Oxford University Hospitals NHS Trust

Issue 2

April 2012

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Photo: Jon Lewis

TAKE PART IN OUR CHARITY ABSEILS: Sunday 22 April and Sunday 17 June – see page 13 for more details.

News about the Churchill, Horton General, John Radcliffe Hospitals and the Nuffield Orthopaedic Centre
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 this publication.

Please send your suggestions and ideas to the media team by emailing media.office@ouh.nhs.uk.

The magazine’s style and content will evolve over the coming months and your input will be very much welcomed.

The media team comprises:

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Susan Brown – Senior Communications Manager (Foundation Trust and Stakeholder Engagement)

Alison Barnes – Communications Manager (Medical Science and Research)

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All items for publishing should be sent to Kelly Dodgson in the Media and Communications Unit, Level 3, John Radcliffe Hospital 01865 231471. Alternatively email kelly.dodgson@ouh.nhs.uk.

Copies of OUH News are circulated widely throughout the Trust via special news vendor stands. Copies are also sent to other Oxfordshire NHS Trusts, the local media, patient groups and General Practices. Individual copies are also sent on request.

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

Play your part in our future

The Oxford University Hospitals NHS Trust is applying to become a Foundation Trust – we hope to achieve this in 2013. Work has now begun on a programme of information events and meetings to support recruitment to our FT membership scheme.

From May each hospital site will host a road show where members of staff will be able to speak to the Foundation Trust team to ask questions and learn more about the process. In addition, leaflets, posters and pull-up banners will shortly be on display in each of the hospital’s main entrance areas and also in public and outpatient clinic areas.

At the end of May the Trust is launching a campaign encouraging staff to Recruit a Friend – full details of this, together with the programme of events, will be available shortly on the Foundation Trust intranet site.

All staff are automatically included as members.* As a staff member you will be able to have a say in the decisions we take and be part of an organisation with greater flexibility to make changes and to innovate. You will also be able to contribute directly to steering the organisation’s direction by getting involved in generating plans for the future. All staff will be encouraged to get involved to help make a real impact on local health provision and service design.

We currently have 12,000 staff members and 5,387 public members and have set a target of recruiting a further 2,500 public members by September 2012. We believe this is achievable and will bring our total public membership to 7,500 by the autumn of 2012. In the long term we hope to achieve a public membership of around 13,000.

Key stages in the application process are as follows:

• Formal public consultation period from late June to September 2012 on the trust’s strategy and proposed governance arrangements as a Foundation Trust

• Revised and updated Integrated Business Plan forms basis of application to NHS South of England in October 2012

• Department of Health review the Trust’s application in January 2013

• Monitor carry out a detailed assessment, leading to authorisation as an FT during 2013

Further information, can be found on the Trust intranet at http://ouh.oxnet.nhs.uk/FoundationTrust/Pages/Default.aspx. Alternatively, call 01865 743491 or email ouhmembers@ouh.nhs.uk.

*Staff wishing to opt out should contact the Foundation Trust office on 01865 743491.
Neurosciences support Dignity Action Day

The Neuro Inpatient Ward (NIPS) and the Neuro Intensive Care Unit (NICU) at the John Radcliffe Hospital recently held a tea and cake drop-in afternoon involving patients and relatives as well as nurses, doctors, physiotherapists and occupational therapists and other members of the care team.

The team shared their experiences of how they work to respect people’s privacy and dignity and how they might improve this in the future.

Several former patients were invited to come back and tell the team about their experiences whilst they were inpatients on the wards. The day was also supported by a representative from the charity Headway, which works to improve people’s lives after brain injury.

Kat Cane, Senior Staff Nurse on NICU said: “Dignity Action Day is about recognising how important it is to treat patients and colleagues with dignity and respect. Most of us do this without thinking but it doesn’t hurt to stop and think about how we behave and the impact it can have on others.”

Dignity Action Day is a national initiative led by the Dignity in Care Campaign and its key partners to bring staff and members of the public together to make a difference to those in care. The campaign’s aim is to stimulate a national debate around dignity in care and create a care system where there is zero tolerance of abuse and disrespect in adults.

Staff at Oxford University Hospitals (OUH) marked a national Dignity in Action Day on 1 February by rolling out privacy and dignity clips across its hospital sites.

Following the success of the trial at the NOC the pegs have now been rolled out across the JR, Churchill and Horton General Hospital sites.

The large red pegs have the word ‘Engaged’ printed on it making them clearly visible to staff and patients alike. The pegs are a sign that care is in progress and no-one should enter the curtained area, ensuring that patients are treated with dignity and respect when receiving treatment requiring privacy.

The Trust’s former Nursing and Quality Project lead, Maura Buchanan said: “Treating all patients with dignity and respect is the first statement of the twelve standards adopted in the OUH Nursing and Midwifery Standards. The use of a Red Dignity Peg is intended to make staff stop and think before entering closed curtain areas.”

Dignity Action Day: treating patients with the utmost dignity and respect

Red Dignity pegs make staff stop and think
In 2011 Oxford University Hospitals commissioned the Picker Institute to confidentially manage the 2011 Staff Survey. This was the first Staff Survey following the merger of the ORH and the NOC and we asked as many people as possible to complete the questionnaire.

A significant number of you responded to this request. It was important to the Trust to provide all staff the opportunity to tell us their views regarding their job and their working environment.

We understand that getting things right for our patients, means we need to listen to our staff too and this is why the feedback given in this survey is so valuable. It enables the Trust to more accurately offer the appropriate level of support to staff in doing the right things, in the right place and at the right time.

The results of the survey help to form the building blocks of our organisation and are used to improve the working life of all staff. The 2011 survey results are promising and have shown improvements in people having:

- E-learning/online training in the past 12 months
- Training on how to handle confidential information
- Equality and Diversity training
- Appraisal reviews
- Taught courses
- Training on how to handle violence to staff, patients, service users
- Training on how to deliver a good patient service user experience

As well as improvements, the survey also highlighted areas where we need to do better in relation to well being, work life balance, job satisfaction and communication. We are working towards developing a plan of action on how we can improve in these areas and would like to hear your views.

We would like to take this opportunity to thank those that took the time to complete the survey and a more detailed breakdown of results will be communicated in due course but if you have any queries in the meantime, please contact either Kate Thorpe or Lynne Thorn on ext 43466.

**Results of our staff survey competition**

You may recall back in November we ran a competition to encourage teams and departments to fill out their staff survey questionnaires and win a cash prize. The highest level of surveys completed would be pulled out of a hat. The results are in and the winners are...

- £250 Team Prize goes to the MARS division
- £159 Team Prize goes to the Planning and Communication Teams in Corporate
- £100 Team Prize goes to the Pharmacy department

Congratulations to all winners and thank you all for your contribution to the 2011 Staff Survey.
Newborn Intensive Care Unit receives £2.8million for expansion

The expansion of the Newborn Intensive Care Unit (NICU) at the John Radcliffe Hospital got a boost when the Trust was given £2.8million by the Department of Health towards the campaign. The plan is to double the number of intensive care cots from 10 to 20 in order to improve services for babies across the Thames Valley.

NICU at the John Radcliffe is the designated centre in the Thames Valley Region for providing newborn intensive care support for the most severely ill or premature babies who need significant medical interventions, life support machines and/or surgery to survive.

The scheme will see an extension being built to the existing unit to house 16 of the intensive care cots. The cots will be introduced in a phased way in order to match demand and to allow for the appropriate recruitment and training of staff. It is hoped that work will start on the new unit later on this year and that it will be open early in 2013.

Dr Eleri Adams, Consultant Neonatologist and Director of the Newborn Intensive Care Unit said: “We really welcome this money towards our expansion project. The money will be invaluable in helping us to achieve our goal of providing enough intensive care cots here to treat babies and their mothers nearer to home with the best possible care.”

John Radcliffe to become a major trauma centre

Oxford's John Radcliffe Hospital has been designated as a major trauma centre as part of Government plans to consolidate trauma services into networks across the region.

From 2 April, the John Radcliffe Hospital will become a Major Trauma Centre serving the Thames Valley region and will provide treatment to the most seriously injured and complex patients. It will become fully operational over a six month period.

The Centre will be supported by and linked to a network of other hospitals providing smaller trauma units across the region. The major centres will provide direct access to specialist teams and state-of-the-art equipment to ensure multiple-trauma patients receive immediate treatment, 24 hours a day, seven days a week. Once discharged from a major trauma centre, local trauma units will provide on-going treatment and rehabilitation for patients.

This national improvement programme is led by Oxford trauma surgeon Professor Keith Willett who is the National Clinical Director for Trauma Care. The Oxford Major Trauma Centre will be the specialist hub for the provision of care to major trauma patients from across the Thames Valley including Oxfordshire, Buckinghamshire, parts of Gloucestershire, Wiltshire, Berkshire and Northamptonshire.

Trauma consultant John McMaster said: “This investment will benefit the wider population of patients we care for above and beyond trauma patients. This is an exciting opportunity to further develop the Trust’s reputation as a provider of specialist care.”
Oxford research sheds new light on *Clostridium difficile* infection in hospitals

It has been a widely held belief that most *C. difficile* infections are spread in hospital from a case with active disease to other patients. A recent study, funded by the National Institute of Health Research, in Oxford and Leeds however shows that the vast majority of *C. difficile* cases in hospital are isolated cases and have not been spread from other known cases of active infection.

*C. difficile* infection (CDI) is a serious illness which can produce toxins in the colon causing severe diarrhoea and, in the most serious cases, death. Although it has become a significant medical and resource problem in hospitals, nursing and residential homes and in the community, the number of cases has been reducing over recent years. This may be due in part to the success of infection control techniques but it is still unclear where the source of most current CDI cases is.

To find out more about the behaviour of this bug and reduce the risk of infection even further, researchers in Oxford and Leeds have carried out the largest ever study of its kind to investigate how often cases occurring in hospital can be linked to other known cases.

This new, NIHR Biomedical Research Centre Oxford funded, study has found that the vast majority of CDI cases in hospitals are isolated episodes not linked to other known cases. Researchers used forensic DNA techniques to analyse samples across Oxfordshire over a 2 ½ year period and discovered that no more than 25% of cases were passed on in this way.

Tim Peto, Professor of Medicine, Nuffield Department of Medicine, University of Oxford and Consultant in Infectious Diseases said: “We studied 1300 cases of CDI from patients in hospitals, the community and other healthcare settings and found that the vast majority of cases of *C. difficile* we analysed were unlinked. This means that most of the cases we diagnose are not passed from other known cases of CDI.

“It is likely that the robust infection control measures taken in hospitals to safeguard against cross infection of CDI have already had a huge impact and that these should continue. What we need to do now though is take this understanding of the pattern of outbreaks to do more research and find out how we can reduce the number of *C. difficile* outbreaks even further.”

Olympic osteopath!

Back care adviser Harbir Sing is the first osteopath to be appointed as part of the Olympic medical team for the 2012 games.

“I am tremendously excited to be to be a part of the biggest sporting event of my lifetime. It is fantastic to see how sport brings athletes from around the world together in one place, for one event. I am blessed to be the first osteopath to be a part of the Olympic medical team, as well as being a team leader and am aware of the responsibility this brings. I aim to give 100% in my role at the games to make London 2012 the best Olympic Games ever.”

The Trust carries out research which aims to inform and improve patient care, in partnership with the University of Oxford. It has become clear that the existing consent form for asking patients to donate surplus tissue needs to revised to offer more opportunities to opt-in.

A new, more generic consent for research has been created that will ask the patient to sign an opt-in agreement to donate any surplus tissue for possible future research. The old system allowed for three levels of consent which automatically excluded many potential samples right away. An opt-in for all surplus tissue samples to be considered for research will provide much more material for researchers to consider than the current system. The filtering process to decide which samples are appropriate for research will happen much further down the line. Any disease-specific research will still have to go through the normal channels of ethics approval and specific consent forms for each clinical trial.

Oxford University Hospitals Medical Director, Professor Edward Baker said: “Many of our patients are very keen to support research and this new initiative gives many of them an opportunity to contribute to our research activities in a very important way as part of their normal treatment in our hospitals. It will greatly strengthen our ability to develop research programmes and enable our current patients to make an important contribution to improving care of patients in the future.”

The patient information leaflet on consent for surplus tissue donation can be found at http://tinyurl.com/cjo92W. Posters are being circulated to advise patients in clinical areas that they may be asked about consent for surplus tissue donation.

Further information from 01865 220543 Oxford Radcliffe Biobank, Nuffield Department of Clinical Laboratory Sciences, Level 4, Academic Centre, John Radcliffe Hospital.

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New consent for surplus tissue donation

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Showcase improvements in patient care

Improvements in patient care at the Trust are to be showcased at an “Empowered to Care” conference at the John Radcliffe Hospital.

All health professionals are invited to attend and Trust Divisions are being encouraged to submit 15 minute presentations along with poster displays to share their examples of improvements in patient care.

The event is being held in Lecture Theatre 1 at the John Radcliffe Hospital on 8 May from 2pm to 5.30pm (buffet lunch at 1pm). Further information and booking details will be available shortly. Please email sue.wheeler@ouh.nhs.uk.

New midwifery role for Professor Page

Professor of midwifery Lesley Page has been elected as the new president of the Royal College of Midwives. Lesley is a renowned international academic, advocate and activist for midwives, mothers and babies with more than 32 years’ midwifery experience. Professor Page is currently on clinical attachment at the Trust’s Cotswold Maternity Service at Chipping Norton and will take over from outgoing president Liz Stephens on Monday 2 April.

‘Nine years longer than grass’

After a 40 year career in the NHS Mike Fleming retired from his position as Director of the Horton General Hospital at the end of March. Mike frequently acknowledges he has been part of the Oxford Healthcare system for “nine years longer than grass”, which in reality adds up to 28 years.

Mike’s long and varied NHS career began in 1977 when he qualified as a nurse and then came to Oxford in 1984 as a Senior Nurse in Personnel working to the Director of Nurse Education. He was responsible for the recruitment of Tutorial and Administration staff, student nurses and midwives.

“The first year was terrifying” says Mike, “I stepped out of a clinical role in A&E on Friday and walked into a completely different non-clinical role the following Monday.”

In the latter part of 1986, Mike became the Assistant District Personnel Nurse for Oxfordshire Health Authority where he contributed to Department of Health research on implementing a nationwide clinical grading structure for all nursing and midwifery staff, introduced in 1989.

Mike became involved in early discussions around plans to close the Radcliffe Infirmary and transfer services to the JR site in 1984. He continued his involvement up to the point when the move happened in 2002. Mike commented: “For what contribution I did make to that project, it was an incredibly proud moment for me to be given the opportunity to meet the Queen at the official opening of the Oxford Children’s Hospital and West Wing in November 2008.” Another one of Mike’s many achievements during his time in Oxford was to establish the staff newsletter – ORH news and become its first ‘editor’.

Probably best known for his last role as the Director at the Horton General Hospital since 2003, Mike says: “The Horton is an amazing Hospital and I have loved every minute of my time working there. I cannot thank the staff enough for making my role as Director one of the very best jobs I have ever had in my NHS career and working life.”

Farewell to Associate Director of Nursing

On 26 January staff across the Trust said a fond farewell to Associate Director of Nursing, John Campbell.

John left the organisation after nearly 20 years of working here and colleagues and friends gathered together at a tea and cake party to bid their farewells.
More than 1,800 cancer patients have benefited over the past year from a new service that provides direct access to specialist cancer nurses, via a telephone support line run by Triage Nurse Practitioner John McKenna and his team at the Triage Assessment Area (TAA) in the Cancer and Haematology Centre at the Churchill Hospital.

The TAA offers dedicated specialist advice and treatment that tends to emergency calls and admissions across Oxford’s cancer services.

Since it opened in November 2010, John and his team have seen positive changes in the overall efficiency and cost effectiveness of emergency care within cancer services. There have been reductions in inappropriate admissions and length of stay, improved times from admission to assessment and treatment, and improvements in the overall patient experience.

One of the main benefits of the TAA is that the initial assessment takes place over the telephone; patients can call if they are unwell and have the reassurance that they are talking directly to one of the team’s specialist cancer nurses. The service has helped to ensure patients are supported when they need advice and has reduced workloads for GPs and emergency services.

The service currently runs Monday to Friday 8am-8pm and is staffed by a team of four specialist nurses. However, due to the ongoing success of the service they will be expanding to offer patients this dedicated specialist service on weekends too.

A new Maternity Assessment Unit at the John Radcliffe Hospital opened its doors on Monday 5 March. The Unit will be providing a telephone and face-to-face service for pregnant women (over 16 weeks) who contact the John Radcliffe Women’s Centre directly, or via their GP or Community Midwife.

All telephone calls will now come through to the Maternity Assessment Unit on one, easy to remember, number (01865) 220221.

The Maternity Assessment Unit Midwives speak to all women who call, making an individual assessment to advise or reassure them about their concerns, signpost them to their GP or Community Midwife, or invite them in for a face-to-face review in the Maternity Assessment Unit.

The unit is located on Level 2 of the Women’s Centre and comprises of five private rooms for assessment by a Midwife and an Obstetrician if required. Following assessment in the Maternity Assessment Unit women will be either discharged home with advice and a clear plan for their ongoing care, or transferred to a ward within the Women’s Centre.

**Maternity Assessment Unit at the JR**

**Concerned that something doesn’t seem right?**

Pick up the phone or email, in confidence:

- **Andy Lambourn**
  - Counter Fraud Specialist
  - Tel: 01993 811634
  - Mob: 07779 939092
  - Email: andy.lambourn@northants.nhs.uk

- **Lorraine Bennett**
  - Tel: 01993 811634
  - Mobile: 07779 939092
  - Email: lorraine.bennett@nhs.net

- **Mark Mansfield**
  - Director of Finance and Procurement
  - Tel: 01865 220409
  - Email: mark.mansfield@ooh.nhs.uk

- **National Fraud Reporting Line**
  - Tel: 08000 284060
  - (Monday to Friday 9am to 6pm)

For further information please phone:

**01993 811634**
Patients at Oxford's Children's Hospital will soon be able to order their food from a new and exciting menu boasting a fun 'underwater' design. Specifically tailored for children, the new menu aims to provide a varied, nutritionally balanced, vibrant choice of foods.

Prompted by a combination of patient and family feedback, a review of meal time audits and support from YiPpEe, the children's patient involvement group, Angela Houlston (Matron, Children's Hospital) Anne Marie Frohock (Paediatric Dietitian) Bernie Powell (Play Specialist) and Carillion Patient Services Catering Manager Jenny Saxton, embarked on the task of revitalising the Children's Hospital menu.

Tasting groups, feedback forms and input from YiPpEe all offered valuable information on all aspects of the menu, from how it should look, right down to the cooking methods employed.

It was clear from the feedback that instead of a completely separate menu, children wanted the same nutritionally balanced options as the adults, with the addition of a few child-friendly extras and a striking 'underwater' picture design to give it that extra special feel.

The new menu will be available for patients at the Children's Hospital from April 2012. Pictured right is one of the sample menu design ideas.

‘Lovely Grubb!’

If you have visited the restaurants at the John Radcliffe Hospital in the last few weeks you will not have failed to notice the refurbishment that has been taking place.

Carillion have rebranded, redesigned and revitalised the on-site restaurant services with both restaurants now aptly named On Two and On Three, referring to where they are in the hospital.

New colour schemes and new furniture provide a fresh and vibrant feel while new Head Chef, Simon Grubb is following the same approach to his menus and meals.

“It's very exciting times at the moment as we move to introduce fresh nutritional foods with some local influence...we are always looking to improve services and customer experience and welcome any feedback that can help us achieve that goal,” explained Simon.

New children’s menu makes a splash!

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The new menu will be available for patients at the Children’s Hospital from April 2012. Pictured right is one of the sample menu design ideas.
Pharmacy review delivers quicker dispensing

In May 2011 Oxford University Hospital NHS Trust welcomed the appointment of Bhulesh Vadher as the new Clinical Director for Pharmacy and Medicines Management.

Bhulesh has set about reviewing dispensary services at the Trust and has already introduced new processes at the John Radcliffe to ensure patient prescriptions are turned around more quickly. Within one month of the new processes being in place, productivity for To Take Out prescriptions (TTOs) had increased from an average of 60% being completed in 90 minutes, to 90% completed in the same time frame.

This improvement in turnaround times has meant that both staff and patients are benefitting from a more efficient service, with an improvement in overall patient experience. Bhulesh will now look to implement these processes at the Churchill and the Horton General sites to ensure a consistent approach to dispensary services across the Trust.

Looking forward, Bhulesh will be updating the automated dispensary services at the John Radcliffe site which will see more Pharmacy Technicians released from the traditional dispensary roles to provide a more patient focused role on the wards.

The presence of Technicians on the wards will not only see a reduced workload for nursing staff, but will also allow for more patients to be counselled by the bedside about the medicines they are taking and any queries they may have regarding those medications. This will also allow for the discharge of patients directly from the ward.

The Brodey Centre one year on...

Since the Brodey Centre at the Horton General Hospital re-opened in December 2010 the number of patients treated per day has doubled. In practical terms, this means the centre is now able to look after up to 16 patients per day compared to eight previously and offers treatments including chemotherapy, blood transfusions and central line dressings.

Jane Skelly, Manager of the Day Treatment Unit at the Brodey Centre said: “The staff are happy that they are able to treat patients in a bright and comfortable environment which means so much to the patients and their families. It is also great news that fewer patients have to travel for their treatment and that more can be treated nearer to home, here in Banbury.”

In the past, patients at the Brodey Centre were drawn from those attending Oncology and Haematology Consultant clinics at the Horton only. Now, with the expansion of both the building and staffing levels, patients local to Banbury but seen by consultants working out of the Churchill, may have their treatment at the Brodey Centre too.

NHS Pension Scheme reform

The Department of Health has concluded discussions with NHS trade unions and employer representatives on the detailed design of a new NHS Pension Scheme. A proposed final agreement, to be introduced in 2015, has now been published.

It is important that staff understand what the changes mean for them personally and NHS Employers has a range of information available on its website including case study examples and frequently asked questions.

Staff can visit the Trust’s intranet site where there are links to www.nhsemployers.org and to the Department of Health website www.dh.gov.uk which has published new NHS Pension Scheme calculators.

A few key points:

- Staff within ten years of retirement on 1 April 2012 will remain in the existing pension scheme.
- For other staff, the new pension scheme will not be introduced until April 2015.
- Those within 13 years and five months of retirement as at 1 April 2012 will be given additional transitional protection and will transfer to the new scheme after April 2015.
- Staff who have earned pension within the existing 1995 or 2008 schemes will continue to be able to take those rights at the time they were expected and they will also continue to be based on their final salary at that time.
- In the new scheme the benefits will be based on career average earnings rather than final salary.
- The annual rate of pension accrual for the new scheme will be 1/54ths compared to the current rate of 1/60ths in the 2008 scheme.

For more information please visit the websites listed above or the HR pages on the Trust intranet site.
In January this year, the Neurosciences, Trauma and Specialist Surgery (NTSS) division received its 1000th compliment from a patient, who underwent back surgery to correct a slipped disc.

Fraser Liversage was so impressed with the quality of his care and treatment that he put pen to paper to express his thanks to no less than 20 members of staff involved in his treatment over the course of his four day stay.

Neil Cowan, General Manager of the NTSS division invited Fraser back to the West Wing for the opportunity to meet some of the staff he had taken the time to thank so extensively in his letter.

Fraser, from Fringford in Oxfordshire, suffered a slipped disc whilst gardening one day in April last year and after initial treatment was referred to the John Radcliffe Hospital for a discectomy after continued complications.

Speaking of his time in hospital and the reasons for writing such a comprehensive letter Fraser said: “The staff were just superb, extremely hard working and dedicated to their patients. I applaud them and am inspired by their resolve to “keep calm and carry on.”

Twenty members of staff ranging from the porters and catering team to clinical staff were highlighted individually by Fraser as he took the time to express his gratitude for the treatment he received from each of them.

Fraser said that staff at the John Radcliffe Hospital had made him feel genuinely cared for and he praised their obvious dedication.

“The team really understood about my treatment – for me and my family this procedure was potentially life changing and we were very much aware of the impact it could have on our lives. The staff put their hearts and souls into their work every single day, and for that I can’t thank them enough.”

Following his treatment, Fraser has started back at work and is looking forward to the future together with his family.

The Government has announced that there will be a special Public Bank holiday for the Queen’s Diamond Jubilee. The late May public holiday will be moved to Monday 4 June 2012 and the additional Jubilee public holiday will be Tuesday 5 June 2012.

The Trust is keen to allow as many staff as possible to participate in the Jubilee celebrations and, in consultation with trade union representatives it has been agreed to provide only essential services on Tuesday 5 June.

As a consequence most staff will be given an additional day’s leave to be taken on Tuesday 5 June. Individuals who are required to work will receive normal rates of pay and an additional day’s leave will be added to their annual leave allowance for 2012/13. Managers have been asked to notify staff as a priority if they will be required to work.
Throughout March all four hospital sites were visited by a Health Bus aiming to provide information and support for those wishing to give up smoking. The bus was equipped with goody bags and leaflets with details of support groups, websites and phone lines.

The Trust's no smoking policy has recently been reviewed and was reinforced on National No Smoking Day, Wednesday 14 March. Additional no smoking signs will also be going up across the hospital sites to remind patients and staff that smoking is prohibited in all areas of the hospital sites at the John Radcliffe, Nuffield Orthopaedic Centre, Churchill Hospital and Horton General Hospital. This includes all doorways, buildings, grounds and car parks.

The Trust aims to promote good health for all and therefore support to stop smoking will be offered where possible. Staff can get help through Occupational Health via the OUH intranet.

Nicotine Replacement Therapy is available from Stop Smoking Advisers based in all GP practices in Oxfordshire. Patients admitted to the OUH are able to get support and Nicotine Replacement Therapy from the Stop Smoking Adviser on their ward.

The new smoke free policy is now available on the OUH intranet.

Knee replacement is amongst the most common of surgical procedures in developed countries, with over 650,000 total knee replacements performed in the USA in 2008 alone, at a cost of more than $10 billion. Yet there is very little or no evidence for the safety or cost-effectiveness of many of the numerous types of implants on the market. Furthermore, a lack of reliable information comparing patient-reported outcomes with different implants and surgical techniques is preventing surgeons from achieving the best outcomes for patients, according to a Seminar published in The Lancet by Andrew Carr, Nuffield Professor of Orthopaedic Surgery and Divisional Director of Musculoskeletal and Rehabilitation Clinical Services at the Trust.

In his review for the Lancet, Professor Carr suggests that without high-quality, unbiased, and reliable information, surgeons cannot make informed decisions about how to achieve the best outcome in each clinical situation. He's keen to reassure patients that knee replacement surgery has proved to be one of the outstanding success stories of modern medicine and has resulted in significant quality of life gains for people with end stage arthritis. But Prof Carr suggests there is a need to improve patient selection for surgery and targeting of resources to new treatment strategies that avoid the need for major surgery (including managing arthritis at earlier stages and reversing or slowing down the progression of disease) to reduce the demand for knee-replacement surgery.

He concludes by calling for improved long-term monitoring of outcomes using national registries and electronic patient records (reporting rates of revision surgery, patient-reported outcomes, and patient satisfaction) with the aim of providing patients and surgeons with good quality evidence to assess different implants and techniques and enhance clinical decision making.
Children celebrate fifth birthday with cake and balloons

A giant birthday cake, balloons and lots of excited children were the perfect ingredients to celebrate five years of the Oxford Children’s Hospital.

Opened in January 2007, the hospital treats thousands of children every year from across the region and in some cases across the UK.

A fundraising campaign raised £15 million pounds to help build and equip the hospital, and fundraising continues today to stock the hospital with specialist medical equipment and innovative play.

Children’s Hospital Support Worker, Theresa King, said: “I just can’t believe it is five years since we first moved here from the Radcliffe Infirmary’s Children’s Wards, the time has gone so quickly and I am incredibly proud to work in such a bright, spacious and happy hospital.”

Also helping to celebrate the birthday was former TV presenter Katie Ledger and her children Max and Olivia. Seven year old Max has Lymphoblastic Leukaemia and has been a regular patient at the hospital for two and a half years.

Katie praised the “wonderful staff” that work at the Children’s Hospital, and commented “I really know what a difference donations make. There are fantastic facilities here which help so much when you are going through such a difficult time.”

The fundraising team is marking the anniversary by encouraging hospital supporters to make a regular donation to help us continue to make a difference to our young patients and their families. Find out more at www.orhcharitablefunds.nhs.uk/events/chox

Challenge yourself with a charity abseil

This year there will be two abseils supporting many good causes across our hospitals taking place on Sunday 22 April and Sunday 17 June. These 100 foot abseils from the roof of the Women’s Centre at the JR have become a firm favourite with staff and supporters.

April’s abseil is in aid of Coasters (which assists people with mental health problems to take part in sport), the Post Acute Unit, the Injury Minimisation Programme for Children (IMPS), Silver Star and The Heart Centre Campaign.

The June abseil is supporting Cellular Immunology Research, Ward 7B Fund, acute medical care ward, Heads Up (funding research into head and neck cancer) and the Cancer Care Fund which supports cancer related causes across the Trust.

Contact charitable funds on 01865 743444 or email charity@ouh.nhs.uk
Fracture Prevention Service opens doors

A newly commissioned Fracture Prevention Service officially opened its doors in January with a ribbon cutting ceremony at the Oxford Centre for Enablement on the Nuffield Orthopaedic Centre site.

Consultant Rheumatologist, Dr Kassim Javaid worked with Osteoporosis Specialist Nurse, Kerri Rance and the National Osteoporosis Society to get the Fracture Prevention Service commissioned by NHS Oxfordshire. He was joined at the opening by team members, consultants and the local National Osteoporosis Society and in his speech highlighted the hard work of all involved including Professor John Wass and Professor Keith Willett who started the service.

The nurse led team aims to see and assess all patients in Oxfordshire over the age of 50, who have fractured a bone and offer them a bespoke bone health and falls prevention management plan.

The service has taken off at a pace and has already seen over 400 patients with new operations starting within the JR trauma outpatient service and Horton wards as well as running community clinics across the county.

A robust administration team processes all information and deals with appointments, letters and a telephone follow up monitoring service. By offering this ongoing support service to patients the team hopes to improve the effectiveness of their treatment recommendations.

For more information contact the service on ox.osteotnhs.net or visit the OUH intranet where we have our own sub-site on http://ouh.oxnet.nhs.uk/Osteoporosis/Pages/Default.aspx

International prize for Oxford scientist

Congratulations to biologist Professor Fiona Powrie who has received the 2012 Louis-Jeantet Prize for Medicine. This internationally recognised prize is awarded annually for outstanding biological research with implications for the future of medicine and healthcare. Prof Powrie is Sidney Truelove Professor of Gastroenterology at Oxford University and head of experimental medicine at the Nuffield Department of Medicine at the John Radcliffe Hospital.

Rare Disease Day

A former patient of the John Radcliffe returned to the hospital in February to mark national Rare Disease Day. Hayley Dix grew up with Gorham’s, an extremely rare skeletal disease of which the cause is still unknown.

Hayley set up a stand in the main corridor of the JR to raise awareness and funds on behalf of the Lymphangiomatosis and Gorham’s Disease Alliance.

For more information visit www.lgdalliance.org
Nursing and midwifery standards refreshed

The OUH Nursing and Midwifery Standards have now been updated and refreshed and a small card has been printed with these standards and given to all nursing, midwifery and support staff currently employed by the Trust.

The standards are set out as a set of 12 statements together with the supporting Nursing Actions. The statements express the Trust’s commitment in delivering excellence to our patients.

A corresponding set of promises have been agreed as ‘Our Promise to Patients’ aimed at providing reassurance to patients and public of our commitment to delivering excellence. Posters will be displayed in appropriate areas across the Trust and on the OUH website.

Rebecca Turner, Matron for Specialist Surgery at the hospital explained how she has been working with the team of matrons across the Trust on promoting the standards to both staff and patients. She explained how these standards link in closely with the Delivering Compassionate Excellence staff values recently launched across the Trust.

Rebecca said: “It was important to create useable, measurable values and behaviour that staff and patients can relate to and use as part of their working day. The standards highlight what is expected of staff to continue to deliver excellent patient care and they reflect a positive approach to working behaviour. We have been able to engage with the wider organisation on how we can put these values into action as part of our every day lives.”

Part of the work being rolled out across wards on all four sites is the introduction of welcome boards at the entrance of each ward. The boards will display pictures of the team and will display the commitment of the team to each patient.

“The trust values along with the nursing and midwifery standards allow staff to think about the way they enhance the patient experience in a positive, structured and measurable way,” added Rebecca.
Lister Centenary Surgeons in Training Medal

Plastic surgery trainee Karen Eley, based at the JR, was recently awarded the Lister Centenary Surgeons in Training Medal for best oral presentation at the Royal College of Surgeons Lister Centenary Conference in Edinburgh.

Karen was successful out over 400 entries and also came runner up for best poster presentation at the conference. She has been with the Trust since 2007 and is currently working towards a PhD in Surgery.

Karen was presented with her award in recognition of her work on a research project in the Intensive Care Unit alongside Dr Duncan Young and Mr Stephen Watt-Smith. This project investigates the effects of pressor agents (used to raise blood pressure) on transplanted tissues.

Speaking about her success Karen said: “I was delighted to discover that I had won the award which was presented to me by the Secretary of State for Health. Research is vital to advance medicine and surgery and I am most grateful to the Oxfordshire Health Services Research Committee who provided me with a fellowship and a small research grant to enable me to complete my work”

Karen Eley receiving her award from Andrew Lansley (Secretary of State for Health) & David Tolley (President of the Royal College of Surgeons) at the Royal College of Surgeons of Edinburgh

Heart to Heart

Nurses from the John Radcliffe Hospital got a Valentine’s Day surprise when DJ Toby Anstis visited the Cardiology ward with a selection of cakes and goodies.

Toby and the Heart FM team turned up to say thank you to the nursing staff for their continued hard work and dedication to caring for our patients.

DJ Toby Anstis, Heart FM said: “The nurses at the John Radcliffe Hospital in Oxford do an amazing job every day of the year…we thought Valentine’s Day was the perfect time to show our appreciation.”

Oxford University Hospitals NHS Trust

‘Say something’ by...
• emailing raiseconcerns@ouh.nhs.uk
• calling 01865 (2)28720
• posting your concern (marked ‘Confidential’) to Raising Concerns Officer c/o Human Resources Carillion Building John Radcliffe Hospital

We are committed to dealing responsibly, openly and professionally with any genuine concerns raised.

We cannot do this without your help, if something at work is troubling you, please tell us.

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 2012. If you have news from your team or department that you would like to be featured please contact Kelly Dodgson in the Media Team on ext 34690 or email kelly.dodgson@ouh.nhs.uk Deadline for copy is end of April 2012