New Endoscopy Unit

Endoscopy Unit Officially Opened by Nick Hurd MP

Governors’ Voice

Chair and Governors Update
### Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Title</th>
</tr>
</thead>
</table>
| 3    | A word from Shane  
Overview from our Chief Executive |
| 4-5  | Clinical strategy puts patients first  
Introducing the Trust’s new Clinical Quality Strategy |
| 6    | Macmillan Cancer Centre  
New Macmillan Cancer Information Centre opens |
| 7    | League of Friends  
Active year of donations from the League of Friends. |
| 8-9  | New Endoscopy Unit opens  
Nick Hurd MP officially opens the Mount Vernon Endoscopy Unit |
| 10   | CARES awards  
Runner-up in national awards |
| 10   | Diabetes buddy programme  
New scheme helps families of children living with diabetes |
| 11   | HomeSafe service  
New initiative helps discharge elderly patients early |
| 12   | Peter Pan donation  
Generous cheque handed to children’s ward |
| 12   | Nutrition and Hydration Week  
Supporting and promoting the national campaign |
| 13   | Dr Foster’s award  
Improvement in the Trust’s weekend performance |
| 13   | Maternity technology fund  
Successful bid helps to support midwives |
| 14-16| Governors’ Voice  
Changes to the Trust’s Chair and Governors |

### Who’s who

Produced by:  
The Communications Department  
Email: communications@thh.nhs.uk

Print: Streamline Your Print

Contributing photographer: Isabelle Plasschaert

The Pulse magazine is for our patients, local people, staff and members of The Hillingdon Hospitals NHS Foundation Trust. Copies can be picked up from the Trust and downloaded from our website www.thh.nhs.uk.

Follow us @HillingdonNHSFT

The Hillingdon Hospitals NHS Foundation Trust
As Chief Executive of a busy acute trust this is the time of year when I take a deep breath and look back on the busy winter months and look forward to the new financial year.

Despite the record rainfall, this winter proved relatively mild.

However, the pressure on A&Es across London remained as intense as ever and Hillingdon proved no exception.

I am proud to say that our staff worked tirelessly to deliver the best possible care to patients and successfully achieved the four hour A&E waiting time performance.

Patient care drives everything we do at the Trust and is at the heart of our vision and CARES values.

The work we have done to embed our values within the organisation has been recognised at a national level and you can read more about this inside The Pulse.

While it is important to celebrate our successes we must also work to ensure that we make improvements where needed.

Weekend performance has been an area where the Trust had struggled in the past. It was therefore very pleasing to be Highly Commended in the 2013 Dr Foster Hospital Guide awards for our improvement in performance for weekend emergency HSMR (Hospital Standardised Mortality Ratios).

Another example of how we are working to improve the care we provide to patients can be seen in the publication of our new Clinical Quality Strategy. In developing this strategy the Trust has considered the local and regional health economy and made reference to key NHS investigations, including the Francis Report and the Berwick and Keogh reviews.

You will find more information about all of these developments inside The Pulse as well as reports on new cancer, endoscopy, diabetes and elderly care services. In addition, our new Governors’ Voice section includes the election results for the Trust’s Council of Governors.

If you have any comments on The Pulse or would like to see a particular topic covered in a future issue please email communications@thh.nhs.uk.

Shane DeGaris, Chief Executive
The Hillingdon Hospitals NHS Foundation Trust

Shane visiting the wards with Sheila Kehoe
The NHS in England has been through some difficult times over the past 18 months.

Indeed, anyone reading the news headlines could be forgiven for thinking that the picture across the service is mainly one of doom and gloom.

However, the fact remains that millions of people receive very high standards of care from the NHS each year.

Staff at The Hillingdon Hospitals NHS Foundation Trust work hard to provide quality care to patients and are committed to achieving the Trust’s vision which is ‘to put compassionate care, safety and quality at the heart of everything we do.’

In line with this vision the Trust has recently published a new Clinical Quality Strategy which is supported by its CARES values (Communication, Attitude, Responsibility, Equity and Safety).

In developing this strategy the Trust has considered the local and regional health economy and made reference to key NHS investigations, such as the Francis Report and the Berwick and Keogh reviews.

The main principles supporting the strategy are:

- Always putting the patient first.
- Ensuring there are clearly understood fundamental standards of care and measures of compliance.
- Openness, transparency and candour throughout our organisation.
- Improved support for compassionate and committed nursing.
- Strong and patient centred leadership.
- Accurate, useful and relevant information.
The clinical strategy focuses on patient experience

The strategy will help to ensure that the best possible care is provided to patients and their families across Hillingdon and Mount Vernon hospitals.

It will also ensure that the Trust Board is provided with timely, robust and detailed information on quality so that it can be assured that the clinical quality agenda is being appropriately identified, assessed, addressed and monitored.

In delivering the strategy the Trust is committed to working with staff, patients, families and carers.

The priorities:

Improving patient safety
- Reduce mortality rates and prevent avoidable deaths.
- Reduce avoidable infections.
- Deliver ‘Harm Free Care’ monitored by the patient safety thermometer.
- Implementation of the national early warning scoring system.

Improving clinical effectiveness:
- Improve patient reported outcome measures.
- Improve the initiation of breastfeeding.
- Reduce caesarean section rates.
- Achieve accident and emergency access targets.

Improving the patient experience
- Achieve year-on-year improvement in the National Patient Survey.
- Improve our management of patient complaints.
- Improve patient experience of the out-patient pathway.
- Improve patient experience of leaving hospital.
Hillingdon Hospital’s new Macmillan Cancer Information Centre was officially opened by The Worshipful the Mayor of Hillingdon, Councillor Allan Kaufman, on Wednesday 5th March.

The centre provides information and support to patients and their families not only about the diagnosis and treatment of cancer, but also advice on important areas such as financial support, talking to children and the role of carers.

Lorraine Barton, Macmillan Cancer Information Manager, said: “It is really important that people have somewhere quiet to come, away from the noise of the Hospital. “We hope to provide a welcoming environment to anyone who needs it.”

Staff in the information centre work closely with community and voluntary services to help ensure that patients can access all the available help.

The centre, based in the hospital’s outpatient department, is open from Monday to Friday, 9am-4pm and is staffed by a Clinical Nurse Specialist and trained volunteers. It works on a drop-in basis so appointments are only required by patients wanting to book complimentary therapies.
Active year for the League of Friends

The League of Friends donated over £70,000 worth of equipment to the hospital in 2013/2014.

The Friends are a voluntary group who raise money by running the tea bar in outpatients and the Baby Boutique shop in the Maternity Wing.

Last year’s donations to the hospital included a bladder scanner, specialist beds, “Shockwave” machine, TheraVital bike, plus many smaller items covering most departments throughout the hospital.

Chris Allum speaking on behalf of The Friends said: “It is amazing to know that our fundraising can make such a difference around the hospital. We are all aware that the NHS budget can only stretch so far, and we have done our best over the last year to be as generous as possible.”

One of the largest items to be donated was a new patient hoist for Hayes ward, which helps patients stand, as well as supporting their walking.

Emma England, Senior Physiotherapist said, “It is a generous donation for our ward, not only is it incredibly helpful for the staff but it gives the patients a new level of freedom. Some patients would normally be confined to their chairs but the hoist helps them stand and supports them on short walks, which some patients may not have done for weeks.”

Alongside their own fundraising The Friends have recently had two large fridges donated to their two shops by the Heathrow Community Trust.

For more information about volunteering please visit www.thh.nhs.uk/jobs/voluntary.php

Recent donations from The League of Friends

<table>
<thead>
<tr>
<th>Item</th>
<th>Department</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Icare</td>
<td>Ophthalmology</td>
<td>£5,710</td>
</tr>
<tr>
<td>Infusion Pump</td>
<td>Paediatric A&amp;E</td>
<td>£2,436</td>
</tr>
<tr>
<td>Configure Monitor</td>
<td>Maternity</td>
<td>£10,990</td>
</tr>
<tr>
<td>Shockwave machine</td>
<td>Physio</td>
<td>£9,995</td>
</tr>
<tr>
<td>ECG machine</td>
<td>Kennedy</td>
<td>£2,953</td>
</tr>
<tr>
<td>Pacing boxes</td>
<td>CCU</td>
<td>£4,990</td>
</tr>
<tr>
<td>TheraVital Bike</td>
<td>Alderbourne</td>
<td>£4,600</td>
</tr>
<tr>
<td>Hand Splints</td>
<td>Alderbourne</td>
<td>£11,014</td>
</tr>
<tr>
<td>Ultralow beds</td>
<td>Stroke Unit</td>
<td>£3,809</td>
</tr>
<tr>
<td>Hearing equipment</td>
<td>Paediatric Audiology</td>
<td>£9,995</td>
</tr>
</tbody>
</table>
A new £800,000 Endoscopy Unit was officially opened at Mount Vernon Hospital by Nick Hurd MP in February.

Nick Hurd, Member of Parliament for Ruislip, Northwood and Pinner, opened the unit at an event attended by the unit’s staff, members of the Trust Board and Governors.

The new unit offers the very latest technology housed in an attractive environment.

Importantly, the facility has been designed to ensure a streamlined journey for patients from admission onto the unit, through to the procedure itself and discharge home.

The benefits for staff come from working in a modern unit, equipped with the very latest technology, allowing them to provide the best possible care to patients.

There is a four-bedded ward where patients requiring a gastroscopy or colonoscopy investigation can be accommodated for treatment throughout their visit, in the past patients had to retire to a separate sitting room before being discharged.
The new Endoscopy unit offers the very latest technology housed in an attractive environment.

Mount Vernon Comforts Fund donation

As part of the new Endoscopy unit the Mount Vernon Comforts Fund generously donated over £28,000 for a new gastroscope.

The vital piece of equipment allows the unit to easily and effectively examine a patient’s oesophagus and stomach.

This is one of the biggest single items of expenditure that has been awarded, and is vitally important as it will increase the number of examinations the unit can undertake.

For more information about The Comforts Fund please visit www.thh.nhs.uk/jobs/voluntary.php.
CARES makes final of national awards

The Trust’s CARES Values were the runner-up in the national Patient Experience Network (PEN) awards which took place in Birmingham in February.

The awards recognise and celebrate the delivery of outstanding patient experience by those involved in the healthcare industry who are bucking the trend and leading the way for future success in their field.

New diabetes “buddy program” improves patient experience

A new initiative put in place by the Paediatric Diabetes Team, pairs patients and families who have recently been diagnosed with diabetes with a family already living with the condition.

Rhoda Lillystone, Lead Paediatric Diabetes Specialist Nurse, said: “The introduction of our new buddyng system gives those with a new diagnosis a chance to learn from the true experts – the patient and their family who are already living with the condition.”

Kelly Barter, mother of Harry Kearney: diagnosed with diabetes in 2013

“Finding out my 18 month old son has type 1 diabetes was one of the worse days of my life, we were overwhelmed taking in so much information.

“Our consultant organised for us to meet a parent and child who had gone through exactly the same thing as us a few years previously. I cannot tell you how much this helped us through this difficult and life changing time in our lives.

“Having someone there to ask the questions playing on our minds and know that they are speaking from experience was invaluable to us.”

Ashish Khanna, the father of Vidhi Khanna: diagnosed with diabetes in 2013

“My daughter was really sick and we didn’t know what was going to happen in the near future. We met with another family in the hospital and their daughter, who was also diabetic. It really helped us to gather strength and understand that the diagnosis was not the end of the world.

“Vidhi is now doing very well and it’s time for us to give back and to support other parents whose children have been recently diagnosed.

“With the buddy program, it instills in the experienced child like my daughter Vidhi, a sense of pride and accomplishment in helping a newly diagnosed child.”

Top Tweets

Follow @HillingdonNHSFT for news, updates, information, jobs and public involvement.

@barbranorth1 @HillingdonNHSFT thanks to Peter Pan ward for looking after my granddaughter so well. Appreciated and grateful.

@Julescochran @shanedegaris Sir, had cause to use @HillingdonNHSFT A&E Wednesday night. Doctor who I only knew by his first name Paul, was superb.
COMMUNICATION

Showing that we CARE - a family’s story

“As a Trust member I felt that the organisation was moving in the right direction with its CARES programme. However, I wondered if busy staff could put the values into practice when caring for patients.

“Earlier this year my cousin Phyllis was taken to A&E. When I arrived at Hillingdon Hospital her first comments were about how kind everyone was. We were told that Phyllis would be admitted onto Hayes Ward which specialises in elderly care. I was apprehensive as my mother had been treated there a decade ago and the experience had not been good.

“I needn’t have worried. When my wife and I visited Phyllis we were delighted to hear her praising the staff. During one visit a young lady came and stood at the end of the bed. She turned out to be Phyllis’s doctor. This doctor had actually come to us, without us having to ask, you can have no idea of the positive impression that this made.

“Phyllis was transferred to Drayton Ward and although very poorly she told us about how the nurses had cut her nails and even done her hair, this meant so much to her.

“Phyllis had been ill for some time and her body finally gave up. As a family we can take comfort that her final weeks were made easier by staff putting into practice the principles of CARES.”

Ralph Dolbear - Trust Member

HomeSafe service improves elderly care

Nobody wants to stay in hospital longer than they need to, at Hillingdon Hospital the HomeSafe initiative has been introduced to help elderly patients to be discharged early and safely with the right community support.

Under HomeSafe all elderly patients (those over 65) admitted to Hillingdon Hospital are screened to identify whether or not they require a comprehensive geriatric assessment. The assessment team, led by a Consultant Geriatrician, identifies the level of support patients will need at home in order to successfully recover, without the need to stay in hospital.

Upon discharge from hospital Age UK, social services and Central North West London Foundation Trust provide a range of services from short term rehabilitation to longer term care support.

Louise McCusker, Consultant Geriatrician at Hillingdon Hospital says: “HomeSafe brings together hospital and community services as one team, able to support patients more effectively. This approach helps patients to leave hospital and return home more quickly and to recover, with the right support, in a more comfortable and familiar environment.”

John’s story*

John is an 88 year old patient with MS who uses a wheelchair at home. He lives with his wife, 83, who assists him with all aspects of daily living.

Early this year The HomeSafe team saw Mr Smith on the Emergency Assessment Unit, and were able to discharge him home on the same day.

Both John and his wife were keen to remain independent at home but recognised that some parts of daily life were becoming harder for them to manage on their own.

Upon discharge John was seen by the Community HomeSafe team and support was provided for his personal care.

By being assessed by the HomeSafe team, Mr Smith was able to avoid an unnecessary hospital admission.

The team were also able to provide care after discharge to allow an accurate assessment and understanding of his needs.

John is managing well, and was discharged from the community services a few days after returning home.

*Names have been changed for confidentiality purposes

@CarolBode1 Enjoyed working with staff @HillingdonNHSFT judging nominations for staff awards. Good applications. Going to be a great evening on 25th.

@captainyemen Thanks to @HillingdonNHSFT for the exceptional service by the gastro team. Never feel like a burden and on my way to remission. #TeamIBD! :)

@Bellotaham At @HillingdonNHSFT with my daughter!! Great attention from the medical team! Thank you very much!
Donation for Peter Pan ward

Terry Smith, Seniors Captain at Oakland Park Golf Club, handed over a cheque to the Paediatric Trust Fund at Hillingdon Hospital in March.

Terry raised £3,808.38 through various fundraising activities, including raffles, auctions and donations from the Golf Club Lottery.

He said: “The staff on Peter Pan Ward were supportive and caring during my grandson’s stay in hospital and so this charity was my first choice.”

Terry’s grandson was treated on Hillingdon Hospital’s Peter Pan ward for bronchiolitis as a baby.

Chris Mann, Matron at Peter Pan Ward, said: “A big thank you to everyone who has taken part in any of the activities that led to the fundraising and for the support of other companies who have donated money.”

The money will go towards equipment to support respiratory children on the ward, such as oxygen saturation monitors or a pressurised oxygen supply system.

Food for thought

Trust staff took part in activities to mark Nutrition and Hydration Week between 17th and 21st March.

The week aims to create a global movement that reinforces focus, energy, activity and engagement on nutrition and hydration as an important part of quality care, experience and safety improvement in health and social care settings.

Choices Restaurant at Hillingdon Hospital offered free tasters of a range of patient meals to show the nutritious menu they have on offer.

Ladies in Waiting

A hospital fundraising group, “Ladies in Waiting,” are commemorating the 100th anniversary of the First World War.

Planned events include bake sales, quiz nights and charity walks raising money for The Veterans Charity, who provide fast and direct support for people who have served the country.

Angela Gascoigne, Elective Admissions Manager, said: “We wanted to do something to remember the First World War and the opportunity to work with The Veterans Charity, which is based locally, seemed to be the best pick. We hope to make a difference to those who really need it.”
Trust highly commended by Dr Foster

The Hillingdon Hospitals NHS Foundation Trust has been highly commended for improvements in its performance for weekend emergency HSMR (Hospital Standardised Mortality Ratios) as part of the 2013 Dr Foster Hospital Guide awards.

The Trust was one of 12 in the country to have seen an improvement (a move to a higher banding) in performance at weekends on either weekend emergency HSMR, weekend readmission rates or weekend repair of broken hips.

It means our performance on the four main mortality metrics used in the Hospital Guide: HSMR, SHMI, deaths in low-risk conditions and deaths after surgery is at least in line with expected.

Welcoming the news Shane DeGaris, Chief Executive, said: “The award by Dr Foster is recognition of the good work that our staff have done to not only to improve weekend mortality but also to maintain our performance.

“The changes we have introduced have led to more consultants being available at weekends, improvements in the monitoring of mortality data and the implementation of early warning systems to identify patients whose health is deteriorating.

“We are committed to the care and safety of all of our patients and will continue to build on this good work during 2014.”

Technology funding will improve midwifery services

A successful bid to the Nurse Technology Fund will support the work of community midwives.

The Trust’s IT department, working closely with midwifery team colleagues, made a successful bid to the Nurse Technology Fund (NTF) to support mobile working in the community.

By using mobile devices community midwives will be able to enter data directly into the maternity information system, eliminating the need for multiple data entry and reducing the amount of travel for community midwives to and from the Trust.

Community midwives will also have better access to obtain reports and request diagnostic tests.

The total cost of the project is £105,800, and the NTF will provide £98,000 towards this.

IT technical and project teams are working with suppliers to ensure a full roll out by May 2014.
The Trust’s Council of Governors has appointed James Reid as the Trust’s Interim Chair.

James has been a Non-Executive Director with the Trust since 2008 and has served both as the Trust’s Deputy Chair and Senior Independent Director.

The former Chair, Mike Robinson, retired at the end of March. Mike had been the Trust’s Chair since 2009 and saw the organisation through a number of significant changes and improvements, including its establishment as a Foundation Trust in 2011.

Shane DeGaris, Trust Chief Executive said: “I would like to express my thanks to Mike for all his hard work and absolute commitment to the Trust over the last five years.

“He has been a real driving force for the organisation and made a huge contribution to our successes in that time.”

Dr James Reid said: “I am delighted to take over the role of Interim Chair and am very grateful to Mike for putting in place the firm foundations for the Trust to grow and develop further in the years ahead.”

There has also been a further strengthening of the Trust’s Board with the appointment of two clinicians as Non-Executive Directors (NEDs).

They are Professor Lis Paice and Professor Soraya Dhillon.

Lis is a former Consultant Rheumatologist and as Dean Director of London Deanery (1995 - 2010), oversaw the postgraduate training of doctors in the capital.

Soraya is a clinical academic and Dean of School of Life and Medical Sciences at the University of Hertfordshire. In addition, Pradip Patel, a pharmacist and senior Director at Alliance Boots has been reappointed for a further three year term as a NED.
The end of March saw the first cohort of Foundation Trust Governors come to the end of their term of office. They were warmly thanked for their time given to the Trust. 

Elections took place between January and March and the newly elected Governors are listed here:

**Public Constituency North**
- Graham Bartram
- Ian Bendall
- David Bishop
- Tony Ellis

**Public Constituency Central**
- Harkishan Chander
- Don Dakin
- Neil Fyfe
- Roger Shipton

**Public Constituency South**
- John Coleman
- Keith Saunders
- Rekha Wadhwani
- Doreen West

**Public Constituency Rest of England**
- Position vacant

**Staff Constituency Support Staff**
- Paul Cornford
- Reverend John Creagh

**Staff Constituency Nurses, Midwives & HCAs**
- Sheila Bacon
- Sheila Kehoe
- Mandy O’Brien

**Staff Constituency Allied Health Professionals**
- Graham Coombs

The elected Governors are joined by four Governors appointed by partner organisations:

**London Ambulance Service**
- Pauline Cranmer

**Hillingdon Council**
- Cllr Mary O’Connor

**Joint Negotiating & Consultative Committee**
- Lesley Dixon

**Hillingdon Clinical Commissioning Group**
- Dr Mayur Nanavati

Contact your governor through the Foundation Trust Office: 0800 8766953 or via email: foundation@thh.nhs.uk

**Council of Governor’s meetings**

- **Monday 28th July**
  5.30pm, Committee Room 6, Civic Centre, Uxbridge, UB8 1UW

- **Monday 27th October**
  5.30pm, Committee Room 6, Civic Centre, Uxbridge, UB8 1UW
Our elected Governors

People in Partnership (PIP) meeting

The Trust hosts quarterly public meetings so that local people can hear directly from health experts as well as find out about the latest developments in our hospitals. The next PIP meeting takes place at 5.30pm on Monday 2nd June at Hillingdon Civic Centre. There will be an informative session on living with diabetes by Dr Mark Edwards, Consultant in Diabetes and Endocrinology. The meetings are also a good opportunity to meet Governors.

Trust Annual Members Meeting (AMM)

The Trust’s AMM takes place from 5.30pm on Wednesday 10th September in the Education Centre at Hillingdon Hospital. All are welcome to find out about the work of the Board and Council of Governors in the 2013/14 year. Further details will be in the next edition of The Pulse.

The Trust will also be at:

Carnival in the Park 12noon – 5pm Saturday 28th June, Yiewsley Recreation Ground

Trust Board meetings

Wednesday 27th August,
The Furze Conference Room, Hillingdon Hospital

Wednesday 24th September,
Board Room, Mount Vernon Hospital