

UCLH NEWS

The Magazine for Foundation Trust Members • Issue 20 Winter 2010/11

Keeping it clean!



Pictured above - some members
of the sterile services team

Inside this Issue

- *Behind the scenes of sterile services*
- *Governors working on your behalf*
- *Message Board*

Welcome

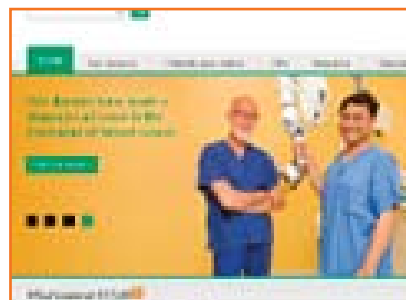
There is much debate going on at the moment regarding the changes that are proposed as to how patients will receive healthcare services from April 2013. PCTs will be replaced by GP "consortia" and local GPs will become the main decision makers, thereby giving GPs and their patients a greater freedom of choice as to which services will offer the most suitable care. This new concept will also allow patients to suggest alternative therapies which they feel may aid them to better health.

It may be the case that some private healthcare facilities or voluntary organisations are chosen for certain services, but it is envisaged that the bulk of good quality health care will be provided by NHS hospitals. The main aim of this change, is to focus more on patient outcomes and ensure that the quality of care received is of a high standard, rather than setting specific targets.

UCLH is in a good position to offer a very wide range of services and by working closely with their UCLH partners, high class advanced treatments are achieved in many of the specialist areas.

Joan Bell governor

A new-look website for UCLH has been launched to improve the information provided for patients, their families and carers as well as GPs and other health professionals. Staff, governors, members and GPs were involved in the design and it is now easier for people to contact our hospitals and find out more about our services. The site also includes new features and technology, including videos. To view the new-look website visit www.uclh.nhs.uk



Top stories on the website

New hope for cluster headache sufferers: Patients who suffer from severe cluster headaches are being offered new hope thanks to a revolutionary treatment at the National Hospital for Neurology and Neurosurgery.

Trailblazing UCLH midwife receives New Year Honour: Yana Richens, consultant midwife, who has championed the cause of women from minority and underprivileged backgrounds has been recognised in the New Year Honours list for her services to nursing and midwifery.

Butterflies help hospital patients with dementia: Initiatives to ensure patients with dementia receive the most effective and appropriate care have been launched at University College Hospital. UCH is the first hospital in London to introduce the butterfly image above beds and on the front cover of medical notes to identify those patients who may need extra-special attention.

For more and other stories go to www.uclh.nhs.uk

Dates for your diary - All members welcome

MembersMeets

Improving Care of the Elderly: Friday 18 March 2 - 4pm

Transforming Care at the Bedside; how to make the ward more efficient: Tuesday 10 May 2 - 4pm

Governing Body Meeting: Wednesday 30 March 6 - 8pm

Annual Public Meeting: Tuesday 20 September 6 - 8pm

Venue for above meetings: Education Centre, 1st Floor, 250 Euston Road, London, NW1 2PG

Further information at www.uclh.nhs.uk/members

Thank you to all who completed the **members survey**. At the annual plan MembersMeet in February your priorities from the survey were discussed and will form part of the Trust's annual plan.

You will also see that the next two MembersMeets (see left) are the topics you wanted to hear more about. Many of you also opted to receive the newsletter by email - this will help the Trust save money and help the environment.

A day in the life of sterile services team



Used surgical instruments arrive from theatre

In the last edition we announced that sterile services had won the service commitment team award: now we bring a “behind the scenes” look at the crucial role they play.

Suitably gowned and hands washed, Seelan Poothathamy deputy manager took Ros on a fascinating journey, the same one the surgical instruments take, when they leave theatre to be decontaminated. Without their sterling work, patient care would undoubtedly suffer.

Instruments are sent to them from the Trust’s theatres and are meticulously bar-coded and tracked throughout the entire journey. They are sorted; cleaned in giant washers and dried; sealed in colour coded

recoded and placed on the trolleys and delivered back to the correct location. The full cycle takes around three and a half hours.

The team are the unsung heroes supporting clinical staff to deliver a quality service - sometimes against the odds, for example, when the unit was forced to close for four days, because of a fault with the water system. Staff worked round the clock with partner units across London to provide the service. No operations were cancelled which is a tremendous achievement for a department that processes over 10,000 instrument trays each month.

That’s service commitment!

Geoff Bellingan medical director praised them “There are few teams as dedicated, as expert, as well led and as positive and able as the Sterile Services team. I have been proud to work with them in theatres and in the Surgery and Cancer Board”



After sterilising and wrapping packs are stored ready for use



Equipment ready for coding prior to washing process



Lourdes Pena senior supervisor scans the packs for distribution



After washing, items are individually inspected and tracked

bags in an ultra sterile room; steamed at high temperatures (up to 137°C for three minutes);

West End star lit up Open Event The public joined staff and governors at the annual open event in December visiting 46 displays and tours to find out more about the Trust’s services. At one you could cycle to make your own smoothie or even try out the surgical robot!

West end star Lee Mead switched on the Christmas tree lights and young gospel singers from local Maria Fidelis Convent School - winners of the 2010 BBC Songs of Praise choir competition - raised the roof with their soulful music. Governors chatted with visitors at the membership stand and three lucky new members who joined the Trust at the event won prizes in our members draw.



Lee Mead (L) with Richard Murley (R) Trust Chairman



Ros Waring presenting one lucky winner with his prize



Gospel singers from Maria Fidelis Convent School (above)

Your governors making a difference

Governors' persistence pays off – **E**ventually. I first requested that the Trust should provide an alternative to the main 0845 number shortly after this was instituted in 2005. I was concerned that 0845 calls are not included in landline packages and can be expensive for patients and visitors to call, especially if phones are not answered quickly. My initial overtures got nowhere, but Christine Mackenzie and I began actively campaigning about this in 2008 when we were members of a switchboard and call centre project group. Happily our persistence paid off and UCLH now has a new phone number



020 3456 7890 which you can use instead of the 0845 number. Please do check your telephone provider's charges before deciding whether to use the new number or to stick with the old one. *Veronica Beechey*



Information Leaflets for Patients. When Patricia Orwell became a governor in 2007 she was struck by the fact that many of the “uselets” given to patients were using medical jargon and technical terms and, in some cases, did not even answer the questions, she as a patient might have asked. Patricia therefore started to work with staff to simplify and update leaflets and to make them more user friendly. To date she has helped improve leaflets for outpatients and inpatients, on complaints, on leaving hospital and on hospital transport services. If you have seen these leaflets and would like to suggest changes, or make a general comment, please get in touch with Patricia Orwell at foundation.trust@uclh.nhs.uk

Carol Hart - Carer Governor I have been a carer governor for the last three years and have helped the Trust to develop and launch its Carers Strategy. I'm really pleased that the Trust woke up and recognised the important role carers play. It has helped ensure that I, on behalf of my daughter Rachel, am actively involved in discussions about her care and discharge which is really important for both of us.

As governor I have worked on behalf of patient carers to make sure the important initiatives set up by my predecessor, such as promoting Carers' Rights Day and Carers' Week continue as this raises awareness across the Trust about what carers do and the issues they face. In 2011 Carers' Week will be held during 13 - 19 June, I encourage as many carers to come along during the week and find out what's going on at the Trust. For more information visit www.carersuk.org.

UCLH has an increasing number of carer members and we want to encourage them to stand for my governor's seat when I stand down from the Governing Body this year. This will ensure that the important voice of the patient carer continues to be heard.

Claire Willis, the Trust's Patient and Public Involvement lead, said "As well as Carers' Week there are various other national caring initiatives that UCLH links into. At these events we have provided advice and information sessions for carers including maximising carers income. Shortly we will be developing a new patient and public involvement strategy; we will consult and include carers to give them a greater say on how they would like to be supported and involved in the future".

Your governors making a difference

Fiona McKenzie was a newly elected governor in September 2010. Joan Bell governor and UCLH news editor talks to her on her achievements.

Congratulations on being our youngest elected governor! What made you decide to stand for governor?

My experience of UCLH, on the whole, has been a great one. However, there have been instances with plenty of room for improvement. I stood, like so many others, because I wanted to help work towards creating a better patient experience. With NHS reform and budget cuts, billed by many as the greatest challenge for the NHS since inception, this seemed like an excellent time to stand as I love a challenge. It also looked possible to fit the role around my full-time employment and I wanted to contribute and be part of effecting change.

How long have you been a member? I received a membership form along with my 'nth appointment letter and joined in November 2009. It was becoming clear I was going to have a fairly lengthy relationship with UCLH at that point and it made sense to get a better idea of the bigger picture. I remember joking with friends that I had joined the hospital's "loyalty programme"!

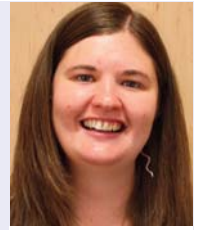
You've already got involved in many areas where you can make improvements for patients. Tell me what you've done so far. I am liaising with clinicians and external partners on ensuring patients with learning disabilities, one of the vulnerable groups of patients, are provided with the same high standard of care as others. I am working with Ros Waring to recruit and engage more members. I have joined a committee which deals with quality and strategic priorities alongside patient safety and am part a group of governors who focus on improving the

overall patient experience. I am taking part in hospital walkabouts looking at practical issues, ie cleanliness, food and facilities.

Later this year, I will be helping with the 'environment' and 'prevention & management of pain' audits of Nursing and Midwifery practice, which help promote sharing of best practice.

What do you find most satisfying in being a governor? I look at the achievements of some of the longstanding governors and it's tremendously exciting to see how much change they have effected. The most satisfying thing is being able to be part of that change now and in the future.

What influence do you feel young people would have in being a governor and would you encourage other younger members to stand? I would love to see more younger people standing in the Governing Body elections this year. It provides an excellent opportunity to play a part in shaping a community - it's challenging, exciting and ever-changing and there is plenty of room for being actively involved in the work. While I have taken on quite a few positions, you can make the role suit and fit with your interests and time commitments. Many of the meetings happen outside 9-5, so can fit around work commitments. Alongside this, many employers have specific HR policies providing extra leave for governor responsibilities as part of their corporate social responsibility programmes. For me, the experience will help my career and, very selfishly, it's a brilliant role to put on my CV. I think more representation from younger people would contribute a fresh perspective to the Governing Body and could provide those younger people with skills and experience useful later on in life.



Fiona McKenzie



If you've been inspired by the governors' work, why not consider standing for governor.

- There will be **six seats** for election this year
- We will seek nominations in May
- Elections will be held in July
- New governors take up their seat on 1 September

A pre-election event will be held on 9 May, 6 - 8pm, when you can learn more about the role of governor. Last year we had a fantastic number of candidates. We hope to see an even higher number this year! To register your interest or book for the event, contact the membership office.

Message board

You may well have met Peter Davison, an ex-governor who sadly died shortly after Christmas. Peter was brilliant at recruiting new members and collated a large amount of information about the problems faced by patients. He was also assiduous at attending meetings and extremely tenacious in pursuing issues which interested him. Peter was a kind and courteous colleague whose warmth was appreciated by all of us. He had planned to continue doing more recruitment in the New Year and will be a hard act to follow.



Peter Davison

Have something to say?

UCLH news is your magazine - if you have a story, letter or comments you would like to share with other members why not send them to the membership office where they will be considered for publication in a future edition!

You have a choice!

Are you exercising your right of choice, under the NHS Constitution, as to where you have your treatment? These include the right to choose a GP surgery, to state which GP you'd like to see, to choose which hospital you're treated at, and to receive information to support your choices. For more information on choice and the NHS Constitution visit www.nhs.uk

This winter there has been an increase of seasonal flu (also known as influenza). Here are a few tips to try and prevent it spreading to others. For further information on flu symptoms visit www.nhs.uk

CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.



BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.



KILL IT

Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



"আপনি যদি ইংরেজীতে এই তথ্যাবলী বুঝতে না পারেন এবং এটিকে বাংলায় প্রয়োগে জন হয়, foundation.trust@uclh.nhs.uk -তে ই-মহেল করে বা ০২০৭ ৩৮০ ৯২৯০ নম্বরে ফোন করে সম্পর্কিতভাবে ইংরেজীতে আপনার নাম, ঠিকানা, টেলফোন নাম্বার এবং যে ভাষাটি প্রয়োগে জন তা বলুন।"

"如果您无法理解此英文信息，并需要此信息的中文版本，请发送电子邮件至foundation.trust@uclh.nhs.uk 或致电 0207 380 9290，以英文说明您的姓名、地址、电话号码以及所需要的语言"

Jeżeli nie rozumieją Państwo tych informacji w języku angielskim i chcieliby Państwo uzyskać je w języku polskim, prosimy wysłać e-mail na adres foundation.trust@uclh.nhs.uk lub zadzwonić pod numer telefonu 0207 380 9290 wyraźnie podając w języku angielskim Państwa imię i nazwisko, adres, numer telefonu oraz wymagany język.

"Hadii aadan ku fahmeyn Ingiriis akhbaartan aad ku rabtid af-Somali noo soo dir email kan foundation.trust@uclh.nhs.uk, ama soo wac lamberkan 0207 380 9290, si fasiix ah u sheeg adoo ku hadlaya Ingiriis noo dhaaf magacaaga, cinwaankaaga, talefan lamberkaaga iyo luuqada aad u baahantahay"

"Bu İngilizce bilgileri anlayamıyorsanız ve Türkçe dilinde okumak istiyorsanız, adınızı, adresinizi, telefon numaranızı ve istenilen dili İngilizce olarak açık bir şekilde belirterek foundation.trust@uclh.nhs.uk şeklindeki e-posta adresine gönderin veya 0207 380 9290 numaralı telefonu arayın"

To receive this information in large print contact the membership office

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