FLU SEASON IS COMING – see page 3 for more details.

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OUH wins Patient Safety Award

For the first time in the UK, an Electronic Patient Record (EPR) and Positive Patient Identification (PPID) technology – a system that enables clinicians to identify patients at the bedside by barcode scanning of their wristbands – has been combined successfully. This award-winning system means that clinicians simply scan patients’ wristband barcodes, with a small hand-held device, which then generates an instant test request label at the bedside.

The Trust recently won the National Patient Safety award for ‘Technology and IT to improve Patient Safety’ for our innovative design of the ‘electronic radiology & laboratory medicine order communications system’.

The system has been operating in parts of the Trust since September 2011 and on the busiest days, labs can be sent up to 1,500 requests. In January alone, more than 35,000 were received from areas of the organisation using the system. The aim of this new system is to improve the process for requesting tests by swapping the paper forms and replacing them with an electronic requesting and labelling system. This can reduce the risk of samples being mislabelled and also reduces the amount of time lab staff spend querying incomplete order information.

Dr Paul Altmann, (pictured centre holding the award) Chief Clinical Information Officer at the OUH, said: “We are delighted to be recognised in this way and hope that the work that’s done here can benefit other trusts across the country as we have used a completely transferrable technology infrastructure. I am especially grateful to all our staff and commercial partners for their help with this project, designed to improve patient safety and efficiency of diagnostic processes.”

Scientist in the spotlight

The Chief Scientific Officer at the Department of Health, Professor Sue Hill, is to visit the John Radcliffe on Monday 8 October.

Professor Hill will speak on the ‘Modernising Scientific Careers in the NHS’ programme, which will also include a talk by Dr Berne Ferry, Lead NHS Scientist at the OUH, on how the Trust is implementing the programme.

There will also be talks from NHS scientists on innovation in the OUH.

The event will take place in Lecture Theatre 1, from 10am.

Your views welcome

Welcome to the newsletter of Oxford University Hospitals NHS Trust.

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

All items for publishing should be sent to Kelly 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. Individual copies can be sent on request.

Designed by Oxford Medical Illustration 01865 220900.

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

www.ouh.nhs.uk
A former patient has made a substantial donation to the Oxford Haemophilia and Thrombosis Centre (OHTC), enabling it to buy a much needed ultrasound machine.

Before receiving the new equipment, patients requiring ultrasounds to diagnose deep vein thrombosis (DVT) had to travel to the radiology unit on the opposite side of the hospital site.

This meant a lengthy walk for patients or frequent calls to the portering services for transfer via wheelchair.

The donor, who wishes to remain anonymous, said: “I had to come to the Haemophilia and Thrombosis Centre for treatment a couple of years ago where I was diagnosed with DVT.

“After I was sent to radiology a couple of times for scans, I told them they needed a machine over here! As is the case nowadays with so many NHS Trusts it ultimately came down to money, and I simply asked, ‘How much do you need?”

“To be in a position to be able to help the hospital that has treated me my entire life and to help other people in my position was a fantastic feeling.”

Approximately 1,500 patients a year attend the nurse-led DVT clinic at the Churchill. The unit is now able to scan patients quicker and more efficiently, improving care and the patients’ experience.

The haemophilia service is one of the largest haemophilia centres in the UK and runs a county wide anticoagulation service, with a team of thrombosis specialist practitioners managing over 7,500 patients from across the county. Raising awareness of venous thromboembolism (VTE) i.e. blood clots and how to prevent them (thromboprophylaxis) is also a major part of the centre’s role within the Trust, working with staff and patients alike.
Datix is coming...
Datix has arrived!

Tracey Jones, Clinical Governance Trainer, talks about the new reporting system Datix

As so much of what we do across the Trust is now electronically-based, it is easy to feel very swamped with the latest offerings. One such development that is being introduced is the new electronic incident reporting system called Datix.

Whilst our colleagues at the Nuffield Orthopaedic Centre have been using Datix since 2008, the roll-out to the rest of the OUH began in April of this year. With the efforts of the small and dedicated team in Risk Management, the Datix implementation has gradually gathered pace and it’s been full steam ahead since the target date of Monday 1st October was made for full conversion to the Datix system. As you are reading this, Datix should now be fully live so from this date, paper reporting for incidents has been withdrawn. Please help spread the word!

To access Datix, reporters of incidents do not require a password or a login. Datix is available from all OUH computers and the link can be found on the OUH homepage. Training for the completion and submission of forms is currently not available although an e-learning module is being developed. However, for staff who will be reviewing and investigating incidents in their areas of responsibility, training is required. Sessions are being provided on all four Trust sites and information for this and other Datix related matters can be found on the new Datix intranet site which can be accessed from the site directory.

The team recognise that there will still be much to do in training and familiarisation with the new system and there will no doubt be some difficulties over the forthcoming weeks. Despite this, it is considered to be more beneficial using a full electronic system rather than a combination of old and new.

If you have any questions or problems with regards to Datix or need to know more, please call the Risk Team on 22766 or email datix.training@ouh.nhs.uk

Your Trust Libraries – Unlocking key information

All Trust staff now have free 24/7 access to ClinicalKey, a major new online resource from Elsevier, one of the world’s leading healthcare publishers.

ClinicalKey is now available from any device with an internet connection. All you need is your NHS Athens username and password.

ClinicalKey includes:

- More than 800 leading medical and surgical books, including Kumar and Clark, Gray’s Anatomy, Davidson’s Principles and Practice of Medicine, Macleod’s Clinical Examination and many more.
- More than 12,000 video clips.
- More than 4 million images all of which can be reused in PowerPoint via the ClinicalKey presentation maker.

ClinicalKey can be used instead of conventional search engines like Google and guarantees ease of use as well as high quality information. It has been designed to deliver clinically relevant answers fast and the content has been produced by leading clinicians and researchers so you can trust the results!

ClinicalKey is just one of many hundreds of online resources that are now available to all Trust staff via NHS Athens. For more information, help with ClinicalKey, or for instructions on how to register for a NHS Athens username and password please contact your local Trust library.

- Bodleian Health Care Libraries, John Radcliffe and Churchill Hospitals:
  http://www.bodleian.ox.ac.uk/hcl
  Tel: ext.21936
  Email: hcl-enquiries@bodleian.ox.ac.uk

- OUH library at the NOC and Horton:
  http://www.ouhlibrary.com/
  Tel: ext.38147 (NOC), 29316 (Horton)
  Email: library@ouh.nhs.uk

www.clinicalkey.com

www.clinicalkey.com
Horton midwives retire after 50 years

Lesley Turner and Mary Connor, two midwives from the Horton General Hospital who have worked for the Trust for a combined total of 50 years, have retired.

Rotational Midwife, Lesley Turner and Delivery Suite Co-ordinator, Mary Conner both retired at the end of July this year after having joined the Trust at the same time in 1987.

After leaving the Trust, Lesley would like to continue working with children but trying something new. She is also looking forward to spending more time with her family and friends and tackling her allotment.

After a career lasting nearly 40 years, Mary is looking forward to relaxing; spending time in her garden, catching up on reading and travelling more.

Award-winning nursing assessment documentation developed in-house

Nursing assessment documents developed by the Oxford University Hospitals NHS Trust have won two awards from the Institute of Medical Illustrators.

The new documents were developed after the Trust identified the need for improved, standardised assessment sheets, which reflect the standard of care being provided.

A working group was established to review and standardise patient admission, care planning, risk assessment and discharge planning documentation.

Working with the Trust’s in-house design team, Oxford Medical Illustration, the group developed new, colour-coded assessment sheets. Every patient now has an assessment using standard risk assessment tools and will be provided with an individualised care plan. The standardised documentation has the focus of ‘Activities of Daily living’.

The design artwork was awarded a silver medal in the Institute of Medical Illustrators annual awards, as well as a special award for innovation. An evaluation of the new documentation will be completed after full implementation across the Trust.

Acute General Medicine Matron Arlene Wellman, who drove the project forward, said:

“Our goal was to produce a set of standardised documentation, which will ultimately improve the patient’s experience. We are now well on the way to achieving that goal.”
Congratulations to Neil Stockton, Chairman of our hospital radio, Radio Cherwell, who will be honoured for his dedicated and inspirational work at the Oxfordshire Charity and Volunteer Awards 2012.

This year Neil will have given 40 years voluntary service to Radio Cherwell, Oxford’s Hospital’s Broadcasting Association and has gained huge respect from the association’s members and staff within the Trust.

The special event at the Town Hall in Oxford will take place on Tuesday 23 October and will award 60 individual volunteers from 23 charities and community projects from across the county.

Within Neil’s nomination the briefing highlighted how his knowledge and experience has helped make Radio Cherwell the success it is today. From initially helping behind the scenes, broadcasting football commentaries, through to serving on the Committee as a Trustee and current Chairman, Neil has dedicated the majority of his spare time to the association.

Members from the station have thanked Neil for all his hard work, his generosity and passion and drive to make the station what it is today.

Letters standardised across the Trust

In June this year new templates became available as part of a project to standardise all letters sent out by the Oxford University Hospitals NHS Trust.

Following feedback from staff, changes have now been made to the original templates, and updated templates can now be found on the Trust’s intranet.

OUHi > Trust Resources > Document Library > Templates

You may wish to download these latest versions, and enter your department’s details as outlined in the operational guidelines at the back of the Letter Standardisation Procedure (which can be found at the same location).

The use of these templates is now compulsory: if you have any queries at all about the Letter Standardisation project, please email OUH.Template@ouh.nhs.uk

David Keeling Cycle to Paris

In July Dr David Keeling, a Consultant Haematologist at Oxford University Hospitals NHS Trust, set off on a 225 mile cycle ride from London to Paris to raise much-needed-funds for the Haemophilia Society – an independent national organisation that works with the NHS to provide information and support for people with bleeding disorders.

Hoping to make it to Paris in time for the 50th World Federation of Haemophilia Congress – where doctors, patients, and scientists to name a few, gather together to discuss the latest advances in research and treatment – Dr Keeling was joined on the cycle ride by 14 other people including consultants from other Haemophilia Centres, all hoping to raise money for the charity.

Among them was Sam Ackroyd, a Consultant Haematologist from Bradford Teaching Hospitals who was one of the drivers behind the challenge after making the suggestion, that perhaps they could cycle to Paris and raise money at the same time.

A keen cyclist, Dr Keeling was more than happy to help. He said: “We work very closely with the Haematology Society and I am delighted that we were able to raise money for the charity whilst enjoying ourselves at the same time.”

The Oxford Haemophilia Centre is the largest of 22 centres across the country, and the cycle ride provided a great opportunity for colleagues and representatives of the charity to come together.

Dr Keeling said: “Although it was tough at times – the longest day cycling was 80 miles – it was a still fantastic fun. Not only was there a real sense of achievement but everybody really bonded and got on brilliantly; there was a real feel of team spirit between colleagues.”

The ride, which took place on 5-8 July, aimed to raise public awareness of a widely misunderstood condition and has so far received more than £6,500 in donations and sponsorships.

For more information, visit www.haemophilia.org.uk
A new pharmacy service for the Chemotherapy Day Treatment Unit (DTU) at the Churchill Hospital has been set up to provide patients with specialist pharmacist and medicines management advice whilst they have their treatment.

Since the appointment of new Clinical Director for Pharmacy and Medicines Management, Bhulesh Vadher, last year, pharmacy services across the Trust have seen improvements in the efficiency of dispensary services on the JR site. It is hoped the new pharmacy service for DTU will emulate that success.

Specialist cancer pharmacist, Jen Floyd, and specialist pharmacy technician, Chandra Henriquez, have been redeployed as part of the reconfiguration of services and are now based in the Medicines Management Office adjacent to the unit and provides dedicated pharmacy services to chemotherapy patients.

The cancer pharmacy team, which is made up of pharmacists and technicians, are based in the Medicines Management Office adjacent to the unit and provides dedicated pharmacy services to chemotherapy patients.

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Prescription services for DTU chemotherapy patients were previously served by the dispensary at the Churchill. In the past, this has caused problems such as an increase in dispensary workload through splitting drug packs for dispensing, patients no longer requiring supportive care and large amounts of pre-dispensed prescriptions being returned to pharmacy.

Having a dedicated specialist pharmacy team on hand will enable time to be taken to discuss labels and instructions with patients to whom drug labelling can be confusing.

Lead chemotherapy nurse, Liz Flanagan, has been involved in the reconfiguration of pharmacy services to the DTU. She said: “The effectiveness of pharmacy services provided to our patients has increased significantly by having dedicated members of pharmacy staff working on the Chemotherapy DTU. “As a Sister on the Unit, it’s fantastic for me to know that my team can concentrate on providing the very best level of nursing care for our patients, whilst also knowing that any questions or concerns raised about individual prescriptions will be handled by our specialist pharmacy team.”

Consultant cancer pharmacist, Nicola Stoner, has been responsible for ensuring this service reconfiguration was implemented by her team, and she said: “I am delighted that we have had the opportunity to implement this new service, which enables pharmacy staff to ensure patients’ medicines are optimised and reduce any medicines wastage. We previously provided this sort of service when patients received chemotherapy as inpatients, so I am pleased we are able to do so again, now that most patients receive chemotherapy as a day case.”

The new office and majority of furniture has been financed through the hospital’s Charitable Funds team.

Developing and supporting a Network for OUH staff with disabilities

In the 2011 Staff Survey, 13.5 percent of OUH staff declared that they had a disability, long-standing illness or health problem.

Are you interested in setting up or supporting a new network for staff with disabilities working at the OUH?

Please contact Jan Cottle, Equality and Diversity Manager, on ext 57734 or Vicki Parsons, HR Manager, on ext 28773 if you are interested.
Oxford University Hospitals

OCE at the Nuffield Orthopaedic Centre featured in BBC Oxford TV’s build-up to the start of the Paralympics.

Reporter Sinead Carroll visited the OCE to interview a patient who had sustained serious multiple injuries in a motorcycle accident in 2009, which had included the amputation of his right leg above the knee.

In the interview, the patient described how the OCE had played a vital role in helping him regain mobility, and he was filmed both exercising on a bed and demonstrating his newly-regained mobility with a prosthetic limb.

Also interviewed was Dr David Henderson-Slater, Clinical Director for the MARS Division (Rehabilitation, Rheumatology & Radiology) and Consultant in Neurological Disability and Rehabilitation at the OCE.

The piece was scheduled to coincide with the opening of the London Paralympics at the end of August.

Olympic torch visits the Brodey Centre

With Olympic fever hitting the whole of the UK, staff in the Brodey Centre at the Horton were paid a special visit by an Olympic torch and its owner, Dave Brodie.

Dave, a former racing car driver, came along to show staff the torch and speak about when he ran with it during its Aylesbury leg of the torch relay.

Harbir Singh, Back Care Advisor, OUH

Harbir Singh was selected out of 250,000 applicants and several interview/test days to be one of the first osteopaths in history to be on the Olympic medical team. He worked as a volunteer at the wrestling event over eight days at the ExCeL Arena.

When asked about how he found his time working at the Olympics, Harbir said:

“London 2012: Being part of the biggest show on earth! There were so many standout moments; the dedication of the volunteers working long hours, for many days and making many personal sacrifices to be a part of the games is a big one for me. The supporters who approached us to say thank you for a terrific games, who would cheer for all athletes regardless of what nation they were supporting. The athletes who were so humble to speak to yet had such dedication, determination and desire to win. Being with them through their Olympic journey through their tears, joy, anger, disappointment and excitement.

“Overall the event was an unbelievable experience, I feel I have learnt a lot from this experience. Firstly, it has inspired me to be more active in sports, secondly it has shown me first hand that sport can be used as an avenue to break down social, cultural and political barriers and lastly, it has taught me to have the courage to dream and pursue that dream.”

Oxford University Hospitals NHS Trust at the Olympics

NOC patient tells her story of being a torch bearer in Bicester

Amie Ing, 16, from Aylesbury has been a paediatric patient at the NOC for more than five years and walked the Bicester leg of the torch relay around the county.

Amie spoke to OUH News about her Olympic experience.

“On Monday 9 July, after what seemed like a lifetime of excitement and waiting, I took to the streets of Bicester with members of my family and friends waiting to watch my ‘moment to shine’. All of them were expecting me to carry the torch in my wheelchair, but I decided that I wanted to walk the whole thing – it was a lifetime opportunity, and I knew if I didn’t walk, that I would always regret it.

“As I walked down the street with my torch a lot of my friends and family cried with joy as there were so shocked and happy that I had been able to walk. The whole experience was amazing and top it off I was chosen to represent all of the torch bearers all over the world the following day to meet the Queen, The Duke of Edinburgh and Lord Coe.

“I was chosen because of the things I have overcome in my life and it has shown me what hard work, determination and positive thinking can reward you with.”
Oxford University Hospitals NHS Trust at the Olympics

Brodey Centre
Mr Brodie said: “I ran on behalf of the Brodey Centre and Haematology ward at the Churchill and as I was coming in for treatment, I thought the girls would like to see it.” Staff Nurse Lisa Holland said: “The chance for a photograph like this won’t come around again in our lifetimes so we got Dave to take one of us all with the torch – it was a really special moment.”

Maxine swaps HR for volleyball
Human Resources Advisor, Maxine Grout, speaks to OUH News about her experience as a Gamesmaker at the 2012 London Olympic Games
“I worked as a Workforce Operations Team Leader in Earls Court, London, which hosted the volleyball tournament at the games. I worked long shifts, ten hours at a time and I can honestly say it was the best experience of my life!

“I met so many lovely people; athletes, members of different international Olympic committees and, of course, the lovely (and best) volunteers in the world!

“In Workforce Operations we were responsible for looking after all the contractors and volunteers on site which included checking them in every morning, making sure everyone got fed and watered, preparing the daily newsletter, running daily competitions and overseeing the reward and recognition scheme for volunteers.

“Most importantly was going out and meeting all the fantastic volunteers on the frequent chocolate runs – 48,000 pieces of chocolate was handed out at Earls Court alone thanks to Cadburys!

“During my time, due to some unsocial hours that I had to work, I missed out on meeting some of the VIPs that dropped in to watch the volleyball. Lord Coe and Eddie Izzard did come along to the Volleyball wrap party and I did take Avram Grant (ex Chelsea Manager) to the VIP lounge.

“I loved it so much I am now saving up for Rio!”

Banbury’s torch bearer pops in to the Horton
Banbury’s Olympic torch bearer, Dave Earle, popped in to see staff on the Day Case Unit at the Horton when the torch passed through the town in July.
Dave, a local Banbury businessman who runs his own gym, was nominated to carry the torch for his inspiration, dedication and hardwork to the people of Banbury.
Dave is pictured here with staff from the unit, from left to right Lynne Beeson, Sue Grant, Sophie May, Dave Earle, Gill Whittingham and Isabel O’Dwyer.
Carillion have been on the John Radcliffe site since 2005 working in partnership with the Trust to deliver the hospital’s support services. We work across the UK providing services to hospitals, defence and local authorities.

Our services at the John Radcliffe Hospital include domestics, patient catering, retail catering and portering. Additionally we look after the building maintenance in the West Wing and Children’s Hospital.

We very much enjoy being part of the team, supporting the hospital, delivering the best possible service to our patients.

All of our services can be accessed 24 hours a day, seven days a week, by contacting our helpdesk service on ext 40404.

Our managers are very keen to look at how we can improve and work closer with the teams. Please take the opportunity to discuss our service with them.

Carillion – what we do.

Who’s who in Carillion

Carillion Helpdesk
Tel: 40404
Email: 40404@carillionplc.com
We are your first point of contact to access our services. Please call us or email so we can log and action your call. If your call is for maintenance in buildings JR1 and JR2 then please call ext 20600 as this is Trust led.

Sam Scott, Facilities General Manager
01865 234410 07969 650293
Sam leads the team that is responsible for delivering the facilities support services across the hospital.

Gary Tingle, Soft Services Manager
01865 234412 07891 567177
Gary is accountable for the domestic, patient catering and retail catering services across the estate.

Brian Slater, Senior Estates Manager/Hard Services Manager
01865 234498 07974 206842
Brian is accountable for all maintenance and building issues within the West Wing and Children’s Hospital, and provides technical support and guidance in all aspects of hard services.

Ken Powell, Customer Services Manager
01865 572996 07812 976464
Ken leads the 24hr/365 day-a-year contact centre for all services and the portering team serving clinical and functional departments around the hospital. This includes post and waste provision.

Rebecca Banerjee, Performance/IMS Manager
01865 234505 07976 074997
Rebecca is accountable for the generation of management information and reports. She also leads the Health and Safety programme across our team.

Trish Kinsella, HR Business Partner
01865 234413
Trish works alongside managers and employees to create a work environment and culture that is engaging, positive and one to be proud of.
In January, 2012, the UK Ministry of Defence awarded a contract to the Oxford University Hospitals NHS Trust (OUH) and Air Medical Ltd (AirMed) for the provision of 24/7 clinical advice and aeromedical support for all of its neonatal, obstetric and paediatric cases around the globe. Since this time AirMed, an ambulance service based at Oxford airport, has carried out seven air ambulance missions on behalf of the MOD under this contract. This included a baby with a heart murmur for cardiac assessment, a toddler for neurological assessment, a newly-delivered baby with cleft lip and palate and the child’s mother, an extremely premature baby for specialist care and a critically ill baby for step-up care.

The OUH has not only provided the initial clinical input on all of these cases, but has also been on call 24/7 for several other advisory discussions. A number of the cases have been brought to the OUH for their assessments and ongoing specialist care.

Mr Tony Macdonald, General Manager of the Children’s and Women’s Division at OUH Trust, says: “We are pleased to be able to support our armed forces and their families from across the UK and abroad through our partnership with AirMed. As a centre of our expertise in intensive care for newborn babies we are able to provide speedy access to specialist treatment and care during and following life-saving transfers of sick babies and their mothers.”

AirMed’s Neonatal Medical Director, Dr Charlotte Bennett, is a consultant neonatologist at the Trust’s newborn intensive care unit. Dr Bennett works closely with a number of colleagues from the Trust who provide an on-call service for AirMed.

All the doctors and nurses involved are experts in neonatal care and have considerable experience in air ambulance flights. Together with AirMed and the MOD we are able to offer specialist care to military families whose babies become sick or deliver prematurely both here in the UK or while posted overseas.
The Trust Board has approved a Quality Strategy, which sets out a vision for improving quality for all services provided by Oxford University Hospitals NHS Trust (OUH) over the next five years. The strategy is based around improving our performance in three domains, including trust-wide quality priorities.

**Patient safety**
- Safer medicines delivered on time

**Patient experience**
- Improving end of life care
- Delivering compassionate excellence

**Clinical effectiveness and outcomes**
- Innovation to support better care

These three quality domains do not just apply to services providing direct clinical care for patients. They apply to all staff and departments to provide in our pursuit of the best patient-centred care.

Our core values are excellence, compassion, respect, learning delivery and improvement. Collaboration and partnership are central to our approach particularly in the delivery of fundamental activities of patient care, teaching and research.

We strive for excellence in healthcare by encouraging a culture of support, respect, integrity, and teamwork; by monitoring and assessing our performance against national and international standards of care; by learning from our success and setbacks; by striving to improve what we do through innovation and change; and by working in partnership and collaboration, and not isolation, with all the agencies of health and social care in our healthcare economy.

The Board and the Trust Management Team will be working with Divisional Management Teams over the next few weeks to raise awareness of the strategy and promote the development of local team-based priorities for improving quality.

There will be a number of events and communications to explain and discuss what the strategy means to everyone and how we all can make a difference to services. The key question we should ask ourselves is ‘would I recommend my service to a member of my family’? And if not what can I do about it?

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**Innovative kidney procedure receives funding**

Doctors and surgeons at the Churchill Hospital have become the first in the UK to receive funding for an innovative kidney surgical procedure.

Patients with difficult tumours on a solitary kidney can now benefit from a surgical technique which preserves the kidney and prevents them from going onto long term dialysis.

The Churchill Hospital has received the first case of specialist funding, from NHS Specialised Services, for urological surgery in the UK. The procedure involves removing the diseased kidney, cooling it to 4°C, removing the tumour(s) and then reattaching it via an incision in the groin.

The only options in the past for patients with this condition would have been to have the solitary kidney removed and then go on to dialysis and wait for a suitable donor kidney. This surgical option now has the potential to save around 20 patients in the UK from going onto dialysis every year. The surgical option offers a much better outcome and quality of life for the patient as dialysis can be time consuming and costly compared to the one off cost of the operation.

Mr David Cranston, Consultant Urological Surgeon, explained: “My transplant colleagues and I work closely together to offer this procedure for these patients and to achieve the best outcome possible. We are delighted to be the only centre in the UK to have received funding for this procedure and can now offer it as a treatment option to more patients each year.”

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**Public Talk Series**

The NIHR Oxford Biomedical Research Centre would like to invite you to attend the following public talks:

**Friday 16 November 2012**

**Genodisc Day**

- Speakers: Dr Jill Urban; Professor Sally Roberts; Mr Chris Heywood and Professor Jeremy Fairbank.
- Title: **Do you suffer from chronic back pain?**
  - Is it caused by degenerate discs? Everyone’s discs degenerate and although around 60% of adults are likely to have a significant episode of back pain at some time in their lives; many people have degenerate discs and no pain. Here we will review the latest research in this area, in particular that arising from Genodisc, an EU funded international project which studies the causes of low back pain.
- **Time:** 4pm – 5.30pm
  - (light refreshments will be served from 3.30pm)

**Tuesday 4 December 2012**

Heidi Johansen-Berg, Professor of Cognitive Neuroscience, Wellcome Trust Senior Research Fellow will be giving an update on the following research:

- Title: **Remodelling the Brain.**
  - Our brains adapt whenever we learn a new skill, such as juggling. Our brains also adapt after damage such as stroke. I will show how brain imaging allows us to watch this brain remodelling, reorganisation and rewiring. I will also discuss new developments in brain stimulation that raise exciting opportunities for accelerating learning and enhancing recovery.
- **Time:** 6.30 – 7.30pm
  - (light refreshments will be served from 6pm)

**Venue:** Nuffield Orthopaedic Centre (NOC), Lecture theatre level 1 (via main entrance).

Parking is available, disabled parking spaces are in front of the main entrance. All are welcome.
Stars come out for Children’s Hospital concert

The biennial Dorchester Abbey Christmas Concert for the Children’s Hospital has become an important fixture in the social calendar. These star-studded events have raised more than £150,000 in recent years, paying for exceptional equipment that makes a difference to so many of our young patients.

The dedicated organising committee has once again managed to create a fabulous evening of entertainment, with Winchester Cathedral Choir performing, and readings provided by Wendy Craig, Hannah Gordon, Michael Palin and Sir Tim Rice.

The concert takes place on Thursday 6 December at 7.30pm and tickets are available at a cost of £25, £50 or £75. Please remember that all previous concerts have sold out, so to reserve your place call 01865 743444.

Christmas cards for all hospital causes

Charitable Funds have a fine array of Christmas cards ready, which can be used to support any cause across our hospitals. So whether you want your cards to benefit the Horton Children’s Ward, Oxford Heartfelt Appeal, a research fund or individual ward why not spread a little extra Christmas cheer this year with our hospital charity cards. Call 01865 743444 or check out our website www.ouh.nhs.uk/charity for more info.

Find out more about fundraising across our hospitals by visiting www.ouh.nhs.uk/charity calling 01865 743444 or emailing charity@ouh.nhs.uk or scan here to reach our website.

To find us on facebook search under Oxford Radcliffe Hospitals Charitable Funds or follow us on Twitter @OxHospCharity
Are you retiring soon?

Did you know that retired staff can join the NHS Retirement Fellowship? The group meets on the first Monday of the month (unless it’s a Bank Holiday and then it is the second Monday) at 1.15pm in the Academic Block, Lecture Theatre 1.

A programme of speakers talk on many different subjects and a walking group has formed from members of the group, along with many day trips organised throughout the year.

This is a UK wide organisation with nearly 200 branches and more than 15,000 members and is a great opportunity to discover past friendships and meet others with shared experience of working in the public sector.

For more information contact Dawn Mclnulty on 01865 240982.

Children and staff say goodbye to Paula

Paula White worked for the Trust for 26 years before deciding to retire in July this year.

Having started her career in medical records, before moving to work in paediatrics, Paula finished her career as the receptionist of Children’s Outpatients since it first opened.

In that time, she has forged special bonds with patients and their families, some of whom she has watched grow up from newborns into teenagers and has been a part of their journey throughout their treatment.

When asked what she was going to miss most about her time at the Trust, she said: “The patients without doubt, the patient contact and not being able to greet them at the desk.

“The doctors too, and all the staff – you form a very special bond with people and 26 years is a long time to do that!”

“I love working with children; being a part of their journey is a real honour.

“When parents and kids come in and they see me they see a friendly face and it’s a comfort to know that they can relate to you and see someone they know.”

Speaking of the people she has worked with during her time at the Trust, Paula said: “I would like to thank all the staff that I have worked with for their support and friendship and all the laughs we have had through the years. Hopefully, the outpatients department will continue to welcome patients in such a warm and friendly way.”

Although she is retiring, Paula doesn’t intend on stopping altogether and would like to go on to do something new, perhaps becoming a playground assistant and working with children again for a few hours each week.

Paula is looking forward to spending more time in her garden, loves walking and plans on doing lots more Zumba, which she loves!

Cliff’s long service in Clinical Engineering at the Horton

Staff at the Horton General Hospital bid farewell at the end of June to Cliff Osenton, who retired after working with the Trust since 1978.

Many will know Cliff from delivering the medical equipment and devices support around the Horton.

Staff gathered together in the hospital’s function room to wish Cliff all the best in his retirement.

John bids farewell to the NOC after 20 years

Staff at the NOC gathered together in July to bid a fond farewell to Dr John Outhwaite (pictured left) who retired after two decades with the Trust.

Dr Outhwaite, BM Bch Ma oxon FRCPUK, is a consultant physician in Pain Rehabilitation with particular interest in patients with complicated problems and persistent painful conditions which have not responded to simple treatment regimes, and are not suitable for surgical treatment.

John qualified at Oxford University in 1979 and served five years in the Royal Army Medical Corps. He worked in rheumatology teaching units in Birmingham and London, before completing specialist training rheumatology and rehabilitation in Oxford. He was appointed as a consultant physician in Orthopaedic Rehabilitation/Pain Rehabilitation at the Nuffield Orthopaedic Centre for many years.

Over his years at the NOC he worked closely with the Physiotherapy Department and will be thought of with much affection.
Delivering Compassionate Excellence

Through Delivering Compassionate Excellence the Trust is making available a number of tools and support to enable staff to make real and sustainable improvements to the way we all work and to deliver compassionate excellence – the kind of care we would all like to receive.

1. Listening into Action – your ideas into action

By learning to listen better to each other, and by being empowered to make changes and improvements, we can all be a part of taking the organisation forward and continually improving the way we do things. As a result of the staff conversations in July, many staff submitted ideas for how to unblock obstacles or make improvements to the processes and systems within the Trust that could make a difference to their working lives, and improve the patients’ experience.

Your ideas were reviewed by a sponsor group, which includes the Chief Executive. Your submissions were broadly grouped into themes around; the best patient experience, keeping our staff informed, working better together, environment and infrastructure, effective processes that support patient care. The suggestions were then listed into three categories:

1. ‘You said, we listened’ – Rapid Response
   - Introduce a new Staff Recognition scheme to celebrate staff achievements
   - Launch ‘Ask me!’ badges to make it easier for patients/visitors to ask for help or directions
   - Who’s who boards for staff and patients to know who they are talking to
   - ‘Pop up’ messages for when we want to let everyone know something timely
   - Amnesty scheme for old bikes – reuse bikes and recycle space
   - Introduce a new scheme to share staff ideas

2. ‘You volunteered, we listened’ - First Ten Teams
   - Eye Hospital
   - Endoscopy
   - Genitourinary Medicine
   - Cardiology
   - Pre-op Assessment
   - Therapies
   - Horton Day Case Unit
   - Pharmacy
   - Acute General Medicine
   - Cross-Trust handover

3. ‘You said, we listened’ – System changes to improve how we:
   - Support staff
   - Welcome and offer wayfinding for patients and visitors
   - Recruit people
   - Improve EPR communications
   - Welcome new staff
   - Conduct appraisals
   - Deliver excellent customer care
   - Communicate

In the coming months you will be hearing more details about each team, who is leading them, what actions have been taken and what benefits have been realised by staff making these changes in their workplace. More information can be found on (http://ouh.oxnet.nhs.uk/DELIVERINGCOMPASSIONATEEXCELLENCE/Pages/Listening-into-action.aspx)

2. Our standards and behaviours

In discussions with staff groups around the Trust values and Delivering Compassionate Excellence you told us that staff should adopt a set of behaviours such as:

- Treat everyone with respect and dignity
- Treat others as you would expect yourself to be treated
- Think about the needs of others and listen to patients
- Deliver care in a compassionate way
- Respect everyone’s time
- Take pride in your hospital
- Always present a professional approach and appearance

The full set of standards and behaviours is being turned into a leaflet which will be distributed shortly. Electronic copies can be found at www.ouh.nhs.uk

3. Values into Action

By taking a value based approach we will be looking to make sure that our values, standards and behaviours also link to our policies and processes. An example of this is in recruitment and using value based interviewing.

4. Value based interviewing

The Trust has been selected as one of nine healthcare organisations to receive funding from the Health Foundation’s new Shared Purpose programme. The Trust has received funding to work with NSPCC to develop and test its ideas which will build an evidence base that can benefit the NHS as a whole. The project seeks to ensure that a trust’s organisational values are reflected in the day-to-day care it provides, through designing and delivering value-based interviewing as part of its recruitment process.

Value-based interview team, pictured below: Lynne Thorne, Alison Chapman, Joanne Durkin, Kate Thorpe and Denise McMurray.
Colin celebrates with the Queen

Colin Clement, who works as a buyer at the Horton General Hospital, was invited to the Queen’s Diamond Jubilee picnic at Burghley House, near Stamford, on Wednesday 13 June 2012 by the Lord Lieutenant of Northamptonshire.

Colin looks after the materials management and non-stock purchasing for the Horton hospital, supplying Theatres, ED, SSD and wards with medical equipment and consumables.

It was in Colin’s role as chair of a male foster carers support group in Northamptonshire that he was invited to attend the Diamond Jubilee Picnic. Colin has been a foster carer for 10 years, looking after children and young people.

Colin is pictured second from the right at the Queen’s Jubilee with the other members of Northants Male Foster Carer Group.

Thanks to staff at the NOC

Anna Hillis and Jo Burchall, both Senior Staff Nurses, bid a fond farewell to the NOC after a joint 28 years working together in HDU/Recovery at the Nuffield Orthopaedic Centre.

Anna has left to embark on a year’s School Nurse Training at Oxford Brookes University, and Jo to start a research post. They would both like to thank all their friends and colleagues and said that they will always have fond memories of working at the NOC – such a great place to work.

Sobell Songs – A concert in aid of Sobell House Hospice

Sobell Songs is a concert featuring original music written by patients who have been taken care of by Sobell House Hospice and who have been supported by music therapist, Bob Heath. Many of the songwriters will not have lived to see their music performed, but the audience will be packed with their families and friends.

The concert is a celebration of their songs and their lives.

The concert takes place on Wednesday 24 October at 7.30pm at Tingewick Hall at the John Radcliffe Hospital.

Tickets cost £12 and available from the Sobell House Hospice Charity Office on 01865 257007 or email mail@sobellhospice.org

The concert will be led by Bob Heath, the Music Therapist at Sobell House. Bob has worked for the Hospice for the last 10 years and supports patients and families in using creature songwriting to express important feelings and to create legacies in music and song.

OUH News – your bi-monthly newsletter with news from around the John Radcliffe Hospital, Horton General Hospital, Nuffield Orthopaedic Centre and Churchill Hospital.

Look out for the next edition of OUH News which will be out in December 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 October 2012.