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INSIDE

# Good HEALTH



## Northern General Hospital (NGH) Courtesy Bus Service

Sheffield Teaching Hospitals, in partnership with the League of Friends charity, has provided a brand new electric courtesy mini bus to transport patients around the Northern General Hospital grounds. The new bus, that is fully enabled for disabled access, will help the Trust ensure that a reliable and friendly transportation service is provided to the patients and visitors to the NGH site daily.

Simon Thurman, Hotel Services Operations/Project Manager, said: "This service is extremely valuable to the elderly, unwell and the generally less mobile. It also acts as a valuable link between public transport routes and the main access points around the NGH site. The new vehicle also demonstrates the Trust's commitment to the global sustainability agenda as it is an electric mini bus that produces almost zero levels of CO2 emissions, all of which is positive for the environment and the level of air pollution in Sheffield."

If you require any further information about the Courtesy Bus Service please feel free to contact Claudia Westby on 0114 2266001.

## Sheffield cancer patients praise hospital experience

**Sheffield mums Michelle King and Janet Miles are just two local cancer patients that understand why Sheffield Teaching Hospitals have been praised in a national survey.**

The Trust was one of 160 Trusts that took part in the 2012 National Cancer Patient Experience Survey. 91% of the 1241 patients surveyed in Sheffield rated their overall cancer care as excellent or very good, which is better than the national average.

Sheffield also outperformed other Trusts in other areas including: hospital staff giving patients enough emotional support and doing everything they could to help control pain.

Michelle, 47, a mum of three from Ecclesfield in Sheffield, was happy with the care and support she received at the Royal Hallamshire and Weston Park hospitals when she had surgery, chemotherapy and radiotherapy for breast cancer and then had to undergo further treatment for a brain tumour.

When Michelle, who was working as a Psychiatric Nurse, began losing her speech she put it down to stress after recovering from breast cancer. But after she suffered from

a series of fits and seizures she was rushed to hospital where she was diagnosed with a brain tumour which required surgery.

Michelle said: "All the staff were fantastic, not just during my treatment and time in hospital, but also the after care and support I received which has helped me no end. The teams in the Sheffield Teaching Hospitals saved my life and they really would bend over backwards for you so I can understand why they had great survey results for patient experience."

Janet, 59, a mum of two from Norton in Sheffield, was happy with the care she received at the Royal Hallamshire and Weston Park Hospitals when she had surgery and radiotherapy for breast cancer. Janet now works as a

volunteer to help support other patients at the Cancer Support Centre at Weston Park where both herself and Michelle attended.

Janet said: "The hospital staff were really friendly and understanding and worked well as a team to provide the

best care possible. I wanted to give something back and I now offer my support and share my experiences to help other cancer patients."

Hilary Chapman Chief Nurse Chief Operating Officer said: "It is great to see that our cancer patients are happy with the care and treatment our hospitals provide. Although the report was very positive, we will continue to look for improvements in areas where patient feedback indicates we could do even better."

Further information on the National Cancer Patient Experience Survey programme and the 2012 survey can be obtained at <http://www.quality-health.co.uk/surveys/2011-12-cancer-survey.html>



Patient Michelle King was pleased with her care



## Welcome

to the November edition of Goodhealth. The winter months are usually the busiest time of the year for our hospitals and with an increase in cases of Flu, colds, and the 'winter vomiting bug', Norovirus, it is also the most challenging season. Visitors to the hospitals can help staff keep services running as smoothly as possible by preventing the spread of these winter bugs by washing their hands regularly and not visiting if they have experienced symptoms within 72 hours. For more information, see adjacent article.

I would like to thank all members who attended the recent Annual Members Meeting which was very well attended. I would also like to wish everyone a very happy festive season and a happy new year.

**Jane Pellegrina**

Foundation Trust

Membership Manager

## Nutrition and Hydration Awareness Week at Sheffield Teaching Hospitals

It is well known that nutrition and hydration are the cornerstones to good health. But, did you know that there are many examples of good practice around Sheffield Teaching Hospitals that have brought about changes to improve patient nutrition? Some of these projects have been funded by research grants and others have been more local initiatives developed by the staff in individual areas to better match the needs of their patients.



### Dot's Bistro

One area that has created a more comfortable meal-time environment whilst encouraging social interaction and recreation for the patients is Firth 4 at the Northern General Hospital. Following a generous grant from the League of Friends charity, the day room on the Gastro-surgery ward, has been transformed with new, high quality dining furniture and comfy sofas. House Keeper, Dot Rooney and the domestic team set the tables everyday and patients are encouraged to eat their meals together, away

from their beds. This work supports the Enhanced Recovery Programme, which encourages early mobilisation and diet following surgery and has proven to assist recovery resulting in reducing the length of time patients need to stay in hospital.

In conjunction with the catering department the ward provides a very popular cooked breakfast, soup and sandwich lunch and cooked evening meal, encouraging patients with their nutrition and dietary requirements.



Sheffield Teaching Hospitals recently highlighted some more examples of good practice during the Nutrition and Hydration Awareness Week in early November. There was a variety of activities including market place events, ward and unit based displays and updates around the hospitals.

## Relatives asked to limit hospital visiting as Norovirus comes early

Sheffield Teaching Hospitals are asking you to help protect patients from winter bug 'Norovirus' as cases start to increase in our region.

Although most people make a full recovery within 1-2 days, the bug can make hospital patients very weak and dehydrated and in some cases it can interfere with the effectiveness of the medicines they are taking.

Visitors are urged to follow these simple steps in a bid to reduce the spread of the bug among patients: • Always wash your hands with soap & hot water and/or use alcohol hand rub when entering and leaving the ward. • Do not visit if you feel unwell. If you, your family or close work colleagues have experienced vomiting and diarrhoea in the last 72 hours please do not visit. • Do not sit on the patient's bed. If you intend to visit your friend or relative please do not sit on their bed or the patient's chair. Visitors' chairs are provided – please ask the nurse if you need more. • Do not be afraid to check that staff have decontaminated their hands either by washing them with soap and water or using the alcohol hand rub – they do not mind and expect patients and visitors to ask.

## Change to Hospital parking

Visitors to Sheffield Teaching Hospitals will no longer be clamped if they ignore hospital car parking rules.

However the Trust has been forced to introduce a ticket fine instead to deter the small minority of people who block emergency ambulance access, abuse disabled bays or who fail to pay for parking.

Neil Thompson, Manager for Hotel Services at the Trust explains: "The majority of people who visit our hospitals park appropriately and therefore will not need to worry about receiving a fine. However there are some people who simply choose not to park responsibly, don't pay and in some cases even block access for emergency vehicles. Therefore, some means of enforcement to ensure the safe running of the hospital sites is essential. Instead of clamping cars, there will be a £60 fine which if it is paid within 14 days will be reduced to £30.

We will also have an appeal process in place with an independent arbitrator if needed because we do understand that there may be some circumstances where visitors or patients may make a genuine mistake or a degree of sensitivity is appropriate.

Signs were put up before the launch on the 1st October in all the hospital car parks to provide information about the changes. Monies from any fines will be reinvested back into NHS care within the City.

The car parks affected by the change include those at:

The Northern General Hospital, The Hallamshire Hospital, Weston Park Hospital, Jessop Wing

## Dates for your diary for the remainder of 2012

Date	Time	Meeting	Venue
13 November	5:00 pm	Health Talk – "All About Dentistry"	Royal Hallamshire Hospital
20 November	5:00 pm	Council of Governors	Seminar Room 1, R Floor, Royal Hallamshire Hospital
21 November	9:15 am	Meeting of the Board of Directors in public	Seminar Room 1, R Floor, Royal Hallamshire Hospital
19 December	9:15 am	Meeting of the Board of Directors in public	Undergraduate Common Room, Medical Education Centre, Northern General Hospital

If you would like more information about any of these meetings please call Jane Pellegrina on 0114 2714322 or email [jane.pellegrina@sth.nhs.uk](mailto:jane.pellegrina@sth.nhs.uk)



# Meet your new Governors

Governors are your link to the hospitals which care for you and your family. They represent your views and can influence decisions about how hospital services are provided and developed.

The following Members were all appointed as new Hospital Governors and they are keen to hear from you by email at [governors@sth.nhs.uk](mailto:governors@sth.nhs.uk). Or why not sign up to become a Member of the Hospital Trust (free membership) and find out more. Simply complete the application form at the back of this magazine.

## Newly elected

## Re-elected



**Kath Parker**  
Patient Governor

I am honoured to be elected as a Patient Governor and would like to thank all who voted for me.

I have been member of the Trust since 2004. In 2006, I retired from nursing at the Sheffield hospitals after 39 years service in the NHS.

The NHS is facing a difficult time and it is necessary not only to maintain the excellent practices which have given the Trust its good reputation, but also to focus on new innovations affecting patients and their carers.

As a Governor I will be in a position to contribute to various committees, as well as listening to patient's views. Recently, I have become a member of the Patient Panel attached to the Cardiovascular Biomedical Research Unit and am looking forward to playing a part in this group.

Governors need your views and experiences of the services in the hospitals and the community. Without this information, it is difficult to judge whether or not the Trust is on the right track. We welcome your feedback.



**Paul Wainwright**  
Public Governor  
West Sheffield

I am a Trust Member who has lived in Sheffield, with the exception of time studying at university, for the whole of my life.

I have come to a point in life where I believe that I have something to contribute to the wider community.

As someone approaching middle age but with a young family and elderly parents I believe that the experiences of my family and friends as patients give me a nucleus of support and experience that is representative of the Trust's patient demographic.

It is clear that those working within the NHS are constantly striving to make it the best that they can. I am keen to now add to this process by serving as a Governor.

My experience as an architect in the private sector specialising in primary care health, working with other Trusts, has highlighted many positive aspects to what is occurring within the NHS.

I believe that this can be drawn upon to facilitate making this Trust even better.



**Andrew Manasse**  
Public Governor  
South West Sheffield

I am very pleased to have been re-elected as a Governor.

My main concern is still the quality of patient care and of the patient experience.

As a Governor I participate in committees concerned with quality, patient and staff experience

and with aspects of organisation, and I am able to contribute increasingly, as I am more experienced and understand more of the issues that the Trust faces, to decision-making that affects patient care.

The last year has seen great change: Community services have joined with the Trust adding enormously to what we can offer patients, and the Health and Social Care Bill has been passed adding to the challenges involved in providing care in the way in which we would like to. Governors have an important part to play here and, because we can see things from both the point of view of the members and also of the Trust, I believe we have much to offer, both positively and critically.

Governors exist not only to hold the Trust Board to account, but to represent members' views on all aspects of the Trust's performance. For this, we need to hear from members about anything and everything you would like to say about your experience of the hospital. Please contact the office.

I am looking forward to the next three years.



**Shirley Smith**  
Public Governor South  
East Sheffield

First of all I would like to thank all the people who voted for me in the last elections. I feel very honoured that I am now a Governor for the South East. of Sheffield and sincerely hope I can prove to be worthy of your vote.

My main interests are patients and their families. Having been an in-patient myself on several occasions in the last few years I have empathy for the anxieties and problems that we all have and sometimes experience.

I am becoming involved with visiting the wards and talking to patients. My past experience for 21 years as a social worker I feel to be an asset in this role, I enjoy being on committees and hopefully having an input on behalf of the views and opinions of patients and the community.

At this present time there is a great emphasis on the views of the public and about their hospitals getting it RIGHT FIRST TIME. I feel this needs to be encouraged and hope to work towards this goal,

Thank you all for giving me the opportunity to play a small part in this endeavour.



**David Owens**  
Patient Governor

I am a Patient Governor and I wish to thank all Members who took part in the vote that led to what is my first time as Governor. I have already contributed to several meetings and serve as an appointed member of a committee that plays a role in over viewing the quality of patient care and the Trust's response to national audit. I look forward to using my skills to progress the voice of patients within the Trust and to influence and challenge policies where possible and appropriate. I have had considerable contact, over the years, with the Trust as a patient

but also have insights into the issues faced by patients and staff obtained through discussions with relatives and colleagues in the profession. As a semi-retired university academic with engineering expertise, I have experience of working at a senior level in a complex organisation and am well used to the need for continuous service improvement even at a time of change and resource constraints. Dealing with these challenges will require action both at the bedside and at senior levels within the Trust. Integration of the needs of both patients and staff is an essential part of this process and I am committed to serving patients interests across the board.



**Michael Warner**  
Patient Governor

I would like to thank all the Members for re-electing me for a further three years. Rest assured I will work at all times in the sustaining and improving of patient care where and when I can in this difficult financial climate. I have always believed local people

should have a voice in the way their local health services are run and to this end I will consult you on your views. I myself have had a varied career including in NHS administration, banking and charity fundraising and I am also a member of the Royal Society of Medicine.



**Joyce Justice**  
Public Governor  
South East Sheffield

I was a medical secretary to a consultant physician in a large teaching hospital until I retired. I loved my job and the contact I had with patients. I learnt a lot about patient care and the running of a hospital.

I was overjoyed at being voted in as a governor representing south east Sheffield and wish to thank everybody who voted for me. I am passionate about the NHS and good patient care. Being a governor gives me the opportunity to have an impact on how the hospital is run.

I am very happy being back in a hospital environment and doing a job I love. Having lived in Nottingham and moved to Sheffield three years ago I am very impressed with the changes that are taken in place in our Sheffield hospitals in order to promote safer and better patient care.



# MAKING A DIFFERENCE

*This newsletter has been produced to give you a summary of some of the improvements which have been made to your local hospital and community health services during the last 12 months.*

*It also tells you about the areas where we want to make things even better in the future.*

*We are particularly focusing on making sure we provide the right services, at the right time and in the right place. For example some services which were traditionally provided in hospital such as outpatient clinics are now available more locally in GP surgeries.*

*We are also making sure we don't lose sight of the need to continually improve the areas of basic care as well as making sure more specialist services are available.*

*Over the next few pages we have highlighted some of the key developments which took place last year to improve patient care as well as outlining some of the plans we have for the coming year.*

## Being good with our money



- We now do many more operations as day case surgery which is often more convenient for patients, has a quicker recovery time and also makes best use of hospital beds for those who are sickest.
- We became more efficient in the way we delivered care by more than £30m, while at the same time making improvements which benefited patients.

## HOW DID WE DO LAST YEAR?

### Care closer to home



- A new community based falls prevention service has dramatically reduced the number of older people who need emergency care.
- A new community based diabetes service means patients do not need to travel to hospital for routine outpatient care or checks.

### Building for the future



- £16m invested in new state of the art laboratories to ensure test results are available as quickly as possible.
- New Critical Care Unit built at the Royal Hallamshire Hospital.
- Refurbished wards and outpatient clinics.

### Right care, right time...



- Community Services integration allows more streamlined care between hospital and home.
- The Hospital at Night project improved services at night time.

### Safe Care



- 100% of high risk mini strokes assessed and investigated within 24 hours.
- Lowest MRSA and Cdifficile rates ever.
- Some of the best survival rates for operations in the NHS.
- Diabetes team recognised for dedication to enhancing patient safety nationally.

### Putting patients first



- A new Commitment to customer care guide and training for our staff is focused on providing the best possible patient/visitor experience.
- Independently rated as Good for our levels of cleanliness, quality of food and our commitment to ensuring patients are treated with respect and dignity as Good.

### Excellence as Standard



- Awarded the title of 'Trust of the Year (North)' for the third time in the Good Hospital Guide.
- Rachel Cuttings, one of our top scientists was awarded the accolade of Healthcare Scientist of the Year for her work in developing fertility treatments and research.
- Centre of Excellence status in Rheumatology.



## Building a great environment for our patients, staff and visitors



- Treat and care for people in a safe environment and protect them from avoidable harm.
- Provide the right care in the right place first time.

## We are PROUD to make a difference



### Our values are:

- **Patient-first** - Ensure that the people we serve are at the heart of all that we do.
- **Respectful** - Be kind, respectful, fair and value diversity.
- **Ownership** - Celebrate our successes, learn continuously and ensure we improve.
- **Unity** - Work in partnership with others
- **Deliver** - Be efficient, effective and accountable for our actions.

## Keeping patients' at the heart of everything we do



- We are proud to have some of the shortest waiting times in the NHS for operations and treatment, but recognise that more work is needed to achieve consistently high levels of patient satisfaction.
- Our outpatient transformation programme aims to make big improvements. From making an appointment, to attending the clinic, through to discharge and follow-up care in the community.
- Provide more care closer to patients homes and reduce the time our patients have to stay in hospital.

## Deliver the best clinical outcomes



- Deliver the best clinical outcomes.
- Invest in the very latest medical treatments as well as state-of-the-art equipment.

## Supporting our most vulnerable patients



- Enhance the quality of life for people with long term conditions.
- Continue to improve care for patients living with dementia.
- Further improve services for older people.

## Deliver excellent healthcare research, education and innovation



Over 96 % of patients rated the outpatient care they received as being excellent, very good or good.  
Patients survey 2011/12

# OUR PLANS FOR THE NEXT 5 YEARS

With the help of our patients, staff and local communities we have developed a new 5 year plan called "Making a Difference". The plan sets out our vision and aspiration to be the best provider of health care, clinical research and education in the UK and to support Sheffield to be a vibrant and healthy city region.

On this page you can see some of the pledges we have made and want to deliver over the next five years. It will be challenging but we think it is what our patients and their families deserve. You can read more about Making a Difference on our website: [www.sth.nhs.uk](http://www.sth.nhs.uk) or call 01142668989 and we will send you a copy.

## Have caring and cared for staff



- Treat patients and their families with respect, dignity and care.
- Encouraging staff to take responsibility for their own actions.
- Value diversity.

## Spend public money wisely



- Maintain financial strength and stability.
- Be efficient and effective.



# WE ARE PROUD TO MAKE HERE ARE SOME OF THE THOUSANDS OF

## DAVID'S STORY

*David Marshall, was given a kidney donated by his wife Jo after doctors diagnosed him with kidney failure. The couple, who run a florist shop together are now enjoying excellent health after the lifesaving transplant.*

*David was suffering from Type 1 diabetes and high blood pressure, and doctors soon diagnosed that his kidneys were failing and he needed a transplant.*

*David's wife Jo volunteered to donate her kidney and they both underwent the transplant surgery.*

*David explains: "I'm extremely grateful to the team of specialists and nurses that has looked after me so well."*

*The Sheffield Kidney Institute is one of the country's leading kidney transplant centres and carries out around 60 transplants a year.*



## MICK'S STORY

*Soldier, Mick Warren's arm was so badly damaged following a 20ft fall from scaffolding he was told it may have to be amputated.*

*He said: "I had a few operations at my local hospital in Sussex which involved having metal plates fitted, but it didn't work. My arm was left floppy and useless. I was told the bone had disintegrated and my arm might have to be amputated."*

*Mick was referred to the Elbow Unit at the Northern General Hospital where it was felt that his elbow might be salvaged using an allograft together with a total elbow replacement. Michael was not just able to keep his arm but also had restoration of full movement.*

*Michael said he was completely amazed with the results from the operation and was so confident with the level of movement he achieved that he was able to fulfil his ambition of serving with his local Territorial regiment in Afghanistan.*



## BILL'S STORY

*Bill Milton was the first patient in Sheffield to receive a revolutionary new treatment for liver cancer thanks to a specialist team at Sheffield Teaching Hospitals.*

*Bill, 71, of Deepcar, received the experimental treatment at the Northern General Hospital after being told that other treatments his doctors had tried were not working. The new treatment has shown promising results and the tumours in his liver have shrunk.*

*The treatment, called Selective Internal Radiation Therapy (SIRT), involves injecting millions of tiny radioactive 'beads' into the liver, effectively delivering a localised form of radiotherapy to the tumour cells. Although not regarded as a cure, it is considered an effective alternative to chemotherapy in shrinking tumours and improving patients' prognosis and quality of life.*

*Grandfather-of-five Bill said: "I can't express enough how thankful I am to have received this treatment - the whole team of surgeons, doctors and nurses were absolutely fantastic."*





# A DIFFERENCE LIVES WE TOUCHED LAST YEAR

## GEMMA'S STORY

Gemma Fletcher, 24, from Chapeltown was diagnosed with a rare kidney tumour 32 weeks into her first pregnancy. At 7.5 pounds, the tumour was so large it weighed more than her baby.

After the alarming discovery, a specialist team carefully monitored Gemma and planned the best way to treat her and ensure her and the baby's safety. Doctors explained to Gemma that they would need to deliver the baby first and then shrink the tumour before removing the kidney which the tumour was growing on.

healthy baby Ava Lily was delivered by caesarean section weighing 6.4 pounds. But although baby was now safe, Gemma still had a long road to recovery.

While Gemma was having her intensive treatment, staff and her family ensured that she was able to see and breastfeed Ava Lily.

Gemma said: "It was very important to me to be able to breast feed Ava so I was very grateful to the breastfeeding support workers coming over from the Jessop Wing to the Hallamshire to support me in the difficult few days after the birth."

Gemma's kidney was removed to ensure the tumour would not grow back. Since then she has made a full recovery and is enjoying being a mum.



## MAUREEN'S STORY

Maureen, 70, from Staincross in Barnsley, is full of appreciation and admiration for the health care professionals who treated her cancer because she says they gave her 'the chance to watch her three gorgeous granddaughters grow up.'

It could not be operated on because of how I had cancer in my oesophagus which could not be operated on because of how close it was to other vital organs. So it was a very worrying time for me and my family."

Instead of an operation, Maureen underwent chemotherapy followed by radiotherapy over a number of weeks. Although Maureen admits she was nervous ahead of the treatment, she had complete faith in the people caring for her.

Maureen said: "My treatment was always delivered with compassion and I felt as though I could have been the only person that was ill in the hospital, because the staff saw to my every need."



## SAM'S STORY

Samantha Ramsey became one of only a handful of people in the UK to receive a pioneering new treatment called Autologous Stem Cell Transplantation at the Royal Hallamshire Hospital after she was diagnosed with a very aggressive and malignant form of Multiple Sclerosis.

The treatment involved collecting her bone marrow stem cells using a machine before freezing them. Samantha was then given a high dose of chemotherapy before the stem cells were thawed and given back to her to rebuild her blood and immune system. This in turn helped to control the inflammation that was destroying her nervous system.

Samantha explains: "Ten months ago I was working as a carer of young adults with Autism and I was driving, going out - doing normal things, but then in a matter of months my life became completely different."

"The way the team at the Hallamshire Hospital supported me has been so wonderful. I can't thank them enough. They have saved my life."



Over 98% of patients felt that they were treated with respect and dignity while in hospital  
Patients survey 2011/12



# PROVIDING HIGH QUALITY HEALTH

On these pages you will see how we performed last year in some key areas where we wanted to make further improvements.

In some cases we have exceeded the target we set ourselves. For example thanks to the hard work of our staff we reached an all time low in cases of MRSA blood stream infections. We have also continued to improve in stroke care services and in the diagnosis and treatment of blood clots (venous thromboembolism). There were some areas where we still need to go further and the chart below shows how we are doing so far.

## PRIORITIES FOR IMPROVEMENT 2011-2012

<b>Priority 1 - Improving the care received by older people using our services</b>	
<b>A key area we are focusing on is to ensure older patients are well nourished by improving nutritional assessment when patients come into hospital and then giving treatment if they are malnourished.</b>	<p>We have already achieved some success in this area by introducing a system which helps identify older patients who may be malnourished when they arrive at hospital. Since the system was introduced over 40% of patients aged 65 plus have been assessed and of those identified as being at risk 67% went on to receive an appropriate care plan.</p> <p>We have recently streamlined the paperwork we use to do the assessment and it is now included on patients weight chart. The weight chart now encourages a review of the trend of weight as well as the assessment score. As well as ensuring patients nutrition needs are assessed, we are also focusing our efforts on ensuring the timeliness, quality and service of meals is as good as possible. A new assisted mealtime project in partnership with our hospital volunteers has been very successful. A trained volunteer encourages patients to eat by providing company, cutting up food and helping them to eat.</p>
<b>Reduce the number of cases of pressure ulcers.</b> Pressure ulcers, also sometimes known as bedsores or pressure sores, are areas of damaged skin and tissue that develop when sustained pressure - usually from lying in a bed or sitting in a wheelchair - cuts off circulation to vulnerable parts of your skin.	<p>We achieved a 10% reduction in Grade 2 or above hospital acquired pressure ulcers during the past 12 months. Grade 2 pressure sores are those which are superficial and usually look like an abrasion or blister. The more developed the ulcer the higher grade it is given.</p> <p>We will be continuing to monitor and take actions to improve this even further using the new Safety Thermometer measurement tool which is being introduced nationally.</p> <p>We are also broadening our focus from those pressure ulcers which develop in hospital to those pressure ulcers which patients in the community acquire.</p>
<b>Implement the dementia care pathway.</b> A care pathway is the treatment journey a patient may be expected to experience for a particular condition or illness. A care pathway is a key guide for staff and patients to be able to plan an individual person's care.	<p>During 2011 we produced an integrated multi professional care pathway for patients suffering with dementia. The pathway is supported by a dedicated staff training programme to understand and be able to care for a person with dementia. The new care pathway and training is in addition to changes we have made to create a dedicated ward, as well as employing specialist nurses to enhance the care we provide to people living with dementia who find themselves in hospital.</p>
<b>Priority 2 - Improving the Diagnosis and Treatment of Blood Clots (Venous Thromboembolism)</b>	
We aim to give preventative appropriate treatment to at least 95% of patients who have been identified as being at risk of blood clots (VTE)	<p>The Trust has made good progress in this area. The national Commissioning for Quality and Innovation (CQUIN) target for blood clot risk assessment requires that at least 90% of patients are assessed on admission to hospital for their risk of and this was achieved from February 2011.</p> <p>However we still want to go further because we did not quite achieve our own target of 95% of patients who have been identified as being at risk of venous thromboembolism (VTE) receive appropriate preventative treatment.</p>
<b>Priority 3 - Reducing Hospital Acquired Infection</b>	
Monitor Methicillin Sensitive Staphylococcus Aureus (MSSA). MSSA is a bacteria sensitive to antibiotic treatment.	We have a 'zero tolerance' approach to hospital acquired infections and during 2012/13 we will be also focussing our efforts on preventing MSSA even further as well as MRSA and cdifficile.
Reduce Methicillin-Resistant Staphylococcus Aureus (MRSA). MSSA is a bacteria sensitive to antibiotic treatment.	The Trust has continued to reduce the numbers of MRSA bloodstream infections to a point where they are virtually eliminated. Sheffield Teaching Hospitals is now the best group of hospitals in the NHS for having the lowest incidence of MRSA bloodstream infections. 2010/11 - 9 cases, 2011/12 - 2 cases
Reduce Clostridium Difficile (CDiff) cases	Over the past few years we have reduced the number of cases of CDifficile by more than 70%. However because we now have a comparatively low number of cases for a hospital of our size, the target we were set last year was particularly challenging. We have been working hard to understand the nature of these infections to plan future action and have seen a marked improvement in our rates this year. We have put a particular focus on the deep cleaning of wards and invested over £1million pounds in additional infection control initiatives.
Ensuring patients receive appropriate treatment on a dedicated Stroke Unit	<p>Our aim is that over 80% of patients who have had a stroke spend at least 90% of their time on the Stroke Unit and that high risk Transient Ischaemic Attacks (TIAs) or mini strokes as they are sometimes called are assessed and investigated within 24 hours.</p> <p>We achieved this target with 91% of patients spending at least 90% of their time on the stroke unit. 100% of high risk TIAs were assessed and investigated within 24 hours.</p>
<b>To Improve our patient's experience by reducing the number of planned operations cancelled for non-clinical reasons</b>	<p>Regretably we did not meet this target because we experienced a high demand of emergency patients regrettably who took priority for both surgery and beds. This meant that we had to cancel a high number of non urgent planned operations. This is something we never do lightly as we know how upsetting it can be. To ensure that the number of on day cancellations are reduced we have moved an orthopaedic ward which cares for patients who have planned operations to the Royal Hallamshire Hospital from the Northern General as this site is not as significantly affected by emergency workloads. We are also looking at other ways to ensure we have as many beds available as possible by ensuring patients who have finished their medical care are discharged in a timely way.</p>



# HCARE IS THE PRIORITY

Each year in our Quality Report we set out key priorities for further improvement and the majority of these are chosen based on feedback from patients, or because they are new national or local standards of care. All of the priorities are discussed with patient representatives or groups prior to making a final decision.

**The Quality Report is available to read on the Trust website: [www.sth.nhs.uk/about-us](http://www.sth.nhs.uk/about-us) or you can call 0114 2268989 and we will be happy to send you a copy.**



This year will continue to see a significant period of change for the NHS and locally in Sheffield we will also need to look at how we can continue to provide high quality health services with the same or fewer resources due to the economic climate. We plan to do this by encouraging our staff, patients, carers and the wider health and social care community to be involved in helping us shape future services to ensure that any changes have minimal impact on patients and maintain the quality of our services.

## Priorities for 2012/2013:

We have chosen five areas to focus on:

1. clinical effectiveness
2. patient experience
3. patient safety
4. quality
5. holistic care

## Clinical Effectiveness

**We want to reduce the amount of time patients have to spend in hospital**



Research shows that it is not in the best interest for patients to spend longer in hospital than necessary, especially older people as they may be more prone to infection and suffer loss of mobility and independence. We are therefore working hard to

make sure we don't keep people in hospital any longer than they need to be once their hospital treatment is complete. We are looking to use the latest surgery techniques, provide enhanced rehabilitation services and also to develop services which help prevent older people and those people who suffer from long term conditions like diabetes and asthma having to be admitted to hospital in the first place.

## Patient Experience

**We want to improve the information provided to GPs about your care once you are discharged from hospital.**

When a patient is discharged from hospital, a letter is sent to their GP to ensure they are up to date with their patient's health needs, follow-up arrangements and any actions that are required. We aim to improve the quality of these letters by reviewing the letters we currently send and making changes where necessary. Plans are being developed for the introduction of electronic discharge summaries which will be sent to GPs at the time a patient is discharged. These will ensure that GPs receive legible information in a timely way, and will thereby greatly improve the effectiveness of communication around the time of discharge.

## Giving patients a voice

**Make it easier to communicate with the organisation**

We want to encourage more patients to tell us about their experiences so we can identify areas in which we can improve and share things we are doing well. We will achieve this by promoting the range of ways patients can offer feedback and then let you know how the feedback has resulted in positive changes.



## Safety

**Review hospital care at the weekend**

We want to make sure that the quality of care we provide during weekends and in the evenings is also safe and of a high quality. We can get an indication of the quality of care being provided by looking at a number of areas such as the length of time a patient has to stay in hospital, morbidity and patient experience comments. One very important way we can measure this is to also monitor our mortality rate. Our mortality rate is much lower than most other hospitals, in other words we have fewer deaths than would be expected for a hospital group of our size. It is also much better than the national average but we are never complacent and so we have recently introduced Hospital at Night to further improve care out of hours. We have also expanded several services such as physiotherapy so that care can be provided 7 days a week. This helps patients recover much more quickly and often with better outcomes."

## Holistic Care

**Promote a good experience for patients who have dementia**

We aim to further improve dementia awareness by our staff by carrying out audits in all our different services and putting in place further improvements. We also plan to ensure our refurbishment of wards and departments takes into account features which will support visitors and patients living with dementia.

**Over 95% of patients felt that the care they received was excellent, very good or good.**

*Patients survey 2011/12*



# DID YOU KNOW?

Sheffield Teaching Hospitals NHS Foundation Trust has one of the best survival and safety records in the NHS and our patients consistently say they are happy with the care and kindness they experience in our hospitals and in the community. This is as important to us as the clinical outcomes achieved.

It is because of this that we have been named Hospital Trust of the year in the Good Hospital Guide twice and Trust of the Year for the North last year.

## Our hospitals include:

- Northern General Hospital
- Royal Hallamshire Hospital
- Weston Park Cancer Hospital - one of only 3 specialist cancer hospitals in the UK
- Jessop Wing Maternity Hospital
- Charles Clifford Dental Hospital

In addition we are one of the largest providers of community health services in the UK and have a number of community health centres providing care to the local population.

## FIVE YEAR PLAN WILL 'MAKE A DIFFERENCE'

We believe that we can do much more to offer consistently high service quality, the best outcomes and, in partnership with our academic partners, excellence in education and research. To this end, we have developed and consulted on a new five year corporate strategy called; Making a difference.

This ambitious new strategy is set in the context of the challenge of delivering high quality care with fewer resources. The Right care, right time, right place programme which is a partnership between ourselves, Sheffield Health and Social Care Trust, GPs, Commissioners and the Local Authority aims to respond to growing health needs, improve efficiency, deliver care closer to home, and continuously improve quality. Our challenge is to achieve consistently high quality of care at lower cost.

Our funding comes mainly from the public purse, so it is crucial to ensure that we provide efficient and effective services for our patients. Our focus is on doing more of what adds value; improving the productivity of our clinical and support areas - using our operating theatres, outpatient clinics and inpatient beds more efficiently; streamlining procurement, and generating additional income from our research activities and some of our very specialist services.

In 2011/12 we managed our finances well and made a small surplus to reinvest in new facilities and ways of working to support the plans outlined in Making a difference. This good financial performance demonstrates that we ran our hospitals even more efficiently this year, having made cost improvements of £34.7m whilst still providing a high quality care environment for our patients.



Our waiting times are short for diagnostic tests and operations, our maternity services are rated as amongst the best in the NHS and we have low incidence of healthcare associated infections such as MRSA and C. difficile.

During 2011/12 the Trust carried out 230,441 inpatient episodes and day cases and 956,416 outpatient appointments totalling nearly 1.2 million patient episodes.

Among the largest employers in the region, Sheffield Teaching Hospitals employs around 15,000 talented and dedicated people in our local hospitals and community health services.

## OUR PATIENTS CHOOSE US FOR.....

- Our survival rate record, which is one of the best in the country
- Short waiting times for diagnostic tests, appointments and treatments.
- Leading experts and advanced technology - we have specialists who are leaders in their field, as well as advanced technology, and access to the latest drugs and treatments.
- Safe hands - our rigorous safety standards ensure that our infection rates are amongst the best compared to other large Teaching Trusts.
- Proud to make a difference - we are passionate about caring for our patients and making them better. We also want patients to experience the highest standards of service from every single member of staff, at every stage of their care.





# Hospitals team up with Boots to offer new Outpatients pharmacy services

A more convenient prescription service will soon be available thanks to a new partnership with Boots pharmacy. The Trust has joined forces with Boots to change the way they dispense prescriptions to people attending the Royal Hallamshire Hospital for an outpatient appointment.

Under the new scheme, Boots will open a new pharmacy at the Royal Hallamshire Hospital which will offer patients a more flexible service including new options such as collection from their community Boots

Pharmacy. For those Patients who decide to collect their prescription from the new pharmacy at the Royal Hallamshire Hospital, they should not only see waiting times reduced but will also have access to a range of Boots retail products.

Sheffield Teaching Hospitals NHS Foundation Trust, Chief Pharmacist Damian Child explains:

"We have highly skilled NHS pharmacists working in our hospitals and this new service enables more of them to concentrate their efforts on ensuring the sickest patients who are in hospital get the necessary medication as quickly as possible. It

will also mean that when patients are ready to be discharged that they are not waiting longer than necessary for the drugs they need to take home with them because we will have more of our pharmacy team available to dispense the drugs and offer specialist advice. The new partnership with Boots also has benefits for patients who need medication after an outpatient consultation because for some patients they will be able to have it delivered to home or collect their medication from a local Boots pharmacy. The new service is likely to save the NHS locally around 1 million pounds without any loss of staff or service. The new service aims to dispense outpatient medications within 15 minutes of receiving the prescription."

Alan French, a patient representative who has been involved in the development of the new service said: "The Trust felt it was very important to have a patient representative involved during discussions about how this new service could bring improvements for patients and to use previous patient feedback to inform the service development. This has been reflected in the added benefits of the new service such as reduced waiting times for prescription collections and the option for some patients to collect their prescription from a local Boots pharmacy instead of having to wait at the hospital."

The new pharmacy will be open towards the end of 2012 on C floor at the Royal Hallamshire Hospital in Sheffield.



## Neurocare funds new relative's room on Neuro Ward

Neurocare Charity has funded a new relative's room on the Royal Hallamshire Hospital's brand new Neuro ward.

Staff and relatives told Neurocare that the experience of receiving news about their loved ones could have been greatly improved if there had been a quiet, dedicated space for families to wait for their loved ones.

This room ensures that not just patients, but families too, receive the first class care and support needed to get through this difficult time. Senior Sister, Ward Manager and Neurocare Trustee, Julie Neal, said that

the new relative's room "... gives that extra little bit of care. Small things make a big difference when people's lives have been devastated."



Because of the large catchment area of the Neurosciences Ward, patients and their families often have to travel a long way from their homes in Lincoln, Nottingham, and Leicester, sometimes further. Julie said: "Privacy is very important at times like these. The relative's room gives patients from far away a more comfortable place to stay overnight."

Neurocare has spent £7000 to create a room where a family can rest, have a cup of coffee, watch TV or whatever they might choose to do at this difficult time. Freda Beckett's Son, Steve, spent 10 days on the High Dependency Unit when he was being treated for an aneurysm. She said: "It's important for relatives to have somewhere private to cope with the emotions of that time. Also, distractions like a television, even when you can't watch it, are so important". "It was heart-breaking to see other families receiving bad news, particularly when you yourself are feeling so emotional." Freda said it would make a "massive difference" to the staff too, when they have the hard job of giving bad news or trying to advise patients' families.

## New £6.3m Critical Care Unit

A state of the art critical care unit has opened to patients on K Floor at the Royal Hallamshire Hospital. The new 29 bedded units provide modern facilities and equipment for the delivery of high quality care to critically ill patients. The unit will provide both intensive and high dependency care for patients with severe or potentially life threatening conditions or who need support following major surgery.

The purpose built unit has been created to replace the current Neurosciences Critical Care unit and General Critical Care. By co-locating critical care services at the Royal Hallamshire there will be more opportunities to share best practice between the unit's specialists,

improved patient safety, increased flexibility in how beds can be used and improved privacy and dignity for patients.

Many of the patients receiving care on the unit will be Neurosciences patients with conditions such as head trauma, tumours, cerebral haemorrhages and stroke patients requiring surgery.

Guy Veall, Clinical Director of Critical Care said: "It is a great pleasure to have these new state of the art facilities at the Royal Hallamshire hospital. The modern unit will allow our staff to continue providing the best possible quality care to our patients in a much improved environment. By continuously improving our services we ensure that we will be able to continue our high standards and meet future demands."

Professor Graham Venables, Clinical Director of Neurosciences at the Trust said: "The hospital is home to a regional neurosurgical unit treating patients from across Yorkshire. By

locating two specialities on the unit, staff will be able to work closely together and continue to provide the best possible care to our patients."

Prior to patients being moved on to the unit, an open day was held where members of staff could be

shown around the unit and were able to see the state of the art facilities that will be provided. Local MPs Meg Munn and Paul Blomfield were shown around the unit by members of staff and the Trust Chairman Tony Pedder.





