

Putting Patients First

Focusing on clinical quality and improvement in The Shrewsbury and Telford Hospital NHS Trust



Mr John Loy
Consultant Surgeon



Dr Chris Mowatt
Consultant Anaesthetist in Intensive Care



Rachel Martin
Sister on the Children's Ward and Oncology Unit

Doctors and Nurses working at Shropshire's two acute hospitals say a single emergency centre will provide the best care for people across the region. They have been speaking in a new video to help people get the facts about the proposed changes to our hospital services. ■ See page 2 for full story

Watch the video at www.sath.nhs.uk

NHS Future Fit Programme Board make recommendation

The NHS Future Fit Programme Board has (Wednesday 30 November 2016) agreed proposed options for the future of emergency and critical care in Shropshire.

The preferred option proposes a single Emergency and Trauma Department at the Royal Shrewsbury Hospital (RSH) with a Planned Care Site at the Princess Royal Hospital (PRH) in Telford, along with Centres at both sites which would see the majority of patients who are currently seen at A&E.

Although a preferred option has been put forward by the NHS Future Fit Programme Board, Board members have also recommended going to public consultation on three options: no change; Emergency and Trauma at RSH and Planned Care at PRH; or Emergency and Trauma at PRH and Planned Care at RSH.

Shropshire and Telford & Wrekin Clinical Commissioning Groups (CCGs) will now consider this proposal. If they support the proposal, a full

public consultation will take place.

The following is a statement from Simon Wright, Chief Executive at The Shrewsbury and Telford Hospital NHS Trust, in response to today's decision.

He said: "Clinicians, wider staff, patients and partner organisations helped to decide the proposed options, which have been the subject of financial and non-financial appraisals.

"We always said this was not about closing the A&E at one of our hospitals, but about ensuring we have two vibrant hospitals for the future, together with a sustainable workforce.

"In fact, many of the services currently provided through our A&Es would be provided through Centres, one at PRH and one at RSH, which together would see the large majority of the patients who are currently seen at A&E, meaning most patients would still go to their local hospital for urgent care.

"We would actually see the creation of three new

services – a major new Emergency and Trauma Department which would allow us to attract more staff to provide the best care possible, and two brand new 24-hour centres that provide urgent care, one at each hospital, and urgent care services within our community hubs.

"Our communities need access to the best staffed and equipped Trauma Care. Most urgent hospital treatment would still be provided at RSH and PRH where our A&Es are currently based. Our emergency hospital would provide all of the specialist services required in an emergency, including a state-of-the-art Intensive Care Unit.

"Our planned care hospital would treat the majority of our patients who need investigation and treatment at a time and date that suits them within 18 weeks of seeing their GP. Our aspiration is that these services would be provided in hospitals free from infections and cancellations, with state-of-the-art Centres of Excellence and more than 350 in-patient beds.

■ Continued on page 2

‘Full consultation will take place before any decision is made’

■ Continued from front page

“In its 60 years, the NHS has always continued to evolve. We must adapt our services to stay relevant and protect local delivery, now and in the future.

“We have always said that no decision has been made yet and today’s proposals go to show that is the case.

“Whatever the outcome, these two renewed and revitalised hospitals would create new jobs and investment across our county. Both proposals would represent a significant investment into both hospitals. This is a great opportunity for us to ensure the future of both our hospitals for at least the next 20 years and to provide a sustainable workforce to ensure we provide the safest and kindest care to our patients.

“I must stress that these are still just proposals at this stage. That is why we have these options to explore. The Boards of our Commissioners, as well as our Board, would need to agree to the proposals, which would also be reviewed by the West Midlands Clinical Senate, which provides independent strategic advice and guidance to commissioners to make the best decisions about healthcare.

“An Integrated Impact Assessment will also take place, which will scrutinise the proposals from all angles to explore the potential impact – both positive and negative – of the proposals.

“Most importantly, a full public consultation on the proposals will take place before any final decision is made.”

■ You can find out more about the NHS Future Fit programme at www.nhsfuturefit.org

■ You can find more about SaTH’s Sustainable Services programme at www.sath.nhs.uk/sustainable-services

■ Find out more about why Doctors and Nurses at The Shrewsbury and Telford Hospital NHS Trust believe changes are needed to ensure the best care can be provided to patients across Shropshire, Telford & Wrekin and mid Wales at www.youtube.com/watch?v=CsKi3Oe4cPw

Staff tell of the need to change the way hospital services are delivered

Staff working at Shropshire’s two acute hospitals say a single emergency centre will provide the best care for people from across the region.

Doctors, Nurses and Surgeons say the Sustainable Services Programme put forward by The Shrewsbury and Telford Hospital NHS Trust (SaTH) will mean patients can be provided with a better standard of care.

And they have been joined by patients who agree that change is needed to improve healthcare for more than 500,000 people across Shropshire, Telford & Wrekin and mid Wales.

They have been speaking in a new video which has been launched today to help people get the facts about the proposed changes to hospital services.

The Sustainable Services Programme proposes creating a single Emergency Centre at either the Royal Shrewsbury Hospital or the Princess Royal Hospital in Telford, with Planned Care provided on the other site.

Mr John Loy, Consultant Surgeon at SaTH, said: “We know, as clinicians, that we can provide the best quality patient-centred care to the half million population that we serve in this region by dedicating emergency services on one site.

“The doctors, the nurses – the people on the ground, working in the hospitals – we see on daily basis individual cases where care could have been provided to a much higher standard if the patients were treated in a single emergency centre.”

Dr Tom Blyth, an A&E Consultant, at the Trust, added: “If you can bring people more



Dr Tom Blyth
A&E Consultant

onto one site you will still have the same number of doctors and consultants, plus we should attract even more, and you’ll be better able to treat your patients.”

Under the plans, the single Emergency Centre would be supported by two centres providing 24-hour-a-day urgent care, one at each hospital. Most patients would still be seen at the same hospital as they are now.

These centres will see and treat conditions like simple fractures, cuts requiring stitches, moderate respiratory complaints, some abdominal and chest pain, many sporting injuries, minor limb injuries and minor illnesses like chest infections.

Dr Chris Mowatt, a Consultant Anaesthetist in Intensive Care, said: “At both sites you will be able to see doctors in clinics, you will be able to have your investigations done, you will be seen by emergency care doctors so overall, for the vast majority of patients, there won’t be much change.”

Rachel Martin, a sister on the Children’s Ward, added: “It’s the patients we need to put first and that’s who our nurses and our doctors will put first.”

The views of doctors and nurses have been supported by patients, like Graham Shepherd, Chair of the Shropshire Patients’ Group.

He said: “I think we’ve recognised that, for the last few years, the facilities are not adequate to provide the level of service which patients expect.

“For the last five years it has been accepted that any changes we do must be clinically led – take the advice of the experts.”

Clinicians say that change is needed to improve patient care.

Dr Mowatt said: “We all have extended families in and around the area and we believe we’re in it together and this is for all of us.

“This is a process which is not about politics, it’s not about money, it’s not about cost-saving exercises – it’s about our patients; that’s it.”

Mr Loy said: “This whole project is not about a winner or a loser; one hospital gaining over another, one town gaining over another. It’s about creating a vibrant, safe, forward-looking emergency service.”

And Hezron Ottey, a Staff Nurse in A&E added: “This is something big, it’s something fantastic, it’s something wonderful to look forward to.”

Day surgery beds would almost double under improvement plans

Improved specialist Day Surgery facilities would almost double the number of beds available for patients, under plans to improve health services in Shropshire.

Currently Shropshire has 56 Day Surgery Unit beds across both the Royal Shrewsbury Hospital (RSH) and the Princess Royal Hospital (PRH) in Telford.

But under the Sustainable Services Programme, proposed by The Shrewsbury and Telford Hospital NHS Trust which runs both hospitals, a single Day Surgery and

Short Stay Unit would be created, with the number of beds rising to 91.

The programme proposes creating a single Emergency Centre at either RSH or PRH with Planned Care provided on the other site. The single Day Surgery and Short Stay Unit would be provided on the Planned Care site.

Mr Mark Cheetham, a Consultant Surgeon and Scheduled Care Group Medical Director, said: "Having a dedicated Day Surgery and Short Stay Unit will reduce cancellations

and maximise the productivity of our theatres as well as reducing the risk of wound infections. Currently our day case theatres are shared with emergency and inpatients, which can mean that other patients can sometimes take priority.

"Our plans would see Shropshire having one of the biggest Day Surgery and Short Stay Units in the region. The unit would also enable us to provide Short Stay services overnight.

"The Sustainable Services Programme provides some

excellent opportunities. Whilst, understandably, a lot of the focus has been on A&E, this programme is so much more than that.

"It provides opportunities to create Centres of Excellence, such as for Bariatric Surgery, improve facilities in a number of areas, such as Day Surgery, and enhance both of our hospitals.

Through these plans we can ensure we have two vibrant hospitals each providing a range of services for patients in Shropshire, Telford & Wrekin and mid Wales."

Separating emergency and planned care should reduce cancelled hospital appointments

Doctors at Shropshire's two acute hospitals believe proposals to separate emergency and planned care will significantly reduce cancelled hospital operations.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) cancelled 775 planned hospital operations in theatres last year, with approximately half being because of a lack of beds, often due to last minute emergency demand.

The Trust's Sustainable Services Programme proposes either the Royal Shrewsbury Hospital or the Princess Royal Hospital in Telford becomes the emergency site and the other hosts the majority of planned care.

Mr Joe McCloud, Consultant Colorectal Surgeon, said: "By separating serious emergencies from planned care, it will mean patients who attend our hospitals for planned operations, such as hernia repairs, gall bladder surgery and hip replacements, won't have their care affected by the need to prioritise seriously ill or injured emergency patients.

"Reducing disruption to planned care activity will reduce patient inconvenience and maximise productivity for the Trust.

Providing the very best care to our patients is our only concern. We want two vibrant hospitals so we can deliver the very best care to our patients."

Mr Ron Dodenhoff, Consultant Orthopaedic Surgeon, added: "It is no secret that emergency admissions rise during the cold winter period and that means we can expect a peak in the number of cancelled inpatient procedures over the next few months. However, if proposals to separate emergency and elective care go-ahead then this huge inconvenience to our patients should happen on a far less regular basis.

"We also believe that by going forward with the proposals we will make SaTH a Trust that will attract the very best consultants in the country. At the moment, we are often understaffed, with stretches resources. This means we have to prioritise emergency care and frequently we have to cancel hospital appointments and procedures.

"The current situation does not allow us to deliver the high quality care we would like to provide, which we as clinicians see as unacceptable. Unfortunately, as things stand, this is unavoidable."

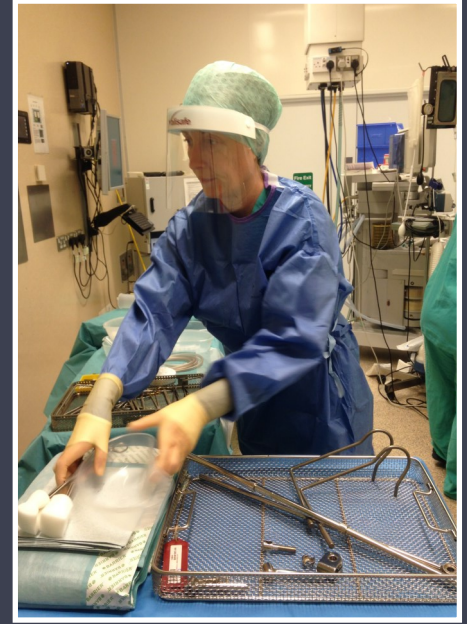


Left: Mr Ron Dodenhoff, Consultant Orthopaedic Surgeon at SaTH.

Below: Mr Joe McCloud, Consultant Colorectal Surgeon at SaTH.

"Reducing disruption to planned care activity will reduce patient inconvenience and maximise productivity for the Trust."





Weight loss surgery numbers could double if Centres of Excellence are created

The number of life-changing weight-loss surgical procedures in Shropshire could double if a centre of excellence is created.

A Centre of Excellence for Bariatric Surgery could be created at either the Royal Shrewsbury Hospital (RSH) or Princess Royal Hospital (PRH) in Telford if plans to transform healthcare in the county go ahead.

Currently The Shrewsbury and Telford Hospital NHS Trust (SaTH), which runs RSH and PRH, has three Bariatric Consultants who carry out surgical procedures for just over 160 patients every year.

If the Trust's Sustainable Services Programme goes ahead, a Bariatric Surgery Centre of Excellence is planned which would allow up to 300 patients a year to have life-changing surgery, meaning more people could be treated in the county.

Bariatric Surgery procedures can prevent multiple medical problems associated with weight, and even reverse diabetes, which is seen as a growing national problem.

The Bariatric Team at SaTH is highly regarded and won the Kindest Award at the Trust's VIP Awards in September.

Mr James Rink, Chief Bariatric Surgeon at SaTH, said: "At present the need and demand far outweighs what can be provided.

"The Sustainable Services Programme provides an excellent opportunity for us to do so much more which will be fantastic for patients in Shropshire, Telford & Wrekin and mid Wales who need to access Bariatric Surgery.

"We currently have access to theatres and clinics which are shared by a number of specialties, so we are restricted in how many patients we can help.

"If we can create a Centre of Excellence for Bariatric Surgery in Shropshire as part of the Sustainable Services Programme, we would have a dedicated theatre on one site.

"This would bring so many benefits. We would be able to double the number of patients we can treat each year, which means more patients can be seen closer to home.

"We would be able to attract more high quality Bariatric Surgeons to work for the Trust as well as lots of research opportunities and really put Shropshire on the map for these kinds of procedures. "Longer-term and if we can treat a higher number of patients each year, we could potentially offer a fellowship to support people about to become consultants.

"Providing all Bariatric Surgery and support on one site would be great for patients, for our staff

in ensuring we keep our skills up and for the service."

Bariatric surgery is offered to patients, following a referral from their GP, who have a Body Mass Index (BMI) over 40 or a BMI over 35 with weight related health problems, such as Type 2 Diabetes, sleep apnoea, high blood pressure and hip and knee arthritis.

Mr John Loy, a Consultant Bariatric Surgeon who prior to working at SaTH spent a year in New York at the internationally renowned NYU Langone Bariatric Surgery Unit, says the surgery saves the NHS money in the long-term.

He said: "Our hospitals are full of patients with Type 2 Diabetes, which more often than not is caused by being overweight. In fact, the NHS spends £22,000 every minute treating diabetes, therefore all the evidence shows that the cost of bariatric surgery is offset within three years as patients are weaned off expensive diabetic medications.

"Type 2 Diabetes is a real epidemic that we, as surgeons, need to do something about. By helping patients lose weight we are also improving their diabetes. Quite often people are taken off their diabetes medication on the day of surgery; our results are that instant due to the gut hormones being reset to a normal level after a gastric bypass."

'We set ourselves ambitious targets but we achieved them'

Simon Wright, Chief Executive, looks back at SaTH's first year in partnership with the Virginia Mason Institute



Follow Simon Wright on Twitter @SATH_CEO

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is on a journey (see pages 6 and 7) to provide the safest and kindest care in the NHS, and a number of positive changes have already been delivered through our partnership with the Virginia Mason Institute (VMI) and the introduction of lean methodology.

Using VMI methodology we have proved it is possible for patients at the Royal Shrewsbury Hospital (RSH) and the Princess Royal Hospital (PRH) in Telford to receive life-saving medication for Sepsis (more on page 8) faster than ever before, while also making significant improvements made to patients' privacy and dignity.

We have also looked at ways to improve care for Respiratory patients, for example ensuring all patients on Ward 9 at PRH are provided with written confirmation of their expected discharge date within 15 minutes of arriving.



In November, SaTH launched its third Value Stream: Recruitment. During the Value Stream's first Report Out staff at the Trust were told about the work done to improve the process around pre-employment checks, and the work done to remove waits and delays within this process so that new members of staff can start their new roles sooner.

In a short space of time we have come a long way, and in September 2016 we reached another milestone with the launch of our Transforming Care Institute (TCI). We knew, when we started our partnership with Virginia Mason, that we would want to take over the ownership of the

work we are doing—to make it The Shrewsbury and Telford Hospital NHS Trust's (SaTH's) way of doing things.

With that in mind, we set ourselves a target of sharing with 1,000 of our people the work and having 100 people directly involved in it. To

date, we have exposed more than 1,000 people to the work and have had nearly 300 colleagues directly involved.

We set ourselves ambitious targets, but we have exceeded them.

The establishment of our Transforming Care Institute is a significant step in our work of improvement. It is our opportunity to say: 'This is our work. It no longer belongs to Virginia Mason, it belongs to us.'

We don't want anyone to feel that this is a fad, something that is going to change or something we are going to throw away if results aren't what we want. In our first year 7,000 patients have experienced a safer journey through both of our hospitals due to this work.

By the time we get to year five, this will be all of our work that all of us are doing. It will be natural to us and part of making sure we are going in the right direction in our ambition to be the safest and kindest organisation in the NHS.

SaTH KEY STATS

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is proud to be the main provider of acute hospital care for people from Shropshire, Telford & Wrekin and mid Wales.



INPATIENTS & DAY CASES 61,315



AGE ATTENDEES 121,105



OUTPATIENTS 407,108



BIRTHS 4859



STAFF 5,774



POPULATION SERVED 500,000

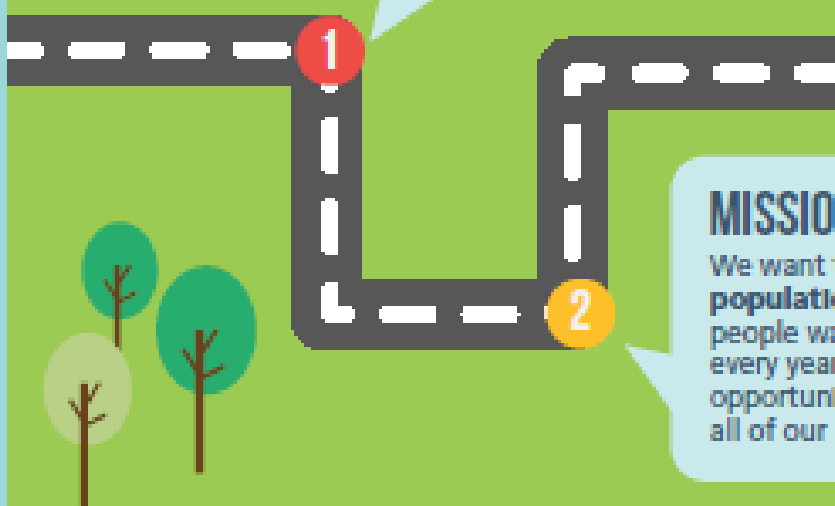


TURNOVER £326M



VISION

The Shrewsbury and Telford NHS Trust (SaTH) will be working with all our staff to better understand the actions needed for us to become the **safest and kindest** organisation in the NHS.



MISSION

We want to improve the lives of every patient and staff member every year. We will create opportunities for all of our people.

HOW



Change is already being delivered at SaTH through the Trust's partnership with the Virginia Mason Institute (VMI) and the introduction of lean methodology. We have now taken ownership of this and have **launched the Transforming Care Institute**. The Institute has been created to develop and celebrate the innovations, ideas, changes and successes our teams are generating.

PUTTING PATIENTS FIRST

LEADERSHIP

We want to empower and develop our people to ensure we have exemplary, inspirational and innovative **leaders** in the future.

To be the **healthiest** on the planet. Half a million walk through our hospital doors so we have a wonderful opportunity to help improve the lives of our population.

3

4

5

TRUST VALUES

The Trust's **Values** – Proud To Care, Make It Happen, We Value Respect and Together We Achieve - drive our behaviour.

OUR PEOPLE

Focus on developing our **people** as everyone makes a contribution to the care our patients and families receive.



HOW WE WILL DELIVER CHANGE



Service Transformation

The current configuration of our hospital services is not fit for purpose. Brave decisions have to be made about future of our hospitals so we can create two balanced and vibrant sites that will provide the **safest and kindest** care for the communities we serve.



Patients First

The **patients and their families** are why we are here. Everything we do should be centred around them.

Watch: Improvements in Sepsis care for patients at our hospitals

Patients being treated for Sepsis have seen huge improvements in their care at Shropshire's two acute hospitals – thanks to the introduction of techniques used by 'the USA's Hospital of the Decade'.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) has been working to improve care for patients who suffer Sepsis and has been using techniques learnt from the Virginia Mason Institute (VMI) in Seattle, as part of a five-year partnership.

The Trust has launched a short video that highlights the improvement work and demonstrates the importance of recognising and treating Sepsis quickly. You can watch the video at <http://www.sath.nhs.uk/news/sepsis-care/>

Since making the commitment to improve care for patients presenting with Sepsis, SaTH has held two week-long workshops that focus on making small but significant and sustainable improvements. The most recent of these proved it is possible for patients to receive all elements of the life-saving medication 'Sepsis 6' bundle in less than one hour, which evidence shows increases survival rates.

The results have only been achieved on a relatively small number of patients to date, all on the Surgical Assessment Unit (SAU) at the Royal Shrewsbury Hospital (RSH), but the Trust plans to continue testing the changes by measuring results on a monthly basis.

Sister Andrea Walton, process owner for the week, said: "By taking a blood trolley and converting it into a Sepsis trolley, that not only had everything needed to deliver the bundle but also came with a folder that clearly outlined with visuals exactly where everything was kept, we stopped staff from having to walk around the ward looking for equipment and various other parts.

"Markings have been clearly placed on the floor of the ward to ensure the trolley is always kept in the same place and ensuring stock is kept at correct levels in now easier than ever before." "We also made the drip stand part of the trolley and that has resulted in the administration of intravenous antibiotics happening much quicker.

She added: "Such ideas may sound straight forward but when you are busy doing the day job you don't always have the time needed to stand back and say 'why don't we do this?' The five day workshop was really hard work but extremely rewarding."



The Trust's first workshop took place on the Acute Medical Unit (AM) at the Princess Royal Hospital (PRH) in Telford, and concentrated on finding innovative ways in which significant improvement could be made to the way patients presenting with Sepsis are screened.

Staff Nurse Viola Jones, Process Owner of the first Sepsis Value Stream, said: "When challenged to improve screening and recognition of Sepsis we found some people didn't have a clear understanding of what Sepsis is. To combat this we produced a simple leaflet that explains what Sepsis is that comes with an informative quiz to ensure the information learnt in the leaflet is

retained. The leaflet has helped empower staff and make them more aware of Sepsis, which as a result improves screening and recognition of Sepsis for our patients.

"The information leaflet has proved a huge success and we have shared it with The UK Sepsis Trust and a number of other Trusts."

Sepsis arises when the body's response to an infection injures its own tissues and organs. It leads to shock, multiple organ failure and death, especially if not recognised early and treated promptly. There are around 150,000 cases of Sepsis in the UK every year and approximately 44,000 deaths.



Pictured with the Sepsis trolley, which was designed during one of SaTH's Sepsis RPIWs, are staff from the Surgical Assessment Unit at RSH. From left, Staff Nurse Luigi Scarsella, Sister Kelly Brotherton and Staff Nurse Alison Hughes.



Health Care Assistants given chance to achieve their dream job

Four Health Care Assistants from The Shrewsbury and Telford Hospital NHS Trust (SaTH) are taking part in a four year course to become qualified nurses.

Nicola Perks, Katy Preece, Joy Aloner and Gemma Offland are continuing to work part-time in their current posts while also spending 15 hours a week undertaking clinical placements through an Open University programme.

A total of 10 places across Shropshire have been funded from Health Education West Midlands via the Local Education and Training Council.

Sister Fiona Farrington, Clinical Practice Facilitator at SaTH, who will be providing support to the students, said: "We are delighted about this new venture. It has provided our staff with an excellent opportunity to help achieve their lifetime ambition to become a nurse, something which was not previously possible through more traditional nurse training routes.

"It is also great for the Trust as it means we benefit from retaining the knowledge, skills and expertise they already bring to their current posts.

"All four students are thrilled to have been selected to do the course. They recognise it will involve a lot of hard work and commitment, but are motivated and ready to start this exciting journey."

Nicola Perks is currently a Health Care Assistant (HCA) on Endoscopy Ward at the Princess Royal Hospital (PRH) in Telford, Katy Preece is currently a HCA on the Acute Medical Unit at the Royal Shrewsbury Hospital (RSH), Joy Aloner is currently a HCA on Ward 25 at RSH and Gemma Offland is currently a HCA on Clinic 10 Ophthalmology at RSH.



Fundraising continues for improved cancer care at both hospitals

Fundraising for vital equipment to treat cancer patients from across Shropshire, Telford & Wrekin and mid Wales is continuing, despite the appeal fund reaching its initial target four months early.

The Lingen Davies Cancer Fund launched the ACTION appeal in January 2015 to raise £750,000 by the end of 2016 to help fund an additional Linear Accelerator (LINAC) for the Cancer and Haematology Centre at RSH.

The machine will cost £1.5 million, with the other half of the money being provided by The Shrewsbury and Telford Hospital NHS Trust (SaTH) as part of its continuing investment in cancer services based at the Lingen Davies Centre.

After reaching the initial £750,000 total in September, organisers of the ACTION appeal are continuing to fundraise for an additional piece of equipment which will improve the accuracy of readings from the LINAC machine.

Liz Kyle, Acting Fundraising Manager at Lingen Davies, which is an independent charity

supporting cancer care in Shropshire and mid Wales, said: "Although we reached our initial target earlier than expected, our fundraising never stops. We have now extended the appeal to raise a further £166,000 for a PerfectPitch Couch, which goes alongside the LINAC to further improve accuracy and limit the time patients are exposed to radiation.

"We will also continue our fundraising for smaller projects, such as the mobile app which is being tested to help cancer patients manage the side effects of chemotherapy."

The new LINAC machine is expected to be installed at RSH in April 2017.

SaTH is continuing to invest in cancer services at both RSH and the Princess Royal Hospital (PRH) in Telford with plans to provide Chemotherapy services at both sites, through the existing Lingen Davies Centre at RSH and an expanded and enhanced service at PRH.

Dr Sheena Khanduri, Clinical Lead for Cancer Services at SaTH, said: "I am very pleased that we provide such excellent cancer services. For any illness, but

perhaps particularly for cancer, patients want to know that they can be treated in a timely, effective and safe manner, ideally as close to their homes as possible.

"At SaTH, we do that and it is only for complex cases that we transfer patients to more specialist units. The results we achieve at our Trust rival some of the leading centres in the country.

"It is great that we have such generous support from charitable organisations including our local charities such as the Lingen Davies Cancer Fund, the League of Friends of the Royal Shrewsbury Hospital and the Friends of the Princess Royal Hospital, who have helped us provide state of art treatment to deliver better care.

"We are committed not only to maintaining the services that we have currently, but also to improving provision and access to treatments.

"That means further investment to strengthen our facilities at RSH and investing more at PRH with new facilities, such as for chemotherapy."

Hospitals join forces to give patients a quiet night's sleep

Three NHS Trusts from Shropshire are joining forces in a bid to ensure patients get a good night's sleep in hospital.

Patient Experience leads from The Shrewsbury and Telford Hospital NHS Trust (SaTH), The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Trust (RJAH) and the Shropshire Community Health NHS Trust have drawn up a 'Quiet Night – Sleep Tight' charter which lists nine pledges.

Sleep is essential for a patient's quick recovery following treatment or surgery. But the results of the 2015 Adult Inpatient Survey showed that 20% of patients nationally said they are bothered by noise at night which keeps them awake.

Graeme Mitchell, Associate Director of Nursing, Quality and Patient Experience at SaTH, said: "Patient have told us that they can sometimes find it difficult to get a good night's sleep. This can be for a variety of reasons, such as noise created by staff on the Wards as they do their jobs, noise from other patients and environmental noise.

"We have recognised this as a problem which is experienced across all healthcare providers in the county, which is why we got together to look at ways to promote a good night's sleep for all of our patients.

"Through those discussions, we came up with the 'Quiet Night – Sleep Tight' charter, which lists ways in which our staff can make a difference. We also developed sleep packs for patients who are having trouble sleeping, which contain ear plugs and an eye mask to aid a restful night."

Beverley Tabernacle, Director of Nursing at RJAH, said: "We know that sleep is vital to a patient's recovery, and that their experience of being in hospital is affected by noise disturbance.

"That is why we were delighted to support the creation of the Quiet Night – Sleep Tight Charter. The pledges it contains are all sensible measures which we should be following to help our patients sleep."

Andrew Thomas, Head of Nursing and Quality for Adults at Shropshire Community Health Trust, said: "The importance of sleep is perhaps most realised when we become sick, when we are hospitalised and most in need of every ounce of health.

"Sleep disturbance is a contributory cause of hospital complications, such as falls and delirium. Some interruptions are necessary, but



Above: With one of the new Sleep Packs at the Royal Shrewsbury Hospital are: back, from left, Patreen Alexa Gabales (Health Care Assistant) and Viola Jones (Sister on Ward 32). Front, Julia Greig, a patient from Llyncllys, near Oswestry.

Below: Sheldon Ward Healthcare Assistant Jo-Anne Richards and patient Peter Vollmer show off one of the Sleep Packs at RJAH, alongside Alison Harper, Patient Experience Manager, who is displaying the Quiet Night – Sleep Tight Charter.

many are not. And the consequence of too many sleep interruptions is that patients do not heal as quickly as they would otherwise. We have pledged to do all we can to promote rest and sleep for our community hospital inpatients."

The Quiet Night – Sleep Tight Charter has been signed by all three Trusts, and covers the Royal Shrewsbury and Princess Royal Hospital in Telford, as well as RJAH in Oswestry and Community Hospitals in Bishop's Castle, Bridgnorth, Ludlow and Whitchurch.

It states that, to promote a good night's sleep, all three organisations will:

- Always keep staff conversations low and appropriate
- Turn off the main overhead lights and use bedside lights by 11pm
- Reduce the volume of telephones and two-way communication radios
- Answer nurse call bells and alarms promptly
- Be mindful of noise that can be created when using doors, drawers and bins

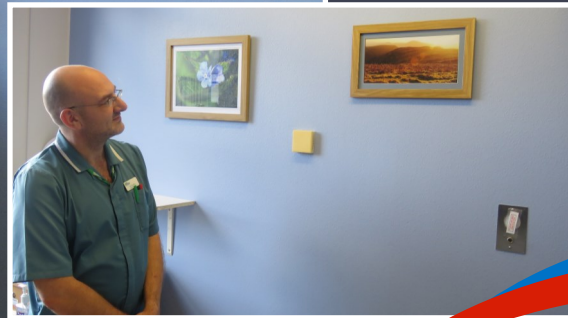
- Ask our patients to turn off their televisions, mobile phones and other equipment (or switch them to silent) as part of the night-time settling down period
- Do our best to ensure medicine rounds are completed by 11pm
- Ensure that patient transfers, where possible, are completed before 10pm
- Remember that "Good Morning" begins at 6.30pm

The charter was launched on November 30, with sleep packs being distributed to patients on admission.





Left: Inside the new Swan Room, from left, Jules Lewis and Jules Lock.



Below: Paul Durham with the picture he donated.

New Swan Rooms to provide privacy and dignity at end of life

Two rooms which will provide privacy and dignity for patients at the end of their life have been officially opened at the Royal Shrewsbury Hospital.

The two "Swan Rooms" will build on the work being carried out by The Shrewsbury and Telford Hospital NHS Trust (SaTH) to improve End of Life and Bereavement Care at RSH and at the Princess Royal Hospital (PRH) in Telford.

The introduction of the two rooms – on Wards 25 and 28 at RSH – is part of the Trust's Swan Scheme, which uses a swan symbol to represent End of Life and Bereavement Care.

Jules Lewis, End of Life Care Facilitator at SaTH, said: "Death and dying is very difficult to deal with, even for staff who work in hospitals, but helping patients and their families at their time of greatest need is hugely important to us.

"It is a privilege to care for people at end of life and support their relatives and friends; we only have one chance to get it right, for every person, every time."

As part of the Swan Scheme, SaTH has been working hard to provide improved provision for people at the end of their lives.

A Swan Room has already been created on the Clinical Decisions Unit (CDU) that allows A&E staff to use the space for patients that are at end of life, allowing relatives to spend valuable time with their loved one in a more peaceful and calming environment. This was made possible by kind donations to the Swan Fund, which was set up in the summer of 2015 with a donation of £500.

Since then, the fund has grown thanks to generous donations from individuals and groups including Shropshire Round Table, The Severn Hospice, the Harry Johnson Trust and SJ Roberts & Lowfield Timber Frames.

The fund allowed Jules and patient representative Jules Lock to work with Ward Managers Mandie Esp and Sharon Main and their teams to create the Swan Rooms on Wards 25 and 28.

Jules said: "Thanks to our wonderful painters and

carpenter, the rooms look great. We have had some beautiful pictures donated for the rooms by Consultant Dr Nawaid Ahmad, Paul Durham from the RSH Macmillan Team and Shane Swannick, who saw an appeal on Twitter."

Jules's mother turned 70 in September and donated frames for some of the pictures and has purchased a CD player for Ward 25's Swan Room.

Recliner chairs for relatives using the rooms have also been purchased to allow relatives to spend longer periods of time with their loved ones.

Jules said: "I can't say a big enough thank you to all those who have donated money, furniture or their time to make these rooms a reality.

"This is a really important project for our Trust and we are only really at the beginning of it."

Swan Rooms will be introduced at PRH later this year and into 2017. The plan is to have one within the Emergency Department and two on the Wards.

Care Quality Commission (CQC) to inspect hospitals

The Care Quality Commission (CQC) will be inspecting SaTH from 13-15 December.

The purpose of the inspection is to understand what the Trust does well, where we might need to make improvements and where we need support.

The CQC is an independent regulator of all health and social care in England. CQC inspectors are made up of managers, doctors, nurses and patient representatives from other hospitals around the country.

The inspectors will consider five key questions when they visit each area.

- Is it safe? Are people protected from abuse and avoidable harm?
- Is it effective? Does people's care, treatment and support achieve good outcomes, promote a good quality of life and is it based on the best available evidence?
- Is it caring? Do staff involve and treat people with compassion, kindness, dignity and respect?
- Is it responsive? Is the service organised so that it meets people's needs?
- Is it well-led? Does the leadership, management and governance of the organisation assure the delivery of high quality care, support learning and promote an open and fair culture?

The CQC last inspected our Trust two years ago, in October 2014, with its report published in January 2015. Overall, SaTH was rated as "Requires Improvement" but praised our staff, for their care and compassion.

The CQC will make their report available on their website. The report from the 2014 inspection can be found on the website at www.cqc.org.uk



Who Ya Gonna Call? Flu-Busters! Campaign encourages staff to have their Flu Jab

In a bid to protect patients, themselves and their families, more than 2,551 frontline staff at The Shrewsbury and Telford Hospital NHS Trust (SaTH) have had their Flu Jab.

The Trust is aiming to ensure at least 75 per cent of staff (3,466) have had the vaccine before 31 December 2016.

The hospital campaign, which has seen the Trust's seven Executive Directors, transformed into 'Flu-Buster' (see right), has grabbed the imagination of staff who have attended drop-in clinic in their hundreds.

SaTH has also trained 30 members of staff to become Peer Vaccinators. They have been conducting numerous visits to wards and departments across both hospitals to make it as easy as possible to have the Flu Jab.

Members of the public who are eligible for the Flu Jab are also encouraged to have their vaccination. More details about can be found at <http://www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx>



Stay well this winter — A&E may not be your best option

With temperatures falling below zero, Shropshire's two acute hospitals are beginning to see a rise in A&E attendances, and are asking people to think about where they will get the best medical attention for their condition.

Year-on-year hospitals across the country are seeing an increase in the number of people attending Emergency Departments and the number of people who are being admitted into hospital.

Winter traditionally brings additional demand caused by cold weather-related problems such as respiratory problems and the effects of cold and flu.

This is combined with increasing difficulty in transferring patients who no longer need the specialist care that acute hospitals provide back home or into more appropriate care settings in the community because of a lack of beds or delays in preparing their required packages of care.

Debbie Kadum, Chief Operating Officer at The Shrewsbury and Telford Hospital NHS Trust, said: "In our hospitals, we are already beginning to see the effects of the colder weather – and with more

freezing temperatures forecast, we are asking people to think carefully about where they will get the best treatment if they need medical attention.

"We know that many people who have been to our A&E departments could have used an alternative local service, which would have avoided what can be a stressful visit to hospital. People really can be seen much more quickly if they take advantage of alternative services.

"A&E should only be used for the most serious conditions.

"Pharmacies are often seen simply as dispensaries for medication, but pharmacists are experts in medicines and will use their clinical expertise, together with their practical knowledge to offer advice on common problems such as coughs, colds, aches and pains and can also help you decide whether you need to see a doctor.

"NHS 111 can provide medical help fast when it's not a 999 emergency.

"As well as this, minor injuries units in Bridgnorth, Whitchurch, Ludlow, Oswestry, Welshpool and Newtown may treat you quicker than A&E for minor injuries."

Advice on Norovirus this winter

People planning to visit hospitals and other healthcare facilities in Shropshire are reminded to stay away if they have experienced any symptoms of Norovirus.

Norovirus, sometimes known as the winter vomiting bug, is the most common stomach bug in the UK. It is highly contagious and can affect people of all ages.

As the winter approaches we expect to see the number of cases of diarrhoea and vomiting recorded in the community increasing. With the current demand on health services across Shropshire, it is particularly important that people help to prevent the spread of these illnesses, especially to vulnerable patients.

One way to do this is by not visiting hospitals - acute or community - if you or your family members have had diarrhoea, vomiting or 'flu-like' symptoms in the last 48 hours. These stomach bugs can spread rapidly anywhere that people are gathered, such as schools or offices. Hospitals are public buildings with hundreds (or thousands) of visitors every day. That is why the NHS asks people to think carefully before visiting hospitals if they or anyone in their family has even mild symptoms of stomach upset.

You can also find additional information about Norovirus including the symptoms, treatment and prevention from the NHS Choices website at www.nhs.uk/norovirus