

**Going digital**

Electronic storage signals  
end of paper files page 3

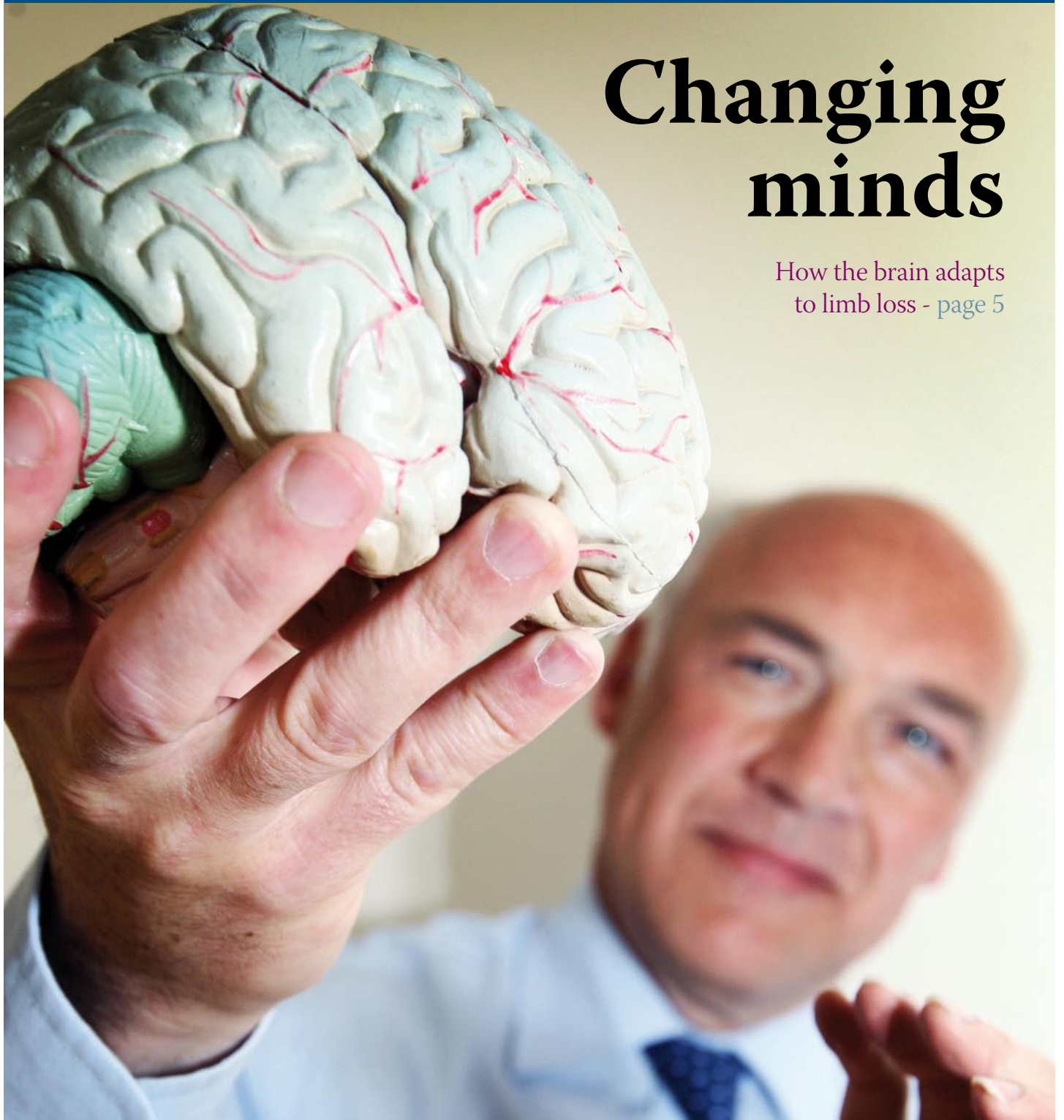
**Better care**

Quality Accounts  
highlights page 6-7

Nuffield Orthopaedic Centre **NHS**  
NHS Trust

# NOC life

Summer/Autumn 2010 [noc.nhs.uk](http://noc.nhs.uk)



## Changing minds

How the brain adapts  
to limb loss - page 5

**News from the Nuffield Orthopaedic Centre NHS Trust**

# Nurse wins infection control award

Lydia Rylance-Knight, our specialist infection control nurse, has been recognised for her efforts in helping to bring down infection rates. Lydia received the Cepheid Infection Control Nurse (ICN) Award 2010 for the South East England region at a ceremony in London rewarding excellence and innovation in infection control.

Lydia, who has been in her role at the NOC since 2004, said: "I feel really honoured to win the award as I feel am just doing the best I can as a nurse."

Working with staff teams across the Trust, she has steered and supported a number of projects that have helped to maintain our excellent infection control record.

The judging panel which consisted of leading healthcare journalists and microbiologists, plus representatives of Unison and the Royal College of Nursing were very impressed by Lydia and felt she 'embraced change at the NOC and has risen to several challenges, such as redeveloping infection control policies to deliver the Trust's new organisational governance structure'.

Lydia is pictured with her inscribed plaque and Dr Tony Berendt, Director of Infection Prevention and Control, Medical Director and Consultant in Infectious Diseases who nominated her for the award.

For more on infection control see [Quality Counts](#), page 6



## Volunteers are in a league of their own

More than 50 volunteers received the League of Friends 'Diamond Award' during a ceremony at the NOC to celebrate their long service.

Two-thirds of the 53 volunteers from across the region who were honoured serve at the NOC. Between them the 35 volunteers have clocked up over 600 years service and helped to raise over £1million for the hospital in the last 45 years.

Jeannie Stephens, pictured above with Geraldine Peers from BBC Oxford who presented the awards, is the NOC's longest serving volunteer. She started supporting the hospital in 1967.

The NOC's League of Friends has also been commended at a ceremony hosted by Attend for supplying each patient at the NOC with a £1.37 toiletry pack and as a result received a letter of thanks from a patient along with a donation of £50.

The judges said that some inpatients are admitted with little or no time to prepare for their stay and that the toiletry packs offer the first step in maintaining personal dignity on a ward.



## WHAT WE DO

The Nuffield Orthopaedic Centre (NOC) is an internationally recognised centre of excellence, providing routine and specialist orthopaedic, rheumatological and neuro-rehabilitation services to the people of Oxfordshire.

Our patients include people needing a new hip, shoulder or knee, those with severe back pain or sports injuries, children with curvature of the spine or cerebral palsy.

Also on site is the renowned Oxford Centre for Enablement which provides a wide range of services for people with long-term conditions and disability.

## DID YOU KNOW...?

- We see around **20,000** outpatients each year. Around **9,000** patients are **admitted** for treatment.
- **Each year we replace around 740 knees and 670 hips.**
- We have operating theatres running six days a week with MRI facilities running seven days a week and in the evenings.
- **We have additional outpatient clinics on Saturdays and in the evenings.**



# Academics hit the heights

NOC consultant orthopaedic surgeon Professor Andy Carr and his colleague Dr Catherine Swales from the Nuffield Department of Orthopaedics, Rheumatology and Musculoskeletal Sciences, traded the clinical environment in July for the bracing air of Britain's highest mountains.

They were part of a team of surgeons, rheumatologists, scientists and students, all with a special interest in arthritis, who took on the Three Peaks Challenge in aid of medical research charity Arthritis Research UK. Dr Swales is the Arthritis UK clinical research fellow in Oxford while Prof Carr is the Head of NDORMS and an Arthritis Research UK Trustee.

In the space of 24 hours the team scaled the highest peaks in Scotland (Ben Nevis), England (Scafell Pike) and Wales (Snowdon). Donations can still be made at: [www.justgiving.com/3peaksforarthritisresearchuk](http://www.justgiving.com/3peaksforarthritisresearchuk)



# NOC sets sights on digital future

Tracking thousands of patient paper notes and files could soon become a thing of the past as the NOC takes steps to become a digital hospital by 2012. The move is part of an NHS drive to invest in new information technology systems to improve the way patient data is stored and shared.

The NOC was one of the first Trusts to install and implement the new [NHS Care Records Service \(CRS\)](#). Our staff already have quicker access to reliable information about their patients and past treatment.

For example, the introduction of digital x-rays and scans has led to shorter waits for results compared to the old film-based system. Clinicians are able to share images that are now held on computers and can be more easily transferred and assessed. All the NOC's surgical operations and procedures and all diagnostic scans are stored

electronically and work is now focusing on storing clinical notes and correspondence electronically – freeing more than 440m<sup>2</sup> of space which currently holds around 100,000 paper files.

Already staff on some hospital wards are able to input patient notes directly onto a computer wheeled to a patient's bedside. This has reduced the time clinical staff spend writing up individual notes for each patient and reduces the risk of paper-based errors such as misfiling or loss of notes.

"The vision is that we have single patient health records, held electronically, which identify our patients' medical history and ongoing treatment and care requirements that can be easily shared between health professionals," says Sara Randall, Director of Operations and Performance.

## Our digital future... and what it means

- Bar-coded electronic wristbands for patients.
- Clinics run more efficiently because there are no waits for paper records.
- Electronic check-in for outpatient appointments.
- Patient clinical information is the most recent and available for the clinician whenever required.
- The ordering and recording of medication using a scanned barcode.
- Patient records are available out of normal working hours and consultants on call can see x-rays from home, and access the patient record for a speedier decision.
- Supporting patients with long term conditions with monitoring devices at home sending electronic information back to the hospital.
- All healthcare professionals have access to the same patient information.



### Australian nurse envies NOC

A Director of Nursing from Australia was welcomed to the NOC on a travelling scholarship. Meredith Theobald, from the Queen Elizabeth Centre, Victoria, said: "I am extremely envious and overwhelmed by the services offered at the Oxford Centre for Enablement and the wonderful site that the NOC is situated on."

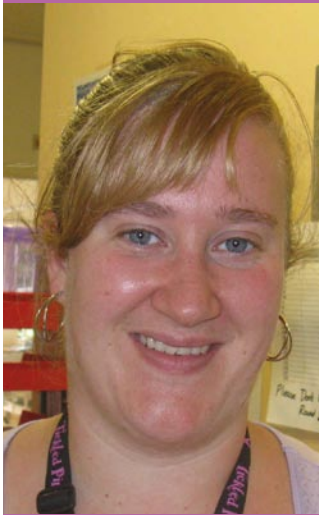
### Budding star in our midst

Natasha Budd, a receptionist at the NOC, is hoping for singing stardom. She won a talent competition at an Oxford nightclub on Park End Street, performing onstage with BBC 1Xtra, and has now made a music video.



## MEET THE TEAM:

■ **Melissa Manning,**  
Ward Clerk  
Ward D



For many patients, visitors and staff who visit ward D will often be met by the friendly face of Ward Clerk Melissa Manning.

Melissa has been at the NOC for eight years in the autumn and currently provides the administrative support for the team working on the hospital's ward D.

Melissa said: "I really enjoy meeting the patients and there is a great atmosphere on the ward. It helps that the staff I work with are really friendly and overall a great bunch of people."

To nominate a member of staff to feature in the next issue of NOClife contact Kelly Dodgson in the Communications Team:

kelly.dodgson@noc.nhs.uk



# Your say...

Patients put pen to paper to thank NOC



*From the moment I arrived at hospital until the time I was discharged I had excellent treatment, from the cleaners up to the surgeon every member of staff was excellent. The food was great, my treatment was great. Thanks.*

*Everybody involved in my hospital stay was brilliant. The operation went well and the recovery is going ok. Everyone was friendly, caring and made the situation feel better.*

*Everyone was kind, helpful, very friendly you are the best. Very clean, tidy and I felt safe.*

*The whole ethos of the hospital is excellent – especially the attitude of all staff. Patients are made to feel that they are cared for as individuals. I especially wish to comment on how wonderfully the ward staff worked as a team.*



### Got something to say?

Write to us: PALS, NOC, Windmill Road, Headington, Oxford OX3 7LD

Email us: [pals@noc.nhs.uk](mailto:pals@noc.nhs.uk)

Come and see us: the new PALS office is at the old Radiology reception desk in the main Outpatients door.

## Survey results reveal what patients really think

### Inpatient Survey

The results of a survey of NHS hospital inpatients were released recently by the Care Quality Commission.

This sampled patients who had been discharged from the hospital during June, July or August 2009 and who had a stay of at least one night in hospital.

The survey revealed that 98% of patients at the NOC felt they were treated with dignity and respect during their time in hospital.

It also showed that 88% of patients felt that their care was either excellent or very good, while 86% of doctors and nurses were viewed as having an excellent or very good working relationship.

The survey did highlight that 59% of patients did not or did not recall seeing posters or information about how to compare the care they received. This matter has been addressed and with the Patient Advice and Liaison Service office relocated in a more prominent position in the Outpatients Department there is more availability for leaflet displays.

### Outpatient Survey

A survey of NHS outpatients was also undertaken by the Care quality Commission with more than 500 NOC patients completing the questionnaire.

Overall the outpatient survey results presented a positive picture with the NOC among the top 20% of best performing Trusts in the following:

- Treating patients with dignity and respect.
- Hospital environment and facilities.
- Having confidence and trust in the hospital's healthcare professionals.
- Explanations and communication around the patient's condition, treatment and medication.

The survey highlighted that the hospital did not perform as well in the 'before the appointment' stage. It was noted that patients were not always given a choice of appointment times and a lack of knowledge around what would happen during that appointment. A patient information leaflet is currently in production as a result of this.



# Mind over matter...

## Study examines brain's response to loss of limb

The Oxford Centre for Enablement (OCE) at the NOC is involved in a major study which it is hoped will shed new light on how the brain adapts following hand amputation.

OCE is renowned for its treatment and rehabilitation of people who have suffered loss of a limb. The centre's rehabilitation consultant Dr David Henderson Slater is a leading clinical investigator on the study which aims to recruit groups of people who have lost a hand or arm to examine how changes in the brain following amputation might affect their rehabilitation and also the challenges of dealing with phantom limb pain.

Groups of non-amputees and those with congenital limb deficiency will also be invited to take part in the study in order to compare the organisation of their brains with those of amputees. The hand occupies one of the largest sensory parts of the brain with more sensory neurons than other parts of the body.

Researchers want to better understand the brain's ability to re-organise by forming new neural connections in response to situations such as limb amputation or nervous system injury.

Dr Henderson Slater said: "We are particularly interested in the relationship between brain re-organisation and phantom limb sensation or pain following amputation. Phantom limb pain is pain perceived to be arising from the amputated limb: it can be difficult to control or predict when it will strike and can be very debilitating."

Researchers will use functional magnetic resonance imaging (MRI) techniques to take images of the brain in both participants who have lost their hand and those who are non-amputees. These are real-time images of the brain at work. In some cases participants about to undergo an amputation will be scanned before and after their amputation.

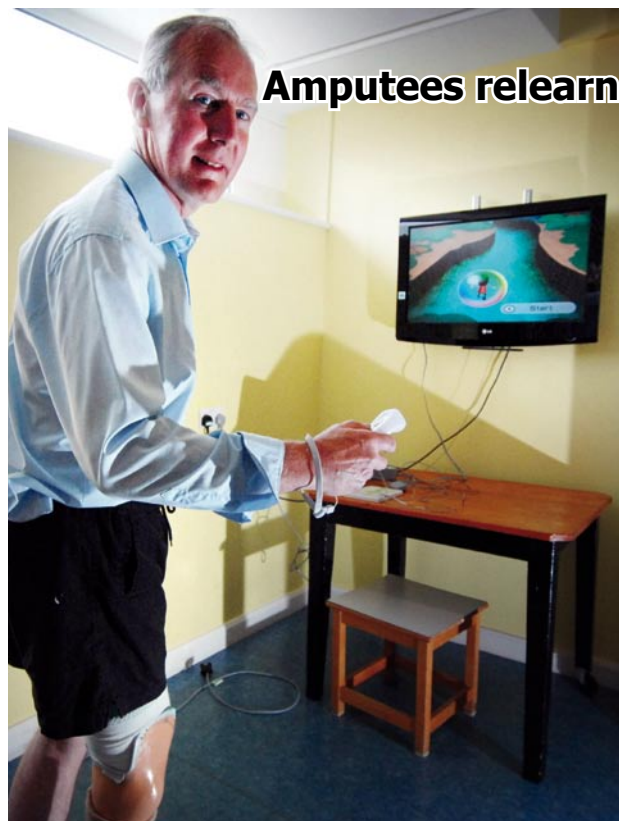


The three-year study is being led by Dr Tamar Makin of the Oxford Centre for Functional MRI of the Brain (FMRIB) based at the John Radcliffe Hospital in collaboration with the Oxford Centre for Enablement. It is hoped that the research will answer questions about what happens to those parts of the brain responsible for the arm and hand when it is missing.

Dr Makin explained: "Specific parts of the brain control different parts of the body. Our research will test what happens to parts of the brain controlling the arm and hand when the limb is missing. We are also interested to learn how the representation of the hand in the brain of intact participants is shaped by sensory and motor skills and learning."

Dr David Henderson Slater is leading study.

Photos courtesy Oxford Mail and Times



## Amputees relearn balance thanks to rugby star's Wii gift

Patients are benefiting from Wii Fit machines, one of which was bought by former England rugby player Andy Gomersall. These are being used by patients at the NOC's Oxford Centre for Enablement as part of physiotherapy sessions.

Patient Jon Martin is pictured, left, using a Wii Fit balance programme. His leg was amputated below the knee following a car crash three years ago. Mr Martin explained: "It's been interesting trying out the Wii Fit and I can see how useful patients will find it as part of their rehabilitation programme."



Lucy Holt, Senior Prosthetics Physiotherapist at OCE said: "We have seen a vast improvement in some of our patients who also have a Wii Fit at home. It really helps to improve mobility and strength and is a bit of fun too."

Andy Gomersall, left, originally from Bicester, has a long-standing connection with the NOC. He is President of the hospital's League of Friends and in 2008 officially opened the children's outpatient play area.

# QUALITY COUNTS!

**Infection Control** – The Trust has achieved reductions in both Clostridium difficile infections and has reported zero MRSA bloodstream infections during 2009-10, which is an outstanding achievement and reflects staff commitment to infection prevention and control.

	MRSA bacteraemia	Clostridium difficile
2007/08	2	2
2008/09	1	13
2009/10	0	0

**Hygiene Code Inspection** – In July 2009 the hospital received a clean bill of health for its infection control practices following a rigorous inspection by the Care Quality Commission who commended it for achieving high levels of hygiene cleanliness throughout the site.

**Cleanliness** – All areas of the hospital have cleaning schedules, which are displayed for staff, patients and visitors to see. The service provider, G4S, who provide our domestic services, produce monthly cleaning audits which are reviewed by the Trust site services team.

**Hand Hygiene Compliance** – It is recognised that good hand hygiene reduces infection rates. Hand hygiene audits are carried out on a weekly basis to check healthcare workers clean their hands in accordance with Trust policy. A consistently good level of compliance has been achieved through regular feedback to clinical staff and validation of results by staff visiting other areas in order to complete audits.

**Theatre Safety** – In 2009 the NOC spearheaded a national drive to improve patient safety in operating theatres. The hospital is an early adopter of the World Health Organisation (WHO) surgical checklist with the National Patient Safety Agency. A WHO checklist audit was completed in November 2009 and it was identified that the Trust was 82% compliance with the use of the new surgical checklist.

**Mandatory Training** – We monitor attendance at training sessions and follow up with managers to help ensure all staff attend mandatory training and updates in areas such as resuscitation, manual handling, safeguarding vulnerable children and adults and infection control.

**Employee Health and Wellbeing** – In 2009 a health and wellbeing strategy was built around the hospital's belief that there is a direct relationship between satisfaction of staff and patients. The NOC introduced a Wellbeing Programme to provide advice and support to staff on all aspects of their health and wellbeing, enabling them to achieve balance in their home and working lives.

**Staff Feedback** – The staff attitude survey was completed between September and December 2009. Real progress has been made with the Trust benchmarking favourably against the wider NHS.

**Zero tolerance** – This is the prevention and management of physical and verbal assaults on staff and is measured through incident reports. This is seen as a very important issue to monitor and to manage. Thankfully, overall numbers of incidents are small at the NOC but each one is taken seriously and followed up.

## Highlights from the Trust's Quality Accounts report showing our priorities for quality healthcare – and what is important to you

For the full report visit: [www.noc.nhs.uk/aboutus/safetyqualitystandards](http://www.noc.nhs.uk/aboutus/safetyqualitystandards)

**Parking** – There is increasing pressure on the limited car parking at our hospital site. An extension of the park and ride scheme and public transport services to the hospitals prompted a review of the criteria applied to determine the eligibility of staff to hold a parking permit. The Trust expects to increase parking to patients and visitors by a further 15% following this change to the staff parking criteria.

**Privacy and Dignity** – The hospital is committed to delivering patient centred care by our clinical teams who understand the principles of privacy, dignity and respect for everybody. Issues around privacy and dignity are taken very seriously and the NOC wants to ensure that patients feel confident and comfortable when in hospital. Our hospital allow patients to be cared for in same-sex bays with separate men's and women's toilet and washing facilities or single rooms with en-suite facilities.

PATIENT SAFETY

FACILITIES

**Waiting times** – We are continuously working to reduce unnecessary delays and streamline the patient’s journey from their initial referral by their GP to their treatment or hospital operation. From April 2009 all our service specialities such as General Medicine, Rehabilitation, Rheumatology and Orthopaedics as well as Interventional Radiology have achieved 18 week waiting times as standard. The 18 week rule does not apply to patients who choose to be treated outside 18 weeks or if there is an appropriate clinical decision made with the patient. In addition, no patient waited more than 6 weeks for their diagnostic test which included MRI, CT, ultrasound and Dexa scans.

**Response to feedback** – PALS is a confidential service available to patients, their families and carers. It aims to give advice and help sort out problems quickly. During 2009/10, PALS logged 1,440 requests, complaints and concerns.

**Complaints** – The Trust received 88 formal complaints, none of these escalated to the second stage of the complaints process. All complaints are dealt with the complainant and in a manner best suited to resolve the particular concerns raised.

**Inpatient survey** – The NOC had a 70% response rate to the National Inpatient Survey which was undertaken by Quality Health. Overall, 98% of patients surveyed felt they were treated with respect and dignity during their stay in hospital with 88% rating the care they received as either excellent or very good.

**Patient Experience Tracker** – We also monitor patient experience through hand held touch pads. We had had nearly 10,000 responses on a range of issues such as hospital food.

**PROMS** – A scoring system, called Patient Reported Outcome Measures is used for patients having hip and knee replacements. It enables patients to let us know what difference surgery has made to them and how effective the treatment has been for them: a ‘before and after’ assessment by the patient of their health status, mobility and pain levels.

**Research** – The Trust has an international standing for its research and development in bone and joint (musculoskeletal) problems. It has one of the country’s three musculoskeletal Biomedical Research Units, funded by the National Institute of Health Research. Research includes basic science projects that study tissue removed in the course of treating patients and that aim to produce new treatments, as well as studies on large groups of patients to see who will most benefit from surgery or treatments.

**Clinical Audit** – We carry out regular clinical audits to enable us to monitor our compliance with guidelines and standards.

# PEDAL POWER!

NOC staff complete virtual ride to Romania

Staff at the NOC got on their bikes to pedal 1,349 miles from Oxford to Romania – without actually leaving the hospital!

The NOC linked up with the ‘Team Great Britain Bike Week’ with the hope of raising money to bring a Romanian orphan suffering from limb abnormalities to be operated on at the hospital. Eighteen-year-old Nicoletta Vizi who has a disfigured leg requiring specialist treatment will be operated on by NOC Paediatric Orthopaedic Consultants Mrs Rachel Buckingham and Mr Andy Wainwright, who first met Nicoletta when they travelled to Romania last year to treat orphans.

For two weeks, at the end of June, part of the hospital’s reception area was turned into a mini gym with three exercise bikes. Staff took it in turns to notch up mileage for set periods of time and be either sponsored for doing so or donate on the day.

By setting a target of 1,349 miles the staff expected to raise the remaining £1,500 towards the £5,000 needed to pay for Nicoletta to have her operation at the NOC.



Mr Wainwright and Mrs Buckingham, pictured above doing their bit, visited Romania in June 2009 with the charity Foundation for the Relief of Disabled Orphans (F.R.O.D.O). They spent a week assessing around 20 children, including Nicoletta. Two received surgery while others were given specialist physiotherapy.

Due to the complexity of Nicoletta’s case the surgeons felt that she would benefit from being operated on at the NOC. Since then the NOC’s Director of HR, Beverley Edgar has co-ordinated a fundraising campaign on Nicoletta’s behalf.

She said: “It is our understanding that Nicoletta’s family abandoned her at a young age and early in her life she sustained an injury to her left leg to enable her to beg for her family. Despite the hardships of her life Nicoletta is a very friendly and bright young girl who is very keen to learn new things, meet new people and gain new experiences.

“She currently finds it difficult to stand and rotates her hip out of alignment to be able to stand and sit. We have had numerous events from cake sales to golf days to raise money for Nicoletta which we hope will result in her being operated on to correct the alignment of the leg.”

The cycle ride was launched by Mr Wainwright and Mrs Buckingham who were serenaded by the NOC choir performing a newly created version about Nicoletta based on the bicycle classic ‘Daisy Daisy’.



## More moves to promote privacy and dignity

Over the past year the NOC has undertaken an awareness drive to staff around privacy and dignity issues. This has included a workshop for staff on life as a patient and a video booth in the hospital's atrium to record patient and visitor views.

Following this, a special curtain clip has been introduced. The 'Engaged' clip helps to promote privacy and dignity when a patient is being washed or examined, for example. Additionally, nurses undertaking



their medical rounds now wear a bright red tabard labelled with 'do not disturb' when distributing medication to patients.

## Creating a Healthy Oxfordshire

As financial resources become increasingly scarce within the NHS, it is more important than ever to collaborate as a health system. It is anticipated that savings of up to £240 million will need to be made across the local health economy over the next four years.

Consequently, NHS Oxfordshire (PCT) is leading on a programme of work called Creating a Healthy Oxfordshire (CaHO) to improve quality and efficiency of health services in Oxfordshire in the context of the current economic climate. All Oxfordshire NHS organisations are involved in this work, along with local councils, to look at developing more efficient models of care and sustainable services for the future.

Together we need to improve the quality and value for money of health services provided in Oxfordshire in a way that allows better access and choice, whilst also supporting the PCT's ability to invest in other priorities.

The overall aim is to develop a range of plans that bring care where possible closer to home and away from hospital through the development of more integrated community services. Oxfordshire NHS organisations and social care have many different services in the community and a key aim is to enable these to work more effectively together. Not only are there savings to be made, but the patient receives better and more seamless care, helping to reduce admissions to hospital.

## More parking spaces for patients and visitors

A Trust-wide car parking consultation has been completed and revised car parking procedures introduced.

Eighteen former staff spaces have reverted to patient and visitor spaces with 11 more disabled spaces created around the Tebbit Centre and OCE.

In the past parking has been difficult for both staff and visitors to the hospital. Whilst these problems have not been totally solved, it is evident from recent patient and visitor feedback and monitoring of parking spaces that the situation has improved most of the time.

However, the number of parking spaces on site is constrained by local council planning restrictions and the green transport strategy. This means there will still be times when parking for staff and visitors is less than ideal.



### Feeling good...

Staff nurse Sharon Giles has not taken a day off sick for 13 years. Sharon, pictured above left with Ward Sister Gloria Bone, said: "I don't have time to be ill." New figures show Oxfordshire NHS staff have one of the best attendance rates in the country.

## YOUR SHOUT!

Air your views on the Trust and its services ... become a member of the NOC Network

Have you got strong views on patient care, parking, information...? The NOC Network is the ideal place to air them and help to improve services. The NOC Network is an independent group of interested patients and members of the public who are keen to stay up-to-date with the latest developments at the Trust and support patient-focused work. How involved you get is up to you.

Want to find out more? Tel: 01865 737562

### CONTACT US:

NOClife Editorial  
Tel: 01865 737564  
kelly.dodgson@noc.nhs.uk  
melanie.proudfoot@noc.nhs.uk  
Patient Advice and Liaison Service (PALS)  
Tel: 01865 738126  
pals@noc.nhs.uk  
Nuffield Orthopaedic Centre  
NHS Trust  
Windmill Road  
Headington  
Oxford OX3 7LD  
Switchboard:  
01865 741155  
www.noc.nhs.uk