

UCLH NEWS

The Magazine for Foundation Trust Members • Issue 29 Spring 2013



*Pictured - Rebecca Jarman ,
charge nurse accident and
emergency, receiving her award*

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Members' involvement

Students from the local community were welcomed into UCLH during the recent February half term holidays to participate in a Trust wide work experience programme.

Over 30 students from Regent High School in Camden took part in this new programme and were placed in departments across UCLH which best suited their career aims. They experienced working life by shadowing staff in various roles and were given the chance to immerse themselves in the activity of UCLH.

Besides helping students to understand more about their future career, the work experience programme was designed to benefit the students' studies. By working closely with the director of 6th form support on this pilot programme, we ensured that the students

recognised the connection between the theory of their studies and the practicality of work. One student even reported that he wanted to do chemistry A level because of his time at UCLH!

Colleagues who supported the project were keen to share their expertise with the next generation of employees, giving them the time to really explain their profession and answer questions. Many supported the programme due to their own work experience as students.

This work experience programme was designed in part, so that students within the local community would recognise UCLH as a realistic future employer. Josephine Donohue, the Trust's work experience lead, said: 'It's important that we break down the boundaries between the local community and the Trust. People often consider UCLH to be a place you would visit if you were unwell, but in reality it's a key local employer and a really progressive place to work and learn'.

All students participating in the programme joined our membership. We hope to extend the work experience programme to Islington later in the year, as well as develop an apprenticeship programme.



Mr Alisdair Windsor
colorectal specialist
surgeon

We have now run four web chats, giving patients and members the opportunity to put their questions to an expert who answers them in 'real time'. Each chat focuses on a specific theme and takes place at a particular date and time, usually for an hour. Topics covered so far include colorectal surgery, cardiology, prostate cancer and sports injuries; lots of questions have been asked – and answered. Web chats are free, easy to join and anonymous – no registration is necessary. There is no venue to attend - you join the chat by computer or smartphone with an internet connection a few moments before the start time. You don't need to let us know if you are participating and you can join part way through. To find out about forthcoming chats and join, or catch up on previous ones, visit www.uclh.nhs.uk/webchat

We held a focus group with some members to review the membership pages of our website www.uclh.nhs.uk/members. A number of helpful suggestions for areas of improvement were made, most of which are now in place and we hope you find it easier to locate the information you are looking for. We aim to have completed all the changes over the next few weeks.

Governors' involvement

I took over as Lead Governor in September 2011, with only a vague sense of the role and responsibilities but a real passion for improving patient experience and the care provided by UCLH. My statutory role is to act as a point of contact between Monitor, one of our regulators, and the Governing Body, when needed, but I am involved in a variety of groups, projects, and initiatives across UCLH alongside the rest of the Governing Body. Over the coming few months I hope to set up a UCLH Governors' blog so you can find out more about what we are each doing and about our individual areas of interest.



One of the highlights of the last year and a half for me has been the development and launch of the Making a Difference Together campaign and the associated UCLH values. I had the privilege of speaking about the ups and downs of my patient experience at the initial workshop for this campaign and I sit on the campaign steering group alongside another governor. Patients, carers, members and governors have been, and will continue to be, heavily involved in this programme and its associated projects, in a variety of ways.

Increasing patient involvement is a goal for UCLH and the Governing Body and I am always on the lookout for opportunities for patients and governors to engage more with the work UCLH does. A real focus for last year was the Quality Improvement Framework and as part of this work we found opportunities for members to spend time on the wards following staff around tracking their activities and time at the bedside. These baseline audits allowed staff to better understand how their time was being used, which in turn allowed them to find ways to increase their time with patients.

The Governing Body has been busy over the last year and alongside our formal meetings in public, we have met for seminars on the Health and Social Care Act, medication errors, integrated care, service development, corporate services, and patient experience. We set up a group to better understand how quality is measured at UCLH and to think about how we as patients, carers and the public think about quality in healthcare – what does excellent care look like for us? Our most recent Governing Body meeting focused on communicating quality, using performance and outcome data, to help inform patient choice.

It is a privilege to be your governors and we always want to do more to understand your concerns or areas where you might be interested in getting involved. Contact us via the membership office. To find out who your governors are visit www.uclh.nhs.uk/members



Governors - Emma Manuel Szelepet (l) and Janet Kitchen (r)

Wellbeing Wednesday, was an event held for people 50+ organised by Camden Council, which took place in March. UCLH had a

membership stall, 35 new members joined and members met some of their governors. Over 250 people attended the event where a series of talks and workshops were held, including an introduction to i-pad and a memory workshop - Ten things to know about dementia. There were also health checks and massages available for visitors. At the event Sheena Visram, lead dietitian, Heart Hospital, ran a workshop on healthy eating.

We also met members from the Cypriot community in Camden and our diabetic dietitian will visit their centre in April to give a talk on diet and diabetes.

Hello, I am Dan Whitaker your new public governor. I stood for governor last year and was the reserve, and was delighted to take up the post earlier this year. My



background is as a trained economist and for the past 20 years I have worked in health policy, including recent work with the UN on health in refugee camps.

Having lived in Camden since aged two, I have watched the borough, and London, change – including its health needs, the care available and citizen involvement.

I look forward to working as governor and am enthusiastic and dedicated to the role.

Governors and members working together



Governors are working in many groups to help improve patient care and to gain greater understanding of patients' views on their experiences at UCLH. As part of this, ward walkabouts have been arranged and Dee Carter (*left*), patient governor, together with Lisa Godfrey, (UCLH's Making a Difference lead) visited University College Hospital's Tower and Macmillan Cancer Centre. Dee explained that in their "snapshot" visit to T7, care of the elderly ward, it was clear that this was a busy ward but staff were notably attentive and friendly. Senior staff gave them a tour of the proposed memory room - a converted bathroom which will be set up as a 1950's style sitting room which patients can

visit for therapeutic activities.

On speaking to patients and carers, their positive comments emphasised the kindness and care they were receiving although, some concerns were raised, such as a bell pull being out of reach. More general concerns related to transport and subsequent delays in being discharged. This issue was also expressed in the Cancer Centre together with waiting times for appointments, especially if the patient had several in one day.

Staff spoke of their pleasure of working in the Cancer Centre: this being reflected by a patient's comment that she wouldn't want to go to another hospital - "The staff are lovely and the consultants fantastic."

The waiting times are hoping to be partially resolved by recruiting more Macmillan presence as well as some volunteers.

Dee said: "These walkabouts are very helpful to governors and our observations will be discussed at UCLH's Patient Experience Committee."

PLACE inspections

Each year UCLH undertakes environmental inspections around the hospital clinical areas and premises. Previously known as PEAT (Patient Environment Action Team) they are now replaced by PLACE (**Patient Led Assessment of the Care of the Environment**). The team (*top right*), which includes patient and public reps, trust staff, governors and members, look at all areas likely to impact on the patients' environment, privacy and dignity, including the visual impact, cleanliness, ambiance and amenities. Inspections have already started for this year and a recent visit highlighted several common issues to be addressed. Maybe not surprisingly, the food came up as a common theme, where the teams agreed menus could and should improve. Some food sampled was certainly very palatable but some was considered well below the standard expected. General wear and tear within the University College Hospital Tower was visible and noted, but standards of cleanliness throughout were generally good. Some particularly well managed clinical areas stood out for their efficiency, tidiness and general attention to detail. The approach to the Accident and Emergency Department and the surrounding road way was mentioned, but this is under review.

If you would like to express an interest to be involved in future PLACE inspections let the membership office know.



Inspectors in paediatric Accident and Emergency

If you would like to send in contributions or suggestions to be considered for future editions of UCLH News, you can send these via Ros in the membership office for review by the editor.

Governing Body elections



It's approaching that time of year when voting papers will drop through the letterboxes of our 10,000+ members in early July. You will have until **5.00pm on Friday 19 July** to get voting papers back to UK-Engage, our election scrutineer. Elections are being held in our patient and public constituencies. There is no carer election this year, therefore carer members will not receive voting papers. There are six seats for election: 1 public and 5 patients (4 London and 1 Non-London based patients).

Members play a crucial role during elections. Only you can elect the new governors - voting is a great way to get involved and we strongly encourage all our members to vote in this year's elections.

Below are some FAQs

What if I don't receive my voting papers?

If there are elections in your constituency and you do not receive your papers by Friday 5 July, or you receive the wrong ballot paper, contact UK-Engage

Does my vote really make a difference?

Yes, your vote really counts. UCLH is accountable to the local community and its patients through its members and governors. Public members vote for public governors and patient members for patient governors.

Where can I find more information?

Contact UK-Engage or Ros in the membership office. Election information will also be on our website.

I don't know any of the candidates - where can I find out more about them?

All candidates are asked to write a statement of up to 250 words, including the option to add a website or email address. You should vote for the candidate(s) whose statement(s) you consider best represents your views.

How many candidates should I vote for?

We use the transferable vote system, you should rank the candidates in order of preference, ie if there are six candidates rank them 1 - 6, with 1 being your first choice. You can vote for as many or as few candidates as you wish. Where there is more than one seat in your constituency, eg four, the four candidates with the highest votes will be elected.

Governors have an important role - they represent the view of members and have a real influence on how the Trust is run.

It's not too late to stand for governor!

You have until 5pm Weds 5 June to submit your nomination. It's a simple self nomination process and members, aged 18+, can stand if there is an election in their constituency. Packs are available from UK-Engage or the membership office. There is a prospective governor event on 14 May, 6 - 8pm - book your place via the membership office.

Key election dates

Nominations open	10 May
Nominations close	5 June, 5pm
Ballot papers despatched	28 June
Close of ballot	19 July, 5pm

Contact UK-Engage:

✉ uclh@uk-engage.org

☎ 0161 209 4808

🌐 www.uk-engage.org/uclh

A pre-paid envelope will be included with your voting papers.

Please allow sufficient time for it to reach UK-Engage.

Forms received after 5pm 19 July will not be counted

Trust matters

And the winners are....The UCLH Celebrating Excellence Award winners were announced at a sparkling ceremony hosted by special guest, broadcaster Jon Snow. Excitement and anticipation was in the air as the finalists gathered for a special Oscar-style event.

Jon Snow said UCLH meant a lot to him after he was treated in Accident and Emergency when he was knocked off his bike. He said he was treated 'absolutely superbly' by an experienced team in a department that had a real 'sense of community'.

Richard Murley, chairman, described it a 'very special and significant evening' adding his thanks to UCLH Charity for funding the event. Sir Robert Naylor, chief executive, praised the 'fantastic leaders who have been on this stage'. He said: "Sitting here listening to fantastic achievements of everybody nominated, I am really proud to be chief executive of this organisation."

Governors and members helped UCLH develop its values and staff were nominated for awards by their colleagues and patients, and here are just a few of the winners:

- The medical records team (*top right*) at The Royal National, Throat, Nose and Ear Hospital were the winners of the "Living the values teamwork award", for ensuring a smooth transition when integrating into UCLH - a fantastic achievement given that they only joined UCLH last April.
- Helen O'Toole, Student Practice Educator, won the Chairman's Medals for Excellence in Education and Training for nursing and midwifery. She won this for her passion and high motivation in ensuring the students get the best support throughout their training and received an award for contribution to our visions.
- Rebecca Jarman (*front cover*) received the kindness award and was described as "the living embodiment of the nurse you would want as the advocate for your own family member"
- Rose Lee (*bottom right*) has been a volunteer at UCLH for over 25 years, and won the "going the extra mile" award. Rose is in her 90's and was thrilled to be called up onto the stage to be presented with her award. She amazes and inspires new volunteers and, with her wealth of experience and quiet confidence, helps them to realise their own potential and is an example of how volunteers can make a difference

More information on all the award winners can be found on our website.



MembersMeets - Dates for your diary

Kidney stones - if only they were diamonds! Monday 24 June 2013, 6 - 8pm

Current developments in research - Monday 12 August 2013, 6 - 8pm

Prostate cancer -Thursday 17 October 2013, 10am - 12noon

Book your place for the above MembersMeets via the membership office

Governing Body Meeting -Monday 22 July 2013, 6 - 8pm

Venue for all above meetings is Education Centre, 250 Euston Road, London, NW1 2PG

**Our Annual Public Meeting will be held on Monday 23 September 2013, 6 - 8pm:
look out for details of how to book and venue in the next edition of UCLH News**

