

Trust

Tameside Hospital **NHS**

NHS Foundation Trust

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Members' newsletter
Autumn 2013

www.tamesidehospital.nhs.uk

New electronic system goes live

Tameside Hospital went live with its new electronic patient records system in October.

The new Lorenzo electronic patient record system is part of the hospital's five year Digital by Design strategy to transform the way it deals with patients.

The hospital was one of the first in the country to sign up for Lorenzo under an agreement between the Department of Health and system supplier, CSC.

Prior to the start date, the hospital successfully transferred 5.5 million data items relating to patient records into the new system, which represents a 100% success rate. More than 2,000 members of staff have



been trained to use the new system.

In preparation for go-live, more than 25,000 outpatient appointments have already been scheduled using the new system

Tameside Hospital's Interim Chief Executive Karen James said: "This is a very positive

time for the hospital and our patients. We have been working extremely hard over the last few months to prepare for the transition to Lorenzo and are pleased to have achieved our target date for going live.

"The progress we are making through

implementing our Digital by Design strategy is part of our response to the Keogh Review. Better patient record keeping, information sharing and bed management is vital to improving patient care."

Tameside Hospital's Chairman Paul Connellan said: "This is really good news for our staff and patients. Tameside Hospital has placed itself at the very forefront of the technological changes within the NHS. Lorenzo is central to our Digital by Design IT strategy which will see us changing the way we deliver patient care over the next few years and we are looking forward to sharing our experience widely with the rest of the National Health Service."

Update on Trust response to Keogh Report recommendations

THE HOSPITAL continues to implement the key recommendations of the Keogh Report with a

number of improvement programmes.

Our approach is based upon the principles of the

Keogh Review:

- Patient and public participation
- Listening to the

views of staff

- Openness and transparency

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Message from the Chair

As I write this the latest batch of hospitals to be inspected has been announced by the CQC. We are not getting our follow-up visit in this round but we will certainly be inspected in the spring as the new Chief Inspector, Sir Mike Richards, has to have revisited every hospital in time to send a report to the Secretary of State by June next year.

I recently attended a meeting called so that Sir Mike could hear the comments made by the original Keogh Trusts on how the inspections went. I was very impressed by the way he took on board the comments made. He is clearly a man who both knows his subject but also is willing to see how inspections

could be done better.

You will all know the many changes that have been made in the last few months. Our external stakeholders tell me that they can see the difference in the way we are perceived locally. We still have a long way to go but I know that we can make this a hospital that people feel totally confident about. One of the interesting things about the new inspection regime is that size does not automatically make hospitals better. I'm sure we can prove that a hospital such as ours can be just as good as any in the country.

Thank you to all of you who have contributed to Tameside Listens. We



have had an excellent response across all the various contact methods with a good cross section of praise and complaint. Please continue to put your views forward. One of the interesting things for me has been the number of improvement ideas which have emerged. Even if you aren't sure an idea will work or is feasible send it in. If you have a smartphone you can do it instantly via an App. It will reach the relevant person very quickly. I've had messages forwarded to me on a Sunday morning.

Thank you all for your continued support.

Paul Connellan
Chair

Friends and Family Test maternity feedback

The Friends and Family Test (FFT), launched earlier this year across the NHS, has now been extended to cover hospital maternity services. The test will show how well patients feel maternity services are performing up and down the country.

Pregnant women and mothers at Tameside Hospital are now being asked for their views on three different areas: antenatal care, birth and care on the postnatal ward and postnatal community care. Patients can leave their feedback and comments in a variety of ways, including by postcard, iPad in the ward area and on the trust website.

This will make sure that every

Results for Tameside's Friends and Family Test

The scores range from -100 (lowest) to +100 (highest)

2013	A&E	Inpatient
April	+20	+55
May	+29	+65
June	+23	+75
July	+22	+68
August	-11	+81
September	-9	+78

pregnant woman or new mum has opportunity to provide feedback, helping the hospital to better understand and meet the needs of local families.

Lesley Tones, head of midwifery and women's services and supervisor of sidwives, said: "Feedback from women and their families is extremely important to us and we do carry out regular surveys every month. What the FFT does offer is a simple easy way to gather information from women so that we will know when everything is working well and where we need to improve. We hope the information that we get back from women tells us about the issues that are most important to them."

It is anticipated the first set of Maternity data from the NHS Friend & Family Test will be published in January 2014

Smallest patients benefit from refurb

The hospital's smallest and most vulnerable patients are benefiting from a £230,000 refurbishment of the Neo-natal Intensive Care Unit (NICU). The project included repainting, adding roof vents, a new air-conditioning system, a new medical gases system, reconfiguring rooms and replacing every window.



Tameside Listens

Tameside Listens – the biggest listening exercise in the hospital's history – now has four new ways for patients, staff and local people to talk to the hospital, give feedback and suggest ways in which it can improve its care and service.

The four new ways are:

- A Tameside Listens application available via the Apple Store for free download onto iPhones, iPads and iPod Touch;
- A Tameside Listens application available via the Google marketplace for free download onto all Android smartphones (eg Acer, HTC, LG, Motorola, Samsung, Sony);
- A web-based version of the Tameside Listens survey, available at <https://www.surveymonkey.com/s/TamesideListens>; and
- A questionnaire available to patients on the hospital's Meridian kiosks and iPads – also used for the Friends and Family Test

The Trust received its first response from a Tameside GP sent from an iPhone within minutes of the app going live, to whom a response was sent within half-an-hour.

The four new methods are in addition to the existing ways in which patients, their families, staff and local people can learn about Tameside Listens and



provide their own ideas and comments:

- By e-mail to tamesidelistens@tgh.nhs.uk;
- By phone to 0161 922 4032;
- On paper via feedback forms available around the hospital or downloaded from <http://www.tamesidehospital.nhs.uk/tameside-listens.htm>;
- By following on Twitter at #TamesideListens;
- By 'liking' the Facebook page at www.facebook.com/tamesidelistens;
- By subscribing to YouTube at www.youtube.com/TamesideListens;
- By subscribing to the Tameside Listens podcast at www.tamesidehospital.podbean.com or via iTunes.

Fourth win for Orthodontics research



Dr Nicky Mandall, Consultant Orthodontist and Barbara Doherty, Research Nurse from Tameside Hospital

RESEARCHERS from Tameside Hospital's Orthodontics Department have won another top award for their work – their fourth UK or European best scientific paper prize since 2010.

The Federation of European Orthodontics (FEO) picked the Tameside clinical trial paper from all journals published last year in Europe as the best scientific clinical research.

Keogh Report

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- Cooperation between organisations

An Improvement Board has been established which meets monthly to track progress and an urgent care action group meets every week to lead the work.

In particular, a new Quality Improvement Programme is redesigning how we provide acute and general internal medicine for patients.

Within Urgent Care, the hospital aims to improve performance against the four-hour emergency access standard and ensure patients are then treated appropriately within the hospital. This work is being led by Dr Martin Patrick from UHSM.

We are already beginning to see the benefits of this piece of work in achieving the four-hour emergency access standard for Quarter 2 and we hope to see further improvements over the forthcoming months.

In addition, four Improvement work streams have been set up to mirror the key lines of enquiry of the Keogh Review which are:

- Governance and leadership
- Clinical and operational effectiveness
- Patient Experience
- Workforce and safety

Team treats rare skin condition

A MOTHER has thanked staff at the hospital for successfully diagnosing and treating her daughter after she was born with a rare skin condition.

Two month old Esme Kernycznj from Mossley was diagnosed with Acrodermatitis Enteropathica – a very rare condition due to zinc deficiency, which affects one in half a million people.

Governor in Focus

Julie Soboljew, 54, has been a governor at the Trust since February. She has extensive governance experience having taken on the role at various schools, including being Chair at Glossopdale Community College. She lives in Charlesworth, Glossopdale, with her husband Nick, and has four children aged between 16 and 23

She said: "I became a governor because I have always been passionate about the community, education and health. I have a family who are young and healthy, and whilst I am proud of the NHS, I want it to be there, free at the point of entry, for the rest of their lives.

"I love being a governor and I have really enjoyed my first few months. I think you get out of it what you put in. It has been important for me to get up to speed with how the hospital works and I feel, personally, I have settled in really well.

"I have a lot of experience of governance within education and I firmly believe the skills are

transferable. Governance at the hospital is similar to education, however, used in a different environment. What needs to be done in the hospital setting is different but it's a fantastic challenge.

"In order for me to quickly get up to speed within the NHS environment I have attended conferences and developed my skills by attending a number of training courses. It is about thoroughly understanding how the hospital works, then challenging and supporting the Board, Chief Executive and members by working in collaboration to achieve our mission and become an outstanding hospital."



On the role of a governor Julie said: "Governors can be a very useful critical friend to the Board. Not involved in day-to-day running of the Trust but be that outside eye looking in, in order to make changes.

"Everyone wants patients' experiences to be a good experience. In order to improve and for improvement to be sustained, governors must challenge the Board, constructively at all times. I want to really have a say in making things better."

Following the Keogh Review Julie said she now feels the hospital has taken on board all recommendations and

is working in partnership to improve outcomes utilising rigorous and robust procedures.

"Going forward, we have in place firm foundations, with patient service levels as one of our main priorities. We are in an ever changing environment and must not become complacent. We should focus on improved standards & services, never losing site of our mission.

"We must learn from past mistakes and move forward with confidence. By sharing best practice with other trusts, it should enable us to raise our standards too. This in effect will attract excellent practitioners."

"We must learn from past mistakes and move forward with confidence. By sharing best practice with other trusts"

How to become a member

- Contact the membership office to request a membership form. Tel: 0161 922 6005. Email: membership@tgh.nhs.uk
- Join online – log onto www.tamesidehospital.nhs.uk
- Pick up a membership leaflet from the Hartshead Building reception.

Useful contacts

- Tameside General Hospital Switchboard: 0161 922 6000
- Patient Advice and Liaison Service (PALS) – Tel. 0161 922 4466 or fax 0161 922 4009 or email pals@tgh.nhs.uk

Trust magazine

Copies of *Trust* magazine are available via email. If you would like to help us by receiving your copy in this cost effective way please call 0161 922 6005 or email membership@tgh.nhs.uk. Please also inform us if you would like one copy per household if you currently have more than one member registered at the same address.



Praise for cancer care

THE HOSPITAL is celebrating after being praised by a health watchdog for the way it diagnoses and treats cancer patients.

The National Cancer Patient Experience Programme surveyed patients over 16 from 160 NHS Trusts. Overall, 91 per cent felt their NHS care had been excellent or very good.

View the report at: www.quality-health.co.uk