Hundred's attend Oxford Biomedical Research Centre open day – for more see page 7

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How the Trust is responding to Francis

Recommendations made by the 2nd Francis Report set out crucial lessons for all NHS care providers about the culture and environment in which good care for patients will thrive, according to the Trust’s Medical Director, Prof Ted Baker.

Prof Baker said: “Through our Delivering Compassionate Excellence programme we are already doing much of what the report recommends. Francis says that change of the culture of the NHS is the key. We are already actively working on the culture of the organisation and trying to change it, and I think we’ve made some real progress. But of course there is still more we need to do.”

The Trust recently held two leadership events in the context of Francis, and is committed to the Listening into Action programme to engage staff in the process of improving quality.

A key area identified by Francis was the importance of putting the patient first, and Prof Baker said that it was important not to lose sight of that. “That’s what Francis was saying – that a focus on targets was can be at the expense of the quality of care to patients. That’s not to say that targets are not important, as we have to deliver on lots of things, but it is the needs of the individual patients that are should be to the fore. We have to be able to deliver individualised care within our targets, not as an alternative to the targets. That’s going to be a great challenge, and all staff need to be part of achieving this and must feel supported in what they do.”

Similarly, listening to patients is a priority, and according to Prof Baker, this will be about how we, as a Trust, continue to use patient’s experience to improve all our services on a day-to-day basis.

According to Prof Baker, responding to the report is not short term goal. Embedding the right culture is an ongoing process that should be continuous and permanent. “We will be focusing on our values and delivering excellence in the context of learning from the Francis’ recommendations, and we’re not going to step back from that,” said Prof Baker.

“For our Quality Strategy, we set a five-year programme to make ourselves one of the best hospitals in the country. We recognise that it’s going to take a while to achieve and even when we get to the end of those five years, there will still be more to do. This is part of changing the direction of this organisation so that we are delivering across all areas very effectively. First we need to all work together to build the right culture. Without that we are never going to deliver the best care.”

Oxford Academic Health Science Network officially designated

In May the Oxford Academic Health Science Network (OAHSN) was officially designated and licensed by NHS England, with immediate effect.

The OAHSN covers a population of 3.3m across Oxfordshire, Buckinghamshire, Milton Keynes, Berkshire and Bedfordshire. Its aim is to link the NHS with academia and business to support and encourage healthcare innovation, delivering real benefits to patients in the most efficient and effective way.

By partnering with organisations involved in healthcare, research, clinical care delivery, education and the life-science industry, the OAHSN can achieve its vision of ‘delivering best care through a sustainable population-centred system, ensuring equity of access for our patients by using continuous learning and research, leading to new opportunities to create wealth by healthcare innovation’.

For more information please visit www.oxfordahsn.org

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.

The next edition published in August 2013.

www.ouh.nhs.uk
The John Radcliffe Hospital has been given a good report in relation to the four outcomes inspected during a routine inspection by the Care Quality Commission (CQC).

The CQC’s job is to check whether hospitals, care homes and care services are meeting essential standards. When they visited the John Radcliffe in February of this year they looked at:

• Care and welfare of people who use services
• Cleanliness and infection control
• Staffing
• Supporting workers

Inspectors visited one surgical and one medical ward in the main hospital, as well as the Women’s Centre. They looked at treatment records, observed how people were being cared for, spoke to 29 inpatients, spoke to relatives and a range of staff including doctors, nurses, midwives and managers.

In all four of the above areas reviewed the hospital met the required standards.

Patients were complimentary about the care they received and reported that the hospital environment was very clean. In general, patients and the inspectors saw that staff regularly performed cleaning tasks. The inspectors noted that the hospital had effective systems in place to reduce the risk and spread of infection.

The inspectors also found a few areas that required some improvement. One example was that on one ward visited, they commented that early consideration and development of discharge plans was not in place for all patients.

Director of Assurance, Eileen Walsh said: “The CQC inspection provides us with an opportunity to have the care and services we provide reviewed by an external body. The feedback they offer is very useful and helps to inform the training of our staff and provides evidence of good practice as well as constructive feedback of areas that could improve our patients’ experience of care.”

The Trust has plans to relocate a number of day surgery and outpatient clinics to the Horton General Hospital. In addition, it will consult about the transfer of emergency abdominal surgery from the Horton to the John Radcliffe Hospital in Oxford. The Trust had always planned to recommend this transfer following new guidance from the royal colleges and also a report it had commissioned from the Royal College of Surgeons into services at the Horton. However, in January this year, the Trust had to suspend the service ahead of the consultation because of the lack of availability of surgeons to support the emergency rota. The Clinical Commissioning Group and local GPs have supported this move and agree that the suspension should remain in place while they develop their commissioning strategy.

Oxfordshire Clinical Commissioning Group is the new GP-led body that commissions health services on behalf of the local population since 1 April this year.

It is currently developing a commissioning strategy for health services across Oxfordshire. This will look at how GPs would like primary, community and hospital services to be delivered throughout the county.

A consultation on changes to the Horton General Hospital (which will be led by the Oxfordshire Clinical Commissioning Group) will take place after they have developed their strategy but before the end of the current financial year.

Sister Ginny Mountford is pictured celebrating with her team of nurses, clinical support workers and clerk on Ward 7C (picture courtesy of Jon Lewis, Oxford Mail).
EPR went live in Maternity over a weekend in March. The new system has been designed to support real time clinical decision-making, observation and monitoring, as well as improving access to clinical records, and helping to improve the patient journey during pregnancy, delivery and postnatal care.

The most immediate benefit that the roll-out has brought is in the accessibility of clinical records. Midwives can now access records whether they are in the maternity unit, out in the community or in the ED. The ability for community midwives to access the system is a huge step forward for the Trust.

According to Tony McDonald, General Manager, Children’s and Women’s Services, not only has the roll-out of EPR in maternity improved access to information regardless of clinical setting, it has also resulted in better communication with, for example, GP surgeries. A custom-made discharge summary has been produced, which has already generated positive feedback for its improved transfer of information.

Tony said: “So much about patient care is about information and communication, and the time that you save being able to access it, share it appropriately and be able to interpret it.”

This successful deployment of the Maternity EPR system benefited from a large contribution of the commitment, ownership and leadership of the Divisional and Maternity Management Team, as well as the engagement of Clinicians and Clinical Teams across the service and over the next few months the Team will be rolling out further elements of the system on an phased basis to enable further improvements and benefits to be realised.

* As part of the process of transition to EPR, the CaseNotes electronic requesting of blood tests function was disabled from the 1st May for all staff working in the EPR OCS-rolled out wards. This does not affect other CaseNotes functions.

Users of CaseNotes requesting who have not been trained on EPR requesting will be able to continue to use CaseNotes requesting until they have completed their EPR training.

Millennium EPR electronic requesting allows users to do very much more, including the requesting of all bloods, microbiology and radiology – as well as being able to view results in a tabular flowsheet style and sign-off (endorse) results, which is a Trust requirement.

After 1st May, clinicians requesting tests should use EPR if they have been trained, or complete their training as soon as possible.

To book training, email BookingsITTraining@ohis.nhs.uk

Foundation Trust Governor Information Sessions

Over the last couple of months the Trust has held information sessions for public members interested in standing for election to the Council of Governors. The sessions have been designed to give an insight into what the role would involve. Those attending it have told us they found the sessions very useful. Thank you to everyone that has come along and especially to the Governors from other Trusts who came along to tell people what its really like to be a governor.

Sessions particularly aimed at would-be staff governors will be offered in the autumn. In the meantime, staff are welcome to attend any of the public sessions or to contact the Foundation Trust team (contacts below) to ask any questions you may have. You can also see the Foundation Trust area on the website www.ouh.nhs.uk/ft or on the intranet.

The last information session takes place on Saturday 22nd June at 2pm at the John Radcliffe Hospital. If you would like to register for the session, please contact Caroline Rouse on ouhmembers@ouh.nhs.uk or 01865 743491. If you have been unable to attend any of the sessions but are interested in standing for elections please contact Caroline and she will send you a copy of the handbook which provides further information.

Issues covered during the session included

- Overview of the role of being a governor
- Time commitment required
- How to complete a nomination form
- How the election process will work
- How the Council of Governors will work with the Board of Directors
Sir Roger Bannister, distinguished neurologist and first person to run the sub-four-minute-mile in 1954, opened Oxford University Hospitals NHS Trust’s new Occupational Health and Wellbeing Centre for staff on May 13.

The Centre, at the John Radcliffe Hospital, is based in a leafy setting at the eastern end of the site. As well as providing new premises for the existing Occupational Health team, the new unit will be home to the Trust’s Back Care team, and the newly-appointed Health and Wellbeing Promotion Specialist. Trust staff will have access to a range of general Occupational Health services, physiotherapy assessments and clinics, counselling, and a variety of health and wellbeing initiatives.

The opening of the new unit has come in part in response to the Boorman Review of 2009, which identified a clear link between improving wellbeing for NHS staff and better patient care. The report recommended that healthcare organisations such as hospital Trusts should implement clear strategies for improving staff health and wellbeing.

Dr Evie Kemp, Lead Consultant Occupational Health Physician at the Trust, said: “We are delighted that Sir Roger has agreed to open this important new facility. We hope that it will make a significant contribution to the wellbeing of our staff, which will, in turn, benefit the patients whom they treat.”

The is located opposite Car Park 2A on the eastern end of the site, next to Arthur Sanctuary House. It houses the Occupational Health team, along with the Back Care Ergonomic Team (BCET) The phone number for the new Centre is (01865) (2) 23325

Security Awareness – Car Crime

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

To help prevent car crime and to help reduce the risk of your vehicle being targeted by opportunist thieves please think about the following precautions and security measures.

As the warmer weather approaches always make sure that you close all the car windows and the sunroof. Some newer cars come with an immobiliser, but a secondary steering wheel lock can also discourage thieves from targeting your vehicle.

Do not leave any electronic or valuable items such as sat-navs and phones on display in your vehicle. Ideally take your valuables away with you when you leave the car, but if that is not possible make sure they are locked out of sight in the boot.

Further security advice can be found on the Security Intranet site, via the Estates and Facilities pages, or from Rachel Collins, the Trust Security Manager/Local Security Management Specialist via OUH email or extension 21503.
A care service developed by Oxford University Hospitals NHS Trust for primary school children with diabetes has won a top award from the British Medical Journal (BMJ).

The team from the OUH Children’s Diabetes Team carried out a study to see how they could improve the management of children’s diabetes at school, and also reduce anxiety and increase the knowledge of school staff about the condition.

There are 29,000 children with Type 1 diabetes in the UK, around 40% of whom are in the primary school age-group. The incidence continues to rise at around 4% per year, and then doubles each decade in children under the age of 5 years.

Poorly controlled diabetes can adversely affect a child’s education. As well as looking after Type 1 diabetes at home (often with 4-6 times daily blood sugar monitoring and insulin injections), it is critically important that this care and attention is continued throughout the school day – so that school loss is minimised, problems are resolved quickly.

The project has blossomed into an exciting partnership between primary schools – teachers, school volunteers, parents and children – and the Oxfordshire Children’s Diabetes Team (based at John Radcliffe and Horton Hospitals).

The scheme was funded in 2009 by Oxfordshire Primary Care Trust. By July 2012 nurses had trained a total of 342 volunteers to provide care for 132 children. This has resulted in measurable improved diabetes control (Hb A1c levels) among children, and increased confidence among the parents of children with diabetes.

The ‘Diabetes In Primary Schools Oxfordshire’ project was developed by a team led by Dr Julie Edge from the John Radcliffe Hospital with a team of five consultants including Dr Rani Pal, from the Horton General Hospital in Banbury. There are eight specialist nurses, two dieticians and a clinical psychologist who support and train parents, children and schools and the volunteers.

Dr Rani Pal said: “This is an excellent example of how we have been working with the parents, teachers and volunteers on the day to day care needed for school management of diabetes. Children depend on us and we all share this responsibility – to maintain optimum health and well-being so that each child can achieve their best in school performance and achieve their top potential.”
Olympic gold medallist Andrew Triggs Hodge was among hundreds of visitors to a research open day at the John Radcliffe Hospital in May.

Teams from the National Institute for Health (NIHR) Oxford Biomedical Research Centre demonstrated pioneering science and its impact on healthcare to patients, public and staff.

Interactive exhibitions allowed visitors to get hands on with technology and techniques, tackle experiments and even try their hand at surgery.

Double Olympic gold medal winning rower Andrew Triggs Hodge lent his support to the event and gave a short speech.

Mr Triggs Hodge, who was part of the victorious men’s four at London 2012, was given an overview of neuroscience research by Professor Peter Brown and toured the cardiovascular stand with Oxford Biomedical Research Centre director Professor Keith Channon.

The Oxford-based Olympian said: “We take it for granted that this is on our doorstep in Oxford sometimes. When you look at it from the outside, we are envied across the world.”

Leading researchers were on hand throughout the day to answer questions on everything from how genetic sequencing is improving treatment to how mobile phones and iPads could revolutionise the hospital ward.

The NIHR Oxford Biomedical Research Centre is a collaboration between Oxford University Hospitals NHS Trust and Oxford University to support patient-centred research. It is investing more than £100m over five years in research across many important areas of medicine, including diabetes, cancer, heart disease and stroke.

Professor Channon said: “We have much to be proud of through the excellent work of BRC-supported researchers across the Oxford University Hospitals and Oxford University partnership. I am sure the Open Day helped to emphasise the importance of clinical research to the public and our patients, and the vital role they play in that work.”

Oxford Biomedical Research Centre’s next public talk will be held on July 3 where clinical neurologist Professor Peter Rothwell will outline leading stroke and related dementia research, how it is developing earlier recognition of those at risk, improving diagnosis and developing more effective use of existing preventive treatments. The talk is at the Nuffield Orthopaedic Centre at 6.30pm.

To find out more about Oxford Biomedical Research Centre visit oxfordbrc.nihr.ac.uk or follow us on Twitter @oxfordbrc
Since 2010, Oxford and Southampton hospitals have been working to develop a network of children’s specialist services in heart surgery, critical care and neuroscience.

The network is a joint collaboration between Oxford University Hospitals and Southampton University Hospital Trusts. It is the first in the country where two leading teaching hospital Trusts are working together to merge their tertiary services in the context of ‘Safe and Sustainable’ principles.

The Oxford and Southampton network is an example of the ‘safe and sustainable’ model where concentrating the care of children into fewer, larger specialist centres seeks to provide better care and outcomes with access to vital services over a large geographical area. The two centres have the expertise and facilities to provide a wide range of care and treatment for children. Services are delivered from both sites by joint multi-disciplinary clinical teams and patients only have to travel to another centre when absolutely necessary.

The network serves the South Central area stretching from Northamptonshire to the Channel Islands and provides access to specialist children’s services for patients from more than 20 district general hospitals across the region.

Alison Sims joined as Network Manager in November last year, having previously managed the Cleft Lip and Palate Network between Oxford and Salisbury Trusts.

Alison explained: “Creating a network is challenging to achieve. It has been accomplished by strong collaborative rather than competitive relationships, based on mutual respect and trust and a genuine desire to provide the best possible care for patients and families. It also requires the confidence and trust of patients and the support of the district general hospitals that are the referral centres.

“Our pioneering network will ensure that specialist services continue to develop and flourish. It is an example of a model which will keep services as local as possible, in a multi-disciplinary setting, caring for children and ensuring a smooth transition to adult care where required.”

The network currently encompasses children’s cardiac, neuroscience and critical care services. Plans to improve and develop neuromuscular and rehabilitation services for children across the region are also under way.

New telephone number for independent NHS Complaints Advocacy in Oxfordshire

Changes in the way NHS complaints advocacy is provided in Oxfordshire mean the service has a new phone number – 0300 343 5718.

At the same time volunteers are being invited to work with the service’s advocacy team.

Advocacy charity SEAP will continue to help people in the county bringing complaints under the formal NHS complaints procedure. The service was commissioned by the Department of Health but this responsibility switched to Oxfordshire County Council on April 1.

SEAP has extensive experience of NHS complaints advocacy and has provided the service in Oxfordshire for the last nine years. It is delighted it has been selected to continue.

The free, confidential and independent NHS complaints advocacy service will help people make their voices heard when they feel NHS care has gone wrong. That can help the NHS to learn lessons and raise standards.

Its advocates can help people steer a course through the formal NHS complaints procedure, explaining the choices they have at every stage and helping them make sure the health service is listening. That might mean helping them to write letters, attending meetings and explaining the implications.

They deal with complaints about any NHS funded service including hospitals, GPs, dentists and pharmacists.

Anyone interested in supporting the service as a volunteer should contact team manager Catharine Hurford on the above number.

For more information about SEAP advocacy and the NHS complaint procedure go to http://www.seap.org.uk/services/nhs-complaints-advocacy/
Bringing music to the Cancer Centre

As part of the Oxford University Hospital’s artlink programme, students from the Suzuki violin school in Oxford recently gave an inspiring performance in the Cancer Centre at the Churchill Hospital. The 16 children, aged between four and 18 played pieces by Brahms, Bach, Schumann, Handel and Paganini to around 60 visitors, patients, staff and clinicians.

Evie Hardy-Baker, aged 14, said “It was inspiring to see all those people listening to our music. If I were in hospital, I think that is what I would like to hear as well.”

During the past few weeks artlink have also organised weekly performances at the Cancer Centre including one by local baritone, Jordan Bell, who is a Lecturer in Philosophy at Regent’s Park College.

Ruth Charity, artlink co-ordinator said, “the aim of artlink is to use the visual arts, performance, music and literature to make our hospitals welcoming and attractive environments and to help reduce stress and anxiety for those visiting.

Arts projects are developed in close collaboration with staff to create a calming atmosphere in wards and departments and to distract, engage and bring pleasure to patients, visitors and staff.”

Further information on artlink can be found at www.ouh.nhs.uk/get-involved/artlink.aspx. Alternatively, contact Ruth Charity on 01865 222509.

Bryan Nicholls retires

After 43 years in the Oxfordshire health service, Unison Convenor Bryan Nicholls is retiring on the 31st July.

Bryan said: “I would like to thank all my friends for their support and encouragement both during my 31 years in nursing and more latterly as the Unison convenor.

“It is with great pleasure that I would like to inform staff that my replacement as Convenor is Mark Ladbrooke, who was nominated unchallenged by our stewards – so no election will take place. He has many years experience in this and other union roles.”

Confused your HIEC with your HIFU, or your PEG with your PPIG?

Like most organisations, the National Health Service (NHS) and Oxford University Hospitals (OUH) use acronyms as shorthand for the names of departments, projects and systems; the recent restructuring of the NHS has resulted in even more.

To help our staff navigate through these, we have created a jargon-busting glossary in the Trust Resources section of the staff intranet.

Take a look at http://ouh.oxnet.nhs.uk/Resources/Lists/Glossary

If you know of any terms in use at the OUH that are not included, drop us a line at web.editor@ouh.nhs.uk and we’ll be happy to include them.
Oxford University Hospitals is proud to recognise the contribution our staff make to the success of the organisation. We are delighted to announce that over 100 individuals/teams received an NHS Hero Award for 2012 in recognition of their commitment, hard work and contribution that exemplify our Trust values.

The NHS Heroes Award provided an opportunity for staff and patients to nominate staff who they felt had gone ‘the extra mile’ to provide exceptional care. This national scheme recognises the great work that individuals and teams do every day in the NHS and was launched last year to mark the 64th birthday of the National Health Service.

A celebration event for our NHS Heroes and their nominators was held on Tuesday 9 April in Tingewick Hall at the John Radcliffe Hospital and the staff listed on this page all received a NHS Heroes certificate.

2013 nominations – If you know an NHS Hero and want to nominate a colleague, the 2013 nominations are now open and you can do so by visiting http://www.nhsheroes.co.uk/

**List of NHS Heroes**

- Aji Renny Senior Staff Nurse, Cardiology
- Alison Lucey Staff Nurse, Cardiology
- Alison Massingham Neonatal Unit Administration Manager, Neonatal Intensive Care Unit
- Andrew Styles Outreach & Gift Processing Officer, Charitable Funds
- Ann Wilkins Administrator, Cardiothoracic Critical Care
- Anna Gotins Clinical Nurse Specialist, Gynae Oncology, Churchill Hospital Physiotherapist, Physiotherapy
- Anne Allen Clinical Nurse Specialist, Neurosciences, Neuro-Oncology
- Anne May Clinical Nurse Specialist, Oncology, Churchill Hospital Prosthetic Counsellor, OCE, NOC
- Carla McMahon Senior Staff Nurse/Student Coordinator, Bellhouse-Drayson Ward
- Carol Hutcheon Receptionist, Patient Services Team, John Radcliffe
- Carol Sole Staff Nurse, Edwards Ward, Horton General Hospital
- Caroline White Lead Nurse, CTCCU
- Claire Borthwick Cancer Pharmacist, Horton Hospital
- Claire Mansfield Clinical Nurse Specialist, Neurosciences
- Claire Smith Matron, Emergency Medicine, Therapies and Ambulatory Care
- Cynthia Charlett Outreach & Gift Processing Manager, Charitable Funds
- Debbie Barber Advanced Nurse Specialist, Gynaeology
- Debbie Tolley Superintendent Radiographer, Radiology Manager
- Djaleh Alizadeh Pharmacist, Pharmacy
- Dr Jim Newton Consultant Radiographer, Radiology
- Dr Kumaran Rajappan Consultant Cardiologist & Electrophysiologist, Cardiac Department
- Elir Evans Staff Nurse, Dermatology
- Eliz Flanagan Lead Chemotherapy Nurse
- Emma Thomas Staff Nurse, Cardiology
- Erica Watson Senior Play Specialist, Robin’s Ward, Children’s Hospital
- Faith Mutamba Staff Nurse, CTCCU
- Felicity Brooks Personal Assistant, Department of Oral & Maxillofacial Surgery
- Gemma Bowbury Staff Nurse, Coronary Care Unit
- Gillian Milton Staff Nurse, Recovery/HDU, NOC
- Gloria Bone Staff Nurse, Day Surgery Unit, NOC
- Hannah Williamson Specialist Occupational Therapist, OCE, NOC
- Helen Nicholl Superintendenden Radiographer, CT Scanning
- Helen Scarfe Radiology Manager, NOC
- Hemant Pandit Orthopaedic Surgeon, NOC
- Hilary Brown Neuropathology Service and Quality Manager, Neuropathology and Ocular Pathology
- Jane Eilertsen Care Support Worker, Transfer Lounge
- Jane Gould Executive Assistant to Neurosciences, Trauma and Specialist Surgery Division
Jane McKinnon  Clinical Specialist Occupational Therapist, OCE, NOC
Janet Sprake  Fundraising Manager, Charitable Funds
Jeanette Meany  Thrombosis Nurse Specialist, Haemophilia & Thrombosis Centre
Jennifer Neely  Care Support Worker, Cardiac Angiography Suite
Jennifer Richardson  OCU Clinical Office Supervisor, Cellular Pathology Department
Joanna Musson  Paediatric Nurse, Robin’s Ward, Children’s Hospital
Joyce Krah  Principal Dental Nurse, Oral & Maxillo-facial Surgery, Orthodontic & Restorative Dentistry
Julie Kelly  Senior Occupational Health Physiotherapist/Graduate Ergonomist
Karen Grant  Health Care Assistant, Outpatients, Horton General Hospital
Kerry Meenan  Staff Nurse, Coronary Care Unit
Kirsten Bailey  Group Finance Manager, Charitable Funds
Laurie Blissett  Environmental Service Quality & Performance Manager
Lily O’Connor  Infection Control Manager, Microbiology
Lisa Rickers  Clinical Nurse Specialist, Gyna Oncology, Churchill Hospital Anticoagulation
Lorraine Gorringle  Clinical Assistant, Haemophilia
Louise Morgan  Ward E Sister, Nuffield Orthopaedic Centre
Lucy O’Connor  Midwife, Women’s Centre
Margaret Instone  Gyna Oncology Lead, Gyna Oncology, Churchill Hospital
Mark Howell  Senior Equipment Co-ordinator, John Radcliffe
Meredith Wilson  Staff Nurse, Haematology Day Unit
Natalie Brechin  PA/Medical Secretary, Cardiac Secretariat
Owen Gustafson  Physiotherapy Team Leader, Adult Intensive Care
Pamela Trinidad  Ward Staff Nurse, Recovery/HDU
Paul Brennan  Director of Clinical Services, Pharmacy, John Radcliffe
Paul Windscheif
Professor Chris Kenward  Divisional Director, Neurosciences, Trauma and Specialist Surgery
Rebecca Kendrick  MND Care Centre Coordinator, OCE, NOC
Rejoice Sithole  University of Oxford, John Radcliffe
Richard Anderson  Staff Nurse, Coronary Care Unit
Rosemary Hill  Deputy Sister, Post Acute Unit
Sharon Wells  Ward Manager, Ward E, Horton General Hospital
Sophie-Anna Webb  Staff Nurse, Coronary Care Unit
Sue Catto  Bereavement Officer, John Radcliffe Hospital
Sue Greenwood  Craniofacial Advanced Nurse Practitioner, Children’s Hospital
Sue Wilner  Clinical Nurse Specialist, Gyna Oncology, Churchill Hospital
Tim Littlewood  Haematology Consultant, Haematology Department, Churchill Hospital
Vanessa Venning  Consultant Dermatologist, Dept of Dermatology, Churchill
Zoe Duncan  Staff Nurse, Neonatal Unit, Women’s Centre

Team Recipients:
Children’s Radiology, John Radcliffe Hospital
Delivery Suite Reception Team, John Radcliffe Hospital
Dispensary Team, Pharmacy, Churchill Hospital
Midwives and Maternity Support Workers, Horton General Hospital
Ward Managers, Emergency Medicine, Therapies and Ambulatory

Oxford University Hospitals NHS Trust
International Nurses’ Day celebrations at the Churchill Hospital

Teams of matrons and senior nurses led by Hayley Smith, Oncology Matron, visited as many wards and departments as possible to drop off cakes to nurses on duty in recognition of International Nurses’ Day 2013.

They were joined by Rainer Buhler, General Manager, Surgery & Oncology, and Harkamal Heran, Operational Service Manager, Surgery & oncology. Staff were presented with thank you balloons and cakes as a mark of appreciation and thanked for their contribution to the Trust.

At the John Radcliffe site, a 20-strong team from the Emergency Assessment Unit raised money for their department by taking part in an abseil down the site of the Women’s Centre.

Anna Maxwell, Senior Sister in EAU, said: “We thought that doing the abseil on National Nurses Day would be a great way to highlight the difference nurses make to people’s lives.”

Nurses’ Day is an international day of appreciation for the difference that nurses make to the lives of those they care for. Held on 12 May each year, the anniversary of Florence Nightingale’s birth, Nurses’ Day gives staff, patients and the public the chance to highlight the valuable contribution nurses make.

Patricia Marquis, South East Regional Director said: “Nurses’ Day is a great way for people to remember the wonderful contributions that nurses make to the lives of patients and their families every single day. It has been fantastic to come to the John Radcliffe to pay tribute to nurses and their colleagues who have dedicated their lives to caring for those in need.”

Adding your photo to OUH Email and Virtual Workspace

The role of identity is very important in today’s interactive world. Being at work is no exception and so much of what we do is centred on ensuring we know who we are working with. There are several locations where the use of a personal identity image, on your work network logon, can be beneficial.

The first is in email, where the image is presented alongside emails to and from you. Email orientated images are stored centrally on the network and visible to email users who have Outlook 2007, 2010 and 2013.

The second is within Virtual Workspace, which is your personal network desktop space that follows you round the Trust computers. Having your photo in Virtual Workspace will help you and colleagues to know who is logged in and using a computer. This will help reduce session sharing, where a second user accesses data and systems under the username of someone else (accidentally or not) which is a breach of policy but more importantly can lead to mistakes and misuse of systems.

It’s easy to add a photo to your network account! Once you add it to the network it is automatically visible in Outlook and Virtual Workspace. Full details of how to do this can be found in the Document Library on the Delivering Compassionate Excellence section of the Trust intranet. Visit: http://ouh.oxnet.nhs.uk/DeliveringCompassionateExcellence/Pages/Default.aspx
Two stars of the Oxford-based London Welsh rugby team took time out from training for the club’s Aviva Premiership game against Bath to bring some Easter cheer to young patients at the John Radcliffe Hospital.

Hooker Neil Briggs and winger Joe Ajuwa were joined by club mascot Dewi the Dragon to hand out Easter eggs, chocolate bunnies and rugby ball keyrings to youngsters in Melanie’s and Kamran’s wards of the Oxford Children’s Hospital.

The rugby players’ visit was one of several to the Children’s Hospital over the Easter period. Others included motorcyclists from the H Café at Berinsfield, who held a ride-out to the hospital, and staff from Milton Park-based Swift Couriers.

Dr Louisa Stacey, TVTN Manager, said: “A lot of hard work and effort went into preparation for the Peer Review visit. We were delighted with the engagement demonstrated by both clinical and managerial colleagues within the Major Trauma Centre and across the Network. This was reflected in the feedback that we received. The reviewers also highlighted the innovative procedures that are in place for governance of the TVTN, which have also received excellent feedback from colleagues across the Network.”

Dr Syed Masud, TVTN Clinical Director, said: “We have robust governance procedures in place that mirror those of the current established NHS governance structures. Major Trauma is in its infancy and will demonstrate improvements in patient outcomes over the coming years, but this requires continued collaboration and long term investment from commissioners.”
“It’s all about the money, money…”

People passing through the John Radcliffe could have been forgiven for thinking that singer Jessie J had paid a visit on Comic Relief day in February.

In fact, it was Julie Kelly, Senior Occupational Health Physiotherapist, who set up her chair on Level 2 to give stress-busting massages to passing staff, in return for a donation to the charity. Julie adopted Jessie’s distinctive style, include back bob wig, to bring in customers.

Jessie J was ‘the face’ of this year’s Comic Relief appeal, and had her head shaved live on the television special, so for people who did not have time to stop for a massage, Julie also held a competition in which entrants could make a donation to predict the singer’s new style when her hair grows back.

Thanks to everyone's generosity Julie raised £180 for the charity.

Cricket club rallies round for OCE

A former patient of the Oxford Centre for Enablement at the Nuffield Orthopaedic Centre returned to the Unit in April to say ‘thank you’ for his treatment.

Michael Ratcliffe suffered a serious head injury in March 2011, when he was struck on the head by a cricket ball during net practice, causing a double haematoma.

Michael spent several months in hospital, including four weeks in Intensive Care, before he moved to the OCE, unable to walk or talk.

After six months, he left doing both, and the extent of his recovery was plain for all to see when he visited OCE with cheques totalling £2,000 – the proceeds of a six-a-side tournament held by his club, Wicken Sports Cricket Club. The money will be used in the ward and the physiotherapy department.

Michael said: “I just wanted to give something back to these people who spent so much time looking after me.”

Rotarians’ helping hand for OCE

Alison Bragg (Lead Occupational Therapist) and Jo Pierce (Physiotherapist) from The Physiotherapy Dept at the Oxford Centre for Enablement were delighted to receive a cheque for £1,100 from Chipping Norton Rotary Club in April.

The cheque was presented by Allan Brown (past President) and the ceremony was also attended by Rotarians Edwin Wilson (President), Colin Frost and Brian Hamblin.

The money was raised at Chipping Norton Rotary Club Annual Race Night and will be put to good use by the Occupational Therapy and Physiotherapy Departments, where Allan Brown received excellent care himself in 2010.
Meet the Team – PALS

The Patient Advice and Liaison Service (PALS) is a confidential service run by the Trust to offer advice and support to patients and their families.

The team comprises Alex McIntosh, Tom Clare and Nene Onum Hahn, who are based at the PALS Office on Level 2 of the John Radcliffe and also cover the Churchill Hospital, along with Joyce Harris, who is based at the Nuffield Orthopaedic Centre, and Sue McNiven, at the Horton General Hospital.

The varied range of services offered by PALS includes:

- Being someone to listen to – sometimes that’s all that is needed;
- Sorting problems out as quickly as possible – often this can be achieved with a phone call or a visit to a ward;
- Liaising with staff – PALS always keeps up-to-date staff lists so that the team can go to the correct person. PALS can also organise face-to-face meetings with patients and members of staff to resolve issues;
- Helping the Trust learn from experience – everything is recorded, so that that lessons can be learned. Logging all enquiries also helps to identify trends and themes. PALS reports monthly to the Trust Care Quality Board, Matrons and Senior Managers;
- Putting the patient in touch with other agencies – these can include SEAP, the patient advocacy service;
- Providing information on NHS services – this vast organisation can appear bewildering to an outsider, so PALS can help people through the system and explain areas such as waiting lists;
- Guiding patients through the formal complaints procedure – if an issue cannot be resolved informally, PALS can advise on how to make a formal complaint.

In a typical week, PALS deals with between 100 and 150 enquiries relating to a huge range of issues, which can include:

- Waiting times/admissions/cancellations
- Food and facilities
- Cleanliness and infection control
- Lost property
- Car parking/transport
- Finance
- Staff attitude
- Quality of communication
- Clinical care and outcomes

The service is free and independent, and PALS operates an ‘open door’ policy, meaning that an appointment is not necessary – simply knock on the door, pick up the phone or send an email. PALS is open from 9am to 5pm, Monday to Friday. Full contact details are available on the Intranet.

For a patient, coming into hospital can be like a journey. PALS believes that if it can make that journey easier by providing information and reassurance, then it can make the experience of the patient or their family that much better.

‘Meet the Team’ looks at the work of different teams of people around the Trust. If you would like your team to be included, contact Richard Maynard, Press & Communications Officer, richard.maynard@ouh.nhs.uk

New NOC Theatres Open

Two new state-of-the-art operating theatres at the Nuffield Orthopaedic Centre are now fully operational after a £2.8m revamp.

Theatres 7 and 8, which were formerly operated by BMI Healthcare, were winched into place by crane from another area of the site late last year, increasing the NOC’s theatre capacity from six to eight.

The move will allow the Trust to make better use of its theatres and provide more capacity for Trauma elective lists (including soft tissue, hands and knees), ENT elective lists and simple neurosurgical procedures.

PFI Hard FM Client Manager Tony Hudgell (left) with NOC Theatres staff Eniola Dada, Alex Domingo, Lisa Jones and Mik Ashfield

Patient Advice & Liaison Service

Oxford University Hospitals NHS Trust
Practical Support for Work
(Access to Work)

Do you have a health condition which impacts on your ability to do your job or get to work? You may be eligible for free support through Access to Work.

For more information visit the Access to Work website www.gov.uk/access-to-work/overview, call 020 8426 3110 or attend a presentation or drop in session on one of the following dates:

Horton General Hospital, Banbury – Monday 24 June 2013
11am - 12 noon – presentation in the Training Room, Horton General Hospital
12 noon - 1.00pm – drop-in stand, Horton General Hospital or see the intranet ‘Now@OUH’ for more details

Churchill Hospital, Oxford – Monday 24 June 2013
2.30pm - 3.30pm – Nursing Postgraduate Training Room, Churchill Hospital
3.30pm - 4.00pm – drop in stand, Churchill Hospital or see the intranet ‘Now@OUH’ for more details

The event is open to everyone; booking is not required.

Please contact Vicki Parsons on vicki.parsons@ouh.nhs.uk or Jan Cottle, Equality and Diversity Leads on jan.cottle@ouh.nhs.uk with any questions or comments on the events.

Carers

Often, carers see themselves as someone who’s simply looking after a loved one or friend. But if the person you care for couldn’t cope without you and you don’t get paid then you are a ‘carer’ and you are eligible to support.

Carers Oxfordshire is a free service for adult carers caring for adults, here are some of the reasons to contact us:

• Free Quarterly Newsletter; Care Matters full of useful information, news and articles specific to carers
• Emergency Carers Support Service; free emergency care for the person you look after in the event you are
• Information and advice; one to one support from specialist carers outreach workers.
• Information about benefits and grants that you could be entitled to
• Information about carers grants to help you have a break
• Support Groups where you can meet other carers and share experiences
• Training opportunities to give you ‘Confidence 2 Care’

If you would like to register with Carers Oxfordshire and have access to this information, advice and support service please call 0845 050 7666, email carersoxfordshire@oxfordshire.gov.uk or visit www.carersoxfordshire.org.uk

For more information or to arrange a talk by Carers Oxfordshire about support that is available please contact Jan Cottle on 01865 (2)22106 or email jan.cottle@ouh.nhs.uk

Oxford Pride

Join us in supporting Oxford Pride on Saturday 8 June. There are a number of events during the week, with a parade and event in the park on Saturday. For full details visit www.oxford-pride.org.uk.

The Trust will have a stand in the park and during the parade would like staff to join in carrying an OUH banner.

If you are going to attend it would be great to hear from you. Please contact Vicki Parsons on 01865 (2)28773 or Jan Cottle on 01865 (2)22106 if you are interested in helping on the stand/parade, or let them know on the day.

Alert System

Use of yellow stickers:
The Trust need to identify the specific needs for individual patients with a ‘protected characteristic’ e.g. a disability. When working with patients it is important to ask if they have a specific need. Some patients may require reasonable adjustments to be made that they can experience fair access to our services. With a patient’s permission yellow stickers and yellow bed signs can be used. Yellow stickers can be obtained from the PALS office at the John Radcliffe Hospital. Wards should have their own yellow bed signs, if not please contact Jan Cottle, Equality and Diversity Manager on 01865 (2)22106.
Daily team meetings help quality care

Daily multidisciplinary team (MDT) meetings for stroke patients prove a great success, and the model is now being rolled out across other wards in Acute General Medicine.

A multidisciplinary team plays an important role in helping deliver the best quality care for our patients based on their individual treatment needs.

An MDT is made up from a group of staff members from different clinical disciplines who are each involved in different aspects of patient care. These can include doctors, nurses, physiotherapists, occupational therapists, dieticians, speech & language therapists, pharmacists & psychologists.

MDTs meet regularly to discuss the best course of treatment for individual patients to ensure that they get the care they need as soon as possible.

This is especially important for patients who have suffered a stroke, where research shows that the earlier you identify and begin treatment, the better the long term outcome for the patients’ recovery can be.

Understanding the importance for stroke patients to have regular reviews, the MDT from the stroke ward at the John Radcliffe have been holding daily meetings for over a year.

Having a daily MDT meeting allows staff from each discipline to review a patient’s current treatment and decide upon the best course of action to ensure the chance of a full recovery and for the best long term prognosis after treatment.

Trust signs up to ‘Getting it right’ charter

Oxford University Hospitals NHS Trust has signed up to Mencap’s ‘Getting it right’ charter to show its commitment to improving healthcare and treatment for people with a learning disability.

Mencap launched the ‘Getting it right’ campaign during 2010 and calls on healthcare professionals to commit to a promise that will help make sure people with a learning disability can have equal access to healthcare.

A number of projects are under way within the Trust to illustrate its commitment to this charter, including the creation of a hospital passport for patients with learning disabilities to ensure that medical and nursing staff are aware of the patient’s wishes and needs. The Trust has also employed an acute liaison nurse to act as a point of advice on the Trust-wide policy and protocol for patients with learning disabilities, as well as providing training for other staff. It provides easy read format leaflets and information on the Trust website, and works with users and other organisations to get patient feedback and continually improve its services.

OUH has committed to fulfilling all nine points of the charter.

Alongside the charter, Mencap will work with the Trust to develop practical guidance and spell out the adjustments they need to make to sure they can support ensure the best possible healthcare for people with a learning disability.

David Congdon, Mencap’s Head of Campaigns and Policy, said: “We welcome Oxford University Hospitals NHS Trust’s commitment to constantly strive to uphold these standards and help end the indifference experienced by too many people with a learning disability.”
News from Charitable Funds

Lovely Lulu’s 98th

Meet Lulu. She has just turned 98 and celebrated her birthday week by volunteering for our hospital charity.

Lovely Lulu’s 98th

Having lived through two world wars (Lulu’s earliest memory, aged three, was hearing that World War One was over) and worked for many years at Oxford University Press, Lulu swears that keeping busy and volunteering is the key to longevity.

And she knows a lot about it – Lulu has offered her time to our charity for over ten years now; if you receive our fundraising magazine TORCH, there is a good chance that Lulu was one of those who stuffed the envelope, helping us save thousands of pounds. She also used to volunteer at the Churchill Hospital, making cups of tea.

Lulu doesn’t really like a fuss, and will always recognise all the other people volunteering across our hospitals: the lovely group she works with stuffing the magazines; all the League of Friends teams across our hospitals; the booksellers; helpdesk volunteers; patient support volunteers, hospital radio, musicians; gardeners – the list of people who give up their time to help make our hospitals a better place really is endless.

We would like to toast Lulu and all the volunteers who make such a difference across all our hospitals.

If you would like to know more about volunteering for our charity or our hospitals email: OUH.volunteers@ouh.nhs.uk or telephone: 01865 220140

Presentation highlights cancer advances

Over 400 patients and staff attended a series of presentations about the latest advances in the diagnosis and treatment of cancer this April. The event was opened by Professor Mark Middleton, the Trust’s lead cancer clinician. He explained how the collaboration in Oxford between the OUH NHS Trust and NHS research bodies, Oxford University, and charities – including this one – has created a world class concentration of cancer research and treatment focussing on personalised, tailored and targeted treatments.

Nick Maynard spoke about developments in surgery over 100 years, from the very first oesophageal cancer operation (which involved a bicycle inner tube) to today’s computerised operations. Chris Hatton shared developments in Haematology and the search for the “magic bullet”.

Patricia Williams who attended the talk said: ‘I lost my husband to cancer exactly 10 years ago, and have recently had my own experience with it, so I thought I knew most there was to know, but today has been fascinating. The passion the doctors have and the level of research undertaken in Oxford was hugely reassuring.’

It’s been a good few weeks…

Thanks to your support fundraising for our hospitals has broken a few records in recent weeks.

- The Oxford Mail OX5RUN, our annual fun run for the Children’s Hospital, has now raised £75,000.
- The London Marathon was also a record – with 19 runners supporting various parts of the hospital, raising an amazing £50,000 between them.
- And cardiac Consultant Tim Betts completed his non-stop 100 mile run along the Thames, raising over £8,000 for the Oxford Heartfelt appeal.

To find out more about any of these events or to discuss your fundraising ideas please call the fundraising team on 01865 743444, email charity@ouh.nhs.uk or visit the website www.ouh.nhs.uk/charity
During April two leadership events were held at Tingewick Hall on the John Radcliffe site. These events were delivered to our 250 plus senior leadership community colleagues who have significant influencing roles or who manage teams across the Trust.

The key challenges facing the Trust in the context of the changing NHS landscape were discussed as well as the principals of good leadership and staff engagement building on our new Trust values.

The afternoon event also showcased the work of the Listening into Action pioneering and system change teams which are featured below.

Feedback from the events has been well received and it is planned to hold further leadership events in the future.

Subsequently, Divisional leaders have been asked to hold Listening into Action communication events with their staff teams across the Trust.

Below are the corporate changes we are working on through LiA:

**Communication**
- Reviewed the way the Trust communicates with staff and shares good practice.

**Appraisal**
- Planning to introduce a new system electronic reflecting Trust values and behaviours.

**Induction**
- Redesigned the Trust induction programme.

**Recruitment**
- Streamlined the process for high-profile areas.

**Staff Recognition**
- Introduced annual staff award scheme and celebrated NHS Heroes.

**‘Good Thinking!’ Scheme**
- A new staff suggestion scheme is planned to recognise innovation and creativity.

**Wayfinder/Ask Me**
- Reviewed signage across OUH.

**Customer Care**
- Use of staff feedback to inform new customer care programme for staff.
The Young Apprentices

Last year, the Health Care Support Worker Academy welcomed six young apprentices as part of a 12 month pilot project being run within the Trust.

Apprenticeship programmes are designed around the needs of employers, and aim to provide on-the-job training and qualifications for any individual over the age of 16 years old, enabling them to gain skills and qualifications whilst earning as they learn.

As well as benefitting the individuals, organisations also benefit from apprenticeship programmes by enabling employers to recruit into hard to recruit roles allowing employers to ‘grow their own’ workforce which is motivated, diverse and skilled.

The OUH young apprentices are working in a number of key areas across the Trust. Kathleen Huntley (not pictured) is undertaking a Clinical Apprenticeship in Gerontology; Rob Lacey and Kimberly Green are undertaking Apprenticeships in Business Administration (Kimberly has recently been successfully interviewed for a one year fixed term post within the Supported Hospital Discharge Team); Ruth Cooper and Kelly-Anne Savage are undertaking Apprenticeships in Pathology, and Natham Byng (not pictured) is undertaking an Apprenticeship in Information Technology.

For further information on Young Apprentices please contact the Health Care Support Worker Academy Team on ext. (2)25016.

European Heart Failure Awareness Day

Specialist heart failure nurses at the John Radcliffe spent an afternoon last month providing information and advice about heart failure to patients and visitors as part of European Heart Failure Awareness Day.

The team wanted to reinforce the importance of early diagnosis and treatment, and offered free blood pressure checks for anyone interested in knowing their current blood pressure.

Heart failure, affecting around 900,000 people in the UK, is a serious condition but it does not mean (as the name may suggest) your heart is about to stop working. It is simply a medical term used to describe when the heart muscle is not working as effectively as it should because the heart muscle has become too weak or stiff to work properly. By raising awareness of the symptoms of heart failure which may include shortness of breath, tiredness and weakness, swollen ankles and weight gain, the specialist heart failure team hope that more people with symptoms will speak to their GPs as soon as possible.

To help launch this years National Transplant Week which runs from 8 to 14 July, NHS Blood and Transplant ran a short-film competition called ‘Organ donation through A Lens’ which urged people to pass on their organ donation wishes to their family and friends.

As well as encouraging people to join the NHS Organ Donor Register, one of the key messages of this year’s National Transplant Week is to ‘Pass it On’, to highlight the importance of letting your family and friends know of your decision to donate your organs.

Over 90% of families will agree to donation if a loved one is registered and has discussed their wishes. This drops to around 40% if donation wishes aren't known.

For further information about National Transplant Week and the ‘Organ donation through A Lens’ competition, go to www.transplantweek.co.uk

The Oxford Transplant Centre at the Churchill Hospital is one of 30 units in the UK performing transplant surgery. The Centre performs around 100 kidney transplants each year as well as specialising in pancreas and pancreatic islet transplantation.

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 August 2013. If you have news from your team or department that you would like to be featured please contact Kelly Dodgson in the Media and Communications Unit on 01865 231471 or email kelly.dodgson@ouh.nhs.uk Deadline for copy is end of June 2013.