

Going global
Making friends in Ghana
p5 and Romania p6

Good scores
Top ratings in
national checks p3

Nuffield Orthopaedic Centre **NHS**
NHS Trust

NOC life

Winter 2009/10 www.noc.nhs.uk

Eye on the needle

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News from the Nuffield Orthopaedic Centre NHS Trust

Got flu? Stay at home

Help yourself and others by not spreading the virus

People are advised to find out more by:

- Visiting www.nhs.uk
- Calling the Swine Flu Information Line - 0800 1 513 513
- Contacting the National Pandemic Flu Service 0800 513 100
www.direct.gov.uk/pandemicflu

You can reduce, but not eliminate, the risk of catching or spreading swine flu by:

- Always covering your nose and mouth with a tissue when coughing or sneezing.
- Disposing of tissues promptly and carefully.
- Maintaining good basic hygiene, for example washing hands frequently with soap and warm water to reduce the spread of the virus from your hands to face, or to other people.
- Cleaning hard surfaces, such as door handles, frequently using a normal cleaning product.

You, flu and the NOC

Swine flu vaccination

The hospital aims to provide swine flu vaccinations to all frontline clinical staff.

The public vaccination programme prioritises the 'at risk' groups in the following order:

- People aged over six months and under 65 years in current seasonal flu vaccine clinical 'at risk' groups. All pregnant women.
- Household contacts of people with compromised immune systems e.g. people in regular close contact with patients on treatment for cancer.
- People aged 65 and over in the current seasonal flu vaccine clinical 'at risk' groups. This does not include otherwise healthy over-65s, since they appear to have some natural immunity to the virus.



Carrying a torch for hospital volunteers

An Olympic-style torch was handed over at the NOC to celebrate 60 years of volunteering groups such as the hospital's League of Friends.

The flame was handed over at the NOC by 'Serv', the volunteer group which transports emergency blood supplies to hospitals at night, weekends and bank holidays.

The torch was carried across the country by a variety of modes of transport including the motorbike on which it arrived at the NOC in October.

The hospital's Chair Joanna Foster CBE, Dr Evan Harris MP and representatives from other Leagues around Oxfordshire looked on as the torch arrived on the back of a motorcycle from a member of Serv.

Joanna Foster said: "The colossal contribution from the League of Friends in supporting NHS hospitals across the country has been exemplary. The NOC League of Friends has raised more than £1m for the hospital during the past 45 years."

Joanna is pictured above, left, with NOC Chief Executive Jan Fowler, Chair of the League of Friends Hilary Daffern, Dr Evan Harris MP, and 'Serv' rider volunteer John Stepney.

The League's got the 'Wow' Factor

The League of Friends shop at the NOC has been awarded a special 'wow factor' certificate thanks to its colourful mural on the wall after its governing body Attend thought that it had that something special. Attend represents over 36,000

volunteers and supports the 13 Leagues of Friends within Oxfordshire covering all the major hospitals. The certificate was presented to the League of Friends' shop manager Anne Frost at the hospital's annual 'Celebrating Success' awards.

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.**

NOC earns praise from new health watchdog

The NOC has been publicly congratulated for improvements in the provision of high quality care, highlighted in national NHS performance assessments.

Overall, the Trust received a double rating of 'Good' for financial management and the quality of services in the annual health check by the Care Quality Commission (CQC), the new health regulator. The annual health check measures national hospital performance against key standards across a range of areas.

In particular, the NOC received the top score for its financial standing – this means it has consistently managed its spending within available resources and is performing well in ensuring its future financial stability.

Only 38% of all NHS hospital trusts performed as strongly and the CQC praised the NOC as one of the 13 most improved NHS trusts nationwide.

“We want to acknowledge your achievements and thank you for all that you have done on behalf of patients”

Baroness Young
Chairman, CQC

In addition, the NOC also received a clean bill of health for its infection control practices following a separate rigorous inspection by the CQC.

Following an unannounced visit to the hospital, the CQC commended the hospital for achieving a high level of hygiene and cleanliness. The CQC makes annual inspections to ensure trusts meet stringent regulations on healthcare associated infections.

The inspection team examined policies and procedures to prevent and control infections and spoke to a range of hospital staff including nurses, ward managers, consultants, cleaners, volunteers and contractors.

The hospital's facilities management contract is run by G4S Integrated Services, which has over 90 employees providing a wide range of services including catering, portering, security, cleaning, helpdesk and maintenance.

Nurses and patients swap places

Nursing and frontline staff at the NOC found out what it's like to be cared for in hospital by swapping places with patients.

At a workshop, nurses and staff, such as porters, got firsthand experience of being dressed in hospital gowns, wheeled down corridors, and assisted with feeding, cleaning and brushing of teeth – all part of the daily hospital routine. During the workshop they also found out what it is like for patients with limited mobility to be placed in a hospital hoist and lifted out of a wheelchair and into a hospital bed.

The workshop forms part of a campaign to highlight the hospital's commitment to respecting patient privacy and dignity.

Rachel Mellor, Head of Nursing at the NOC, said: "We want to give all patients the best possible experience while they are in hospital. It is very important that we don't compromise their privacy and dignity



Committed to privacy, dignity and respect

at a time when they may be feeling particularly vulnerable.

"We want our nurses to fully understand these concerns and fears – and the best way to do this is to ask them to step into the shoes of their patients."

The NOC's new hospital buildings mean that patients are cared for in same-sex bays or single rooms both with ensuite toilet and washing facilities to separate the men and women's facilities.

This helps to alleviate the most common concerns around privacy in relation to the physical environment.

But patient surveys show that other concerns include issues around dignity such as physical exposure through gowns not fastening properly, or being in an embarrassing or exposed position during procedures or treatment.

The workshop underlined the NOC's commitment to ensure patients feel confident and comfortable in hospital.

MEET THE TEAM:

■ **Ria Betteridge,**
Clinical Nurse
Specialist -
Tissue Viability



Ria Betteridge joined the NOC on a part-time basis 18 months ago as the NOC's Clinical Nurse Specialist in Tissue Viability.

She provides advice and support to the clinical teams in all wards in the hospital on complex wound care, such as hard-to-heal wounds, and pressure ulcer prevention and management issues.

Ria said: "I enjoy the variety and challenges of the role of tissue viability nurse and the varied work that I cover on a daily basis."

"I work across the Trust as part of a dedicated team and aim to encourage optimal clinical outcomes for all patients."

Ria can be contacted on 01865 738115 or by email: ria.betteridge@noc.nhs.uk



Your say...

Patients put pen to paper to thank NOC



The clinic was really busy when I arrived but the staff were helpful. There was time for me to find change and pay for the car park. Staff were very helpful and sympathetic. The nurse who measured me and took bloods was also very good and efficient. I am impressed with the diversity and amount of work being carried out in such a calm and reassuring way. Thank you all.

Everything about my time on Ward E has been a very pleasant and friendly experience. You are made to feel very cared for.

Got something to say?

Write to us: PALS, NOC,
Windmill Road, Headington,
Oxford OX3 7LD
Email: pals@noc.nhs.uk

I just wanted to say thank you for the amazing service I was given in the clinic today. I was just blown away by all the time given and all the investigations made for me and everyone I saw in and connected to the clinic were so nice.

If every hospital was like this one, there would be no complaints. I cannot find any fault with my treatment, from beginning to end. Mr Sharp was a lovely man, as were his fellows and all the nursing staff were magnificent without exception. The food was lovely too. Well, as hospital food goes; I think it was better than some hotels I've stayed in.



Prosthetic service throws party for young patients

A fun afternoon was organised by the Prosthetic Service for children with limb deficiencies and their families at the NOC's Oxford Centre for Enablement (OCE).

The children's families, OCE staff and their children joined in with plenty of fun and activities which included face-painting and party games. The children had the chance to explore a police van and fire engine.

Other entertainment included a mini football match organised by Oxford United FC and the Marston All Stars team.

The afternoon was supported by Opcare and the hospital's Charitable Funds. Special thanks to OCE's Occupational Therapists Anne-Marie van Es and Anne Mayhill along with student Lisa Bowker who organised the event and ensured it all ran smoothly.



Charity worker seeks out NOC expertise for African teen

A teenager from Africa who was suffering with a withered arm was operated on at the NOC recently and has now returned back home to his native country to continue on his road to recovery.

Michael Eshun, 17, came to the hospital after charity worker Sue Footner heard about the limb reconstruction expertise of NOC Consultant Orthopaedic Surgeon Martin McNally.

Mrs Footner met Michael three years ago whilst she was working as a volunteer nurse on a charity hospital ship, run by international charity organisation, Mercy Ships, in Ghana.

Michael had slipped and broken his arm when he was eight as he was collecting his mother's washing and, years later, went to the ship to see if there was anything doctors could do with his arm. He was turned away as they lacked the resources to deal with the injury.

Mrs Footner, pictured right at the NOC with Michael, then set about fundraising and doing everything she could to help Michael and discovered that the NOC was one of the few hospitals in the world that could perform the limb operation he needed.

Mrs Footner raised the money needed for Michael to be treated as he is not a UK national. Mrs Footner said: "Michael struck me as such a promising young man and I really wanted to help him. He is working very hard at school and last year won a



place at one of the top schools in Ghana to study maths, geography and economics. Michael is delighted – the operation went really well and he is a transformed young man. I am so grateful to Mr McNally and all the staff who cared for Michael."

Top knee surgeons share their expertise

Top surgeons from across the country joined Oxford experts to discuss partial knee replacement techniques and developments in treatment of arthritis of the knee. The symposium in November was hosted at the NOC in partnership with the University of Oxford where important research programmes into the impact of knee replacement or surgical repair are underway as part of

the hospital and University's Biomedical Research Unit (BRU) studies. Joint replacement is generally seen as an effective treatment for severe arthritis, but some joint replacements have a poor outcome with limited knee function while some patients can continue to have pain following surgery. The symposium looked at the surgical options and research being undertaken at the BRU to

reduce the risks and identify early interventional treatments that may delay or prevent progression of osteoarthritis. Specialist knee surgeon Mr Andrew Price explained: "It is very important that we share our expertise, and this symposium provided a platform for leading surgeons to debate some of the issues around partial knee replacements in patients with arthritis."



“ The NOC team was a tremendous and shining example ... pulling together in difficult circumstances. They were great ambassadors ”

Richard Lynas, Programme Manager, Foundation for the Relief of Disabled Orphans

NOC team thanked on return from Romania

A letter of thanks was received for a NOC medical team who visited Romania in the summer with the charity Foundation for the Relief of Disabled Orphans (FRODO).

The team, which consisted of two consultant surgeons, a physiotherapist, an occupational therapist and three theatre sisters, spent a week in the Romanian city of Tirgu Mures where they treated orphaned children with bone and joint conditions.

Around 20 children were given thorough medical assessments, a number of children received orthotics and physiotherapy, while two received surgery during the team's stay.

Children's orthopaedic surgeons Andy Wainwright and Rachel Buckingham were among the team thanked personally in a letter to the NOC's Chief Executive Jan Fowler from FRODO's Programme Manager, Richard Lynas.

He said: "The NOC team was a tremendous and shining example of how strongly a group of people

can pull together in difficult circumstances. They were, and remain, great ambassadors for FRODO and the NOC.

"Through their hard work, patience and dedication the trip forged a trail for further FRODO missions and has paved the way for relationships to be nurtured and for further collaboration."

NOC Consultant Orthopaedic Surgeon Andy Wainwright said: "We were approached by FRODO at the British Society for Children's Orthopaedic Surgery conference regarding going to Romania.

"The trip was positive and worthwhile with many of the children we saw having conditions we regularly see at the NOC such as club feet, dislocated hips and fractures that have not healed correctly."

^ Pictured above are NOC surgeons Andy Wainwright (right) and Rachel Buckingham (centre) during surgery in Romania.

Nurses return to the NOC half a century after completing training

A group of nurses were reunited at the NOC in September to celebrate 50 years since gaining their orthopaedic certificate.

Thirteen members of the 1959 August set met up at the hospital and caught up over lunch, swapped pictures and got the chance to have a tour of the NOC which they all agreed had changed considerably.

Organised by Jan Williams, the ladies travelled from far and wide, including one who flew in from South Africa just for the reunion.

Others came from as far afield as the Isle of Man, Wales, Northern Ireland and Devon.

The group enjoyed it so much they said they would like to meet up again in another ten years!





Needling away the pain

Acupuncture relieves
chronic back pain

One in three adults in the UK suffers from lower back pain every year, and there are an estimated 2.5 million sufferers seeking aid from GPs. Specialists at the NOC have long since recognised the benefits of acupuncture and this ancient Chinese art is used by around half of the specialist physiotherapists at the hospital to tackle problems such as low back pain.

Recently, the hospital's consultant physiotherapist Elaine Buchanan was one of the clinical experts helping the National Institute for Health and Clinical Excellence (NICE) to develop new guidelines to include the use of acupuncture to treat back pain.

Marie Clare Wadley, a senior physiotherapist at the NOC, is highly enthusiastic about the acupuncture programme. She said: "When I suggest acupuncture, most patients say 'oh, I've never thought about that' and 'can I get that on the NHS?' Other common reactions are 'I hate injections' and 'I am not having a needle stuck in me'. In fact, acupuncture needles are nothing like those used for an injection or a blood test.

"They are about the same thickness as a human hair and flexible, rather than hard. Even people with needle phobias have gone on to have acupuncture with us."

“Acupuncture has helped with my pain and my state of mind”

Patient Sally Shenton,
pictured above

However, Marie Clare strongly advises that acupuncture isn't suitable for everyone, and those requiring it must be referred through their GP or a consultant in line with the guidance from NICE which recommends that acupuncture can be provided for people who have suffered low back pain for at least six weeks.

This includes providing acupuncture as part of a package of therapies incorporating manual therapy, structured exercise programmes and combined intensive exercise and psychological treatment for those for whom the pain causes particular distress.

Sally Shenton has suffered from cripplingly painful rheumatoid arthritis for the past 20 years.

"Some days I was forced to lie on my bed waiting for the painkillers to kick in because I couldn't do anything until the pain stopped," she said. "It made me miserable. I was short-tempered and really



low. I remember having to eat Christmas dinner standing because it was too uncomfortable to sit. I was in agony and very miserable and tearful."

Sally has undergone many operations as the disease attacked her joints. Two years ago an MRI scan of the spine revealed advanced signs of aging, causing irritation of the nerves and severe pain in her back and legs.

Doctors at the NOC told her that they could operate on her spine but Sally wanted to avoid surgery for as long as possible. Instead she began having physiotherapy to build up core muscles in her spine. During this therapy her physiotherapist suggested acupuncture as a way of dealing with her back pain.

Sally said: "Acupuncture has not only helped with my pain, but also my state of mind – it helps you cope with a debilitating condition like rheumatoid arthritis. I still get good days and bad days but there are more good and I feel as though I am managing to stay on top of it."

These pictures and cover image courtesy of Damian Halliwell, Oxford Mail

Clinical trials at the NOC

The Thames Valley Clinical Local Research Network (TVCLRN) is a team of research nurses and physiotherapists working with patients from across the Thames Valley on research trials at the NOC.

The team is involved in research projects on a range of conditions including rheumatoid arthritis, ankylosing spondylitis, vasculitis, osteoarthritis, rotator cuff tear, paediatric rheumatology and polymyalgia rheumatica.

To date, 835 patients are taking part in 18 studies and this number looks set to double.

Denise Brown, Senior Research Nurse for the TVCLRN, said: "Our research nurses travel regularly to NHS organisations throughout Thames Valley to offer patients receiving their care at these hospitals the opportunity to participate in clinical trials at the NOC."

Anyone wishing to know more about clinical research at the NOC can contact:

- the Research and Training Coordinator
faye.anderton@ndorms.ox.ac.uk
- the Senior Research Nurse
denise.brown@ndorms.ox.ac.uk

NOC Network and Patient Liaison Group: Time for action

by Geoff Feasey
NOC Network
Steering Group
and PLG
member

For details of
the PLG:
Contact
Monique
Wilkinson on
01235 851131

For the Network
contact:
Sue Woollacott
on 01491
832457

Things have been ticking along quite nicely for the Network and the Patient Liaison Group (PLG) during the last few months. Parking at, and bus services to, the NOC have improved and further slow but steady improvements are expected.

Surveys and inspections by the PLG provide pretty good evidence of patient satisfaction with their experience of the NOC. Support for the clinical researchers is in full swing. Possible increased future demands for prosthetics for ex-servicemen and women are being discussed.

We would like to send our best wishes to Eva Blacklock, the Chair of the PLG, following recent ill health. For the time being Monique Wilkinson has kindly taken on coordination of PLG activities.

So why the call for action? The Network has been serving the NOC for five years and the time will come when by virtue of ill health, aging, etc. new blood will be needed and there will be major new contributions to be made. The PLG will be equally busy developing a new relationship as the Oxfordshire Local Involvement Network (LINK) evolves.

What's needed? Simply a few more people who are willing to take an active role in either the Network steering group or the PLG. What's the difference between the two? The PLG is more closely involved in patient care through surveys, inspections etc. The steering group looks more to future developments. Neither is a 'talking shop'. Both offer a chance to learn more about the complexities of hospital life.

As promised in the last issue, we will not badger Network members who only want to be kept informed about the NOC's activities. But we will certainly give a warm welcome to those willing to become actively involved: that's another promise.

Horseplay will raise funds for NOC Appeal

Kirtlington Park Polo Club has kindly given us a charity day on Sunday 27 June 2010 to help raise funds for sarcoma research at the NOC. We hope lots of staff will come and have a great afternoon out. Kirtlington Polo Club is in beautiful grounds between Bicester and Oxford. There will be lots of activities, including a sponsored walk, many stalls, music, surprises, fun and refreshments.



Arthritis Support Group

The newly formed Rheumatoid Arthritis Support Group is co-ordinated by two NOC patients whose aim is to provide a friendly atmosphere where patients can receive support, education and information about rheumatoid arthritis.

The group meets on a Tuesday on alternate months with the next meeting taking place on Tuesday 12 January 2010 with Maureen Cox, Rheumatoid Arthritis Nurse Specialist, discussing how to get the most out of GP or hospital appointments.

The group will then meet on Tuesday 9 March with Janet Hemmingway, NOC Pharmacist, speaking about medicine management. All meetings are in the hospital's Medical Seminar Room starting at 6.30pm.

More information from the National Rheumatoid Arthritis Society on 01628 823524

Getting to the NOC by bus

Bus no. 600: Thornhill Park and Ride to the NOC. The bus takes a long loop between Thornhill and the NOC, and goes through the old Churchill, stopping at Sobell House and OCDEM. The bus runs from Monday to Friday, every 20 minutes, between 7am and 7pm.

Bus no. 400: Seacourt Park and Ride via city centre to the NOC. Stops in Headington, at Gypsy Lane, 15 minutes walk from the NOC. The bus runs from Monday to Saturday, every 15 minutes.

Bus no. 700: Water Eaton to the NOC. This bus stops in Summertown, Headington, JR, Churchill, and the NOC. The bus runs from Monday to Friday, every 15 minutes between 7am and 7pm.

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