiothoracic wards attended along with other hospitals north and south of Oxford, giving an excellent forum for networking and sharing ideas.

The speaker’s talks covered the whole patient pathway of interventional and holistic care which informed the audience of best practice, current thinking and research from the UK and worldwide.

Mr Edward Black, Lead Thoracic Surgeon, spoke on the pioneers of minimum thoracic invasive surgery, and how such surgery has reduced mortality and morbidity by using keyhole surgery to enhance outcome. He also spoke about the history of the OUH Thoracic Service and its progress to grow and improve by developing this excellent healthcare intervention.

The study day allowed healthcare professionals to come together to share and strengthen knowledge and understand that this specialty calls for teamwork to give the very best in thoracic surgery care. The OUH thoracic surgical and anaesthetic team were proud to host this day.
New Rapid Access Children’s Clinic for the Horton

A rapid access clinic for children is being launched at the Horton General Hospital which will allow GPs to refer urgent cases, who they do not think should wait for a normal clinic appointment, to a new clinic run on Thursday afternoons.

The new clinics will operate every week from April and will be run by an experienced paediatrician which will include urgent referrals of patients from GPs as well as follow-up of patients who were admitted to the ward.

Dr Ranjini Mohan, Children’s Consultant at OUH, said: “We hope that the new clinic will reduce patient waiting times to see a paediatrician, in cases where it is deemed to be urgent (within 1-2 weeks) but not urgent enough to require Emergency Department (ED) attendance, and so also reducing ED and ward attendances.

“It should also improve the patient experience on the ward, as all ward attenders will now be seen in clinic, freeing up space as well as time for nursing and medical colleagues to care for children admitted to the Horton.”

 LAST YEAR THE FORMER NEUROSCIENCES, TRAUMA AND SPECIALIST SURGERY (NTSS) DIVISION LAUNCHED THEIR OWN HEALTH AND WELLBEING SURVEY AMONG ITS STAFF WITH THE AIM TO TRY AND UNDERSTAND WHAT HEALTH AND WELLBEING SUPPORT STAFF WOULD LIKE FROM THE DIVISION.

THE RESULTS FROM THE SURVEY ARE NOW BEING USED TO ESTABLISH MORE ACTIVE OPPORTUNITIES IN THE WORKPLACE TO SUPPORT AND IMPROVE STAFF HEALTH. THE SURVEY WAS ALSO USED TO IDENTIFY THREE HEALTH CHAMPIONS WHO WILL LEAD ON ALL HEALTH AND WELLBEING INITIATIVES WITHIN THE DIVISION.

ALL STAFF WHO COMPLETED THE SURVEY WERE ENTERED INTO A PRIZE DRAW TO WIN TWO BIKES, AND WARD CLERK, DAWN BRETT AND CHARGE NURSE, CARL BOAST WERE THE LUCKY WINNERS.

THEY WERE PRESENTED WITH THE BIKES BY THE DIVISION’S CLINICAL DIRECTOR, JON WESTBROOK.

AS A RESULT OF CHANGES IN THE DIVISIONAL STRUCTURE AND NTSS BECOMING THE NEUROSCIENCES, ORTHOPAEDICS, TRAUMA AND SPECIALIST SURGERY DIVISION, THE SURVEY WAS RE-LAUNCHED IN MARCH OF THIS YEAR AND THE RESPONSES WILL BE FED BACK AT A LATER DATE TO INCLUDE STAFF FROM THE NUFFIELD ORTHOPAEDIC CENTRE.

IF YOU ARE INTERESTED IN SETTING UP A SIMILAR SURVEY IN YOUR DIVISION CONTACT THE OUH HEALTH AND WELLBEING PROMOTION SPECIALIST, ANNA HINTON ON ANNA.HINTON@OUH.NHS.UK

Anna Hinton, Health and Wellbeing Promotion Specialist, Jon Westbrook, Clinical Director NOTSS and Carl Boast

Lucy Whitehead, Assistant Operational Service Manager, Vascular and Dawn Brett
Valentine’s message for the under-25s

When Valentine’s Day was celebrated this year, the Trust and Oxfordshire County Council, prepared a special gift especially for the under-25s.

Free heart-shaped condoms were available at selected Early Intervention Hubs and schools across Oxfordshire along with information about the Safety C-Card.

Leon Maciocia, Chlamydia Screening and Condom Distribution Coordinator at the Trust said: “The Safety C-Card scheme gives young people the opportunity to ask questions about sex and contraception, learn how to use condoms effectively and prepare themselves for sexual relationships when the time is right for them.

“Chlamydia is the most widespread sexually transmitted infection in the UK with one in 14 young people under 25 currently infected, and most don’t know it. The scheme helps increase understanding of sexually transmitted infections and the importance of using protection during any sexual relationship.”

For more information about the Safety C-Card and other local sexual health services, visit www.yoursexualhealthoxon.nhs.uk

Clinical coding gets international accreditation boost

Three Clinical Coders from Oxford University Hospitals NHS Trust have gained full accreditation after passing the National Clinical Coding Qualification (UK).

Rebecca McDonald, Jackie Parker and Kate Gillingham, (pictured above), successfully completed a day of written examinations in which they were rigorously tested on their knowledge and expertise to translate intricate and complicated clinical information into coded formats.

Coders translate information, as written by the clinician, detailing the patient’s complaint, problem, diagnosis, treatment or reason for seeking medical attention. Using two classifications, containing thousands of code combinations, Clinical Coders must assign correct codes for both diagnoses and operations.

These combinations directly affect the Trust’s income as groups of clinical codes are used nationally and locally to determine tariffs for the provision of healthcare services. Accurate clinical coding is essential to ensure the Trust charges and receives correct payment from Clinical Commissioning Groups and other organisations for the services we provide to our patients.

Equality and Diversity at OUH

Sign up to champion a personal, fair and diverse NHS

The Trust is supporting a national campaign which is encouraging NHS staff to become champions for a personal, fair and diverse NHS.

The personal, fair and diverse campaign seeks NHS staff who believe that diverse workplaces make organisations better; are passionate about an NHS with patients at its centre; care about working in an NHS which is fair and accessible to all.

You can sign up to be a champion on the NHS Employers website at www.nhsemployers.org/PFDchamps

Oxfordshire NHS Black and Minority Ethnic Network

The Oxfordshire NHS BME Network will be using this occasion to promote an inclusive and more equal NHS for patients and staff.

OUH website – www.ouh.nhs.uk

Have you seen the changes made to improve access to the OUH website. You are now able to change the font size, colour of the text, colour of the background, language and have access to Easy Read leaflets.

Equality, Diversity and Human Rights intranet site

There is a lot of information available on the OUH intranet site regarding equality and diversity. If you have a patient, carer or colleague with specific needs, which you are unsure about, as well as asking them about their individual needs, review the information available under ‘Equality and Diversity/Protected Characteristics.’ There is also a news page providing information on current and future events and activities http://ouh.oxnet.nhs.uk/Equality/Pages/Default.aspx
Trust invests in putting patient safety first

The Trust has recognised the need to provide specialist behavioural training for healthcare professionals, from porters to consultants, and is supporting the Oxford Simulation, Teaching and Research (OxSTaR) in delivering ‘human factors’ training with the prime focus on improving patient safety.

The one-day ‘human factors’ training course helps participants to think about the interactions between individuals, teams, equipment and environment, and offers strategies to change behaviour in order to improve patient safety.

Based at the John Radcliffe Hospital, the technology at OxSTaR can be used to create particularly challenging and realistic clinical scenarios. Participants work under the associated pressures of time and heightened stress levels experienced in real clinical situations but have the benefit of immediate feedback in a supportive environment from experienced facilitators.

The human factors course is an invaluable opportunity to practise and enhance the ability to cope with medical emergencies without fear of harming patients. OxSTaR also offers bespoke courses across the spectrum of simulation training.

For more information visit www.oxstar.ox.ac.uk or email oxstar@ndcn.ox.ac.uk

New facial palsy service launched in Oxford

A new dedicated combined clinic for patients with facial palsy has been launched, on a trial basis. Facial palsy is a weakness and paralysis of the facial muscles caused by damage to the facial nerves and there are approximately 25,000 cases in the UK.

The causes are various, including congenital conditions, Bell’s Palsy, tumour re-sections, and NF2 (neurofibromatosis type 2). The condition can affect adults, children and babies.

The new clinic is being led by Mr David Johnson, Consultant Plastic Surgeon at the John Radcliffe Hospital. He said: “This will provide state-of-the-art care for a very vulnerable group of patients, who may have felt previously that no help was available.”

Previously, it has been hard for patients to access services other than surgery in one place. Now, patients will be able to come to one clinic at the John Radcliffe Hospital, Oxford, where they could gain access to treatments including:

- corrective surgery, subject to commissioner approval, including eyelids, smile operations (which also benefit other functions such as speech), and other procedures such as the use of Botox on the non-paralysed side of the face to make it more symmetrical for patients with partial facial palsy on one side
- non-surgical treatments such as facial physiotherapy
- speech and language therapy
- A Clinical Psychology support to deal with the psychological effects of facial paralysis
- specialist ocular plastic surgeon input (for conditions involving the eyes).

The service, which will initially operate on a one-year trial, has been made possible by a grant from the OUH Charitable Funds’ own HIEF (Hospital Innovation and Enhancement Fund).

This grant has enabled the purchase of specialist biofeedback equipment which detects muscular activity, scores it, and rates it to show how patients are using their facial muscles, giving a scientific approach to this much-needed therapy. The service also has a dedicated facial physiotherapist, Emily McMullen.
Prime Minister shows support for Children’s Hospital fun run.

The Prime Minister recently took time out of his busy schedule to meet two of our young patients and help promote our Oxford Children’s Hospital fun run, the Oxford Mail OX5RUN.

David Cameron met five year old Zac Durkin and nine year old Finlay White, who both live in his Witney constituency.

Finlay is being treated for the bone cancer osteosarcoma and has had several operations as well as chemotherapy. He became friends with Zac, who has leukaemia, when they met on Kamran’s Ward in the Children’s Hospital. The boys’ parents have created a running team of friends and family for the OX5RUN and have helped promote the Blenheim Palace event.

Mr Cameron met the boys and their parents in Witney and said: “I know from my own family’s experience how important the work of the Oxford Children’s Hospital is in helping children like Finlay and Zac and their families through some very tough times.

“It is great to hear that despite their illness the boys have become good friends and that they and their families are supporting each other through this challenging period.

“I hope the community will be inspired by the strength of the boys and join their family and friends in entering the Oxford Mail OX5RUN supporting the Children’s Hospital.”

After meeting the Prime Minister, Finlay said: “It was exciting. I’ve seen him on TV before and I’ve seen him turn on the Christmas lights in Witney.” Five year old Zac added: “He’s very tall.”

Last year’s event raised £98,000 for the Children’s Hospital, and it is hoped that the 30 March run will top the £100,000 mark.

Three chances to take part in ‘THE Abseil’ for hospital causes

This year the hospital charity has three abseils taking place, supporting more hospital causes than ever before.

The 100 foot abseil, from the top of the Women’s Centre, costs just £10 to enter and is open to hospital supporters, patients and colleagues across the Trust – indeed anyone aged over 18 and medically fit can take part. THE Abseil is great fun, so why not choose the cause you’d like to support and enter – either on your own or get a team of family, friends or colleagues together.

The first abseil on Sunday 18 May is in aid of:
The Oxford Heart Centre, Heads Up (head and neck cancer), Ward 7D and Adams and Bedford Wards, the Paediatric Eye Fund and the JR Ashfield Trust (supporting parents following miscarriage and the loss of a baby).

THE Abseil – 2: Sunday 15 June 2014
Blood Coagulation Research Fund, Cancer Care Fund, I.M.P.S. (Injury Minimization Programme for Schools), Pelvic Floor Fund, SCBU (Special Care Baby Unit), Horton Hospital F Ward.

THE Abseil – 3: Sunday 21 September 2014
OUH General Funds, Silver Star, Chipping Norton Midwives, Fund for Children and the Oxford Children’s Hospital.

For more information about the 2014 abseils, pick up a leaflet from around the hospitals, visit the events page on www.hospitalcharity.co.uk or call 01865 743444.
Listening into Action

Staff Survey results 2013
What you really think!

Oxford University Hospitals NHS Trust would like to thank everyone who took the time to complete the 2013 NHS Staff Survey!

The NHS National Staff Survey is a mechanism to measure staff engagement throughout the NHS. It is conducted annually for the Care Quality Commission using a sample of up to 850 staff. NHS Staff Survey 2013 commenced in September 2013, and was open to employees who were in post on 1 September 2013. The survey was available to all staff through a local all staff electronic census available alongside the national paper based survey.

We would like to share some of the results of this year’s survey with you, so you can see how we are doing; where we need to improve and where we’ve come out on top!

Local results
Over 3,000 members of staff took part in the local survey and we would like to share some of the key themes from the survey with you, so you can see how we are doing, where we need to improve and how you can get involved in shaping our plans in 2014. Our focus groups will provide an opportunity to look at the results in more detail within Divisions and Directorates.

The areas that have improved the most since last year:

- More staff had an appraisal review, with further work required to improve the overall effectiveness and quality of appraisals
- More staff are aware of the need to report errors and concerns; staff also gave positive feedback about changes made in response to reported errors
- More training available in areas such as Equality and Diversity, handling confidential information and Health and Safety
- More managers and staff taking positive action on the health and wellbeing
- More staff know how to report fraud, malpractice or wrongdoing

The areas that have shown a decline since last year:

- More staff reported work related stress and feeling pressure to come to work when feeling unwell
- More staff are dissatisfied with their level of pay
- More staff felt that more work is required to encourage the reporting of errors

National results
When compared with all acute trusts in 2013, OUH performs well. For 20 of the 28 Key Findings, OUH is better than average, and of these 20 is in the best 20% of acute trusts in eight categories. Against four of the Key Findings, OUH is worse than average, and is in the worst 20% of acute trusts for one. A summary of our National results can be found at www.nhsstaffsurveys.com

Focus groups
We are holding focus groups in Divisions and Departments to share local results. This will be an opportunity for you to tell us about the things that are important to you in the course of your daily work — as individuals, as a team and as a department — so that you can continue to be involved in helping to shape our actions in response to the areas you have raised. Look out for the dates for these listening events in your area.

Come along and help us understand what makes a difference to you!
We are also introducing quarterly pulse checks from June to provide a regular opportunity to tell us your views on a more regular basis. Watch this space for our launch event!
How the Volunteer Book Stall helps patients

A group of volunteers (pictured left), run the weekly book stall on a Thursday on Level 2 of the John Radcliffe Hospital.

All profits from this go into the Oxford University Hospitals Volunteer Charitable Fund and the amount of money that they raise each week is dependent on sales from the books which are all kindly donated.

In the last financial year the book stall volunteers raised £7,358.55 which goes towards purchasing equipment mainly in ward areas.

Some of the money was recently used to purchase 30 digital wall mounted calendar clocks for individual patient rooms on Level 4 at the John Radcliffe Hospital. The clocks were requested by Sarah Wheeler, Matron for Geratology who advised that the clocks will help many patients who suffer with dementia as the automatic clock display face shows the day, date and month.

Farewell message from founder member of the Churchill Hospital helpdesk, Barbara Bunyan

“Through the courtesy of OUH News, I would like to say farewell to the many friends at the Churchill Hospital who I have met over 21 years on the volunteers helpdesk now situated adjacent to the reception area in the Cancer Centre.

I also need to say a big thank you to those who have given me information and historical input for the staff tours which I led for over 12 years.

I am very proud of having been a founder member of the helpdesk and I have enjoyed meeting, greeting and talking to a wide range of staff, patients and visitors over the years. It also enabled me to see old friends and colleagues from my former work in the university.

Making the decision to leave/retire has been a difficult one and I shall miss a large number of familiar faces but, as they say, ‘all good things come to an end.’

I hope the helpdesk will continue for many years to come and that people will continue to sign up to volunteer/assist on the helpdesks and they discover how worthwhile and rewarding the role of volunteering can be – as I have.

Money raised for typhoon victims

Staff on the Cardiac Angiography Suite at OUH held an indian takeaway lunch within their department and the £523 that was raised went towards their Filipino colleagues to send back home for blankets, rice and other important items following the recent typhoon.

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 June 2014. If you have any 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 28 April 2014.

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