


goodhealth

The members' newsletter of Sheffield Teaching Hospitals NHS Foundation Trust Autumn 2008 Issue 17


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Assisted Conception Unit celebrates 1000 babies

Celebrating 1000 babies on the 30th anniversary of the birth of first IVF baby Louise Brown

Thirty years since the birth of Louise Brown, the Assisted Conception Unit in Sheffield managed by Sheffield Teaching Hospitals NHS Foundation Trust, is celebrating the births of over 1000 babies using IVF (in vitro fer-

tilisation and IUI intra-uterine insemination) techniques. The UK was the world's first with the work by Steptoe and Edwards leading to the birth of Louise Brown in Oldham Manchester. The techniques have been perfected over the years and now national figures show that 1 out

of 4 women undergoing IVF go on to give birth to a healthy baby with the Sheffield centre having an excellent success rate. There are a number of treatments available dependent on the root cause. Most of the treatments require medication containing Follicle Stimulating Hormone (FSH), which controls follicle and egg development. The simplest form of treatment uses mild stimulation to encourage egg development which is timed in order to maximise the chance of pregnancy. In vitro fertilisation, also known as a 'test tube' baby technique is where the ovaries are stimulated by drugs to produce eggs. The eggs are then removed through a fine needle and introduced to the sperm under strict laboratory conditions. The fertilised eggs are now embryos and the healthiest ones are selected for transfer back into the uterus. Intra-uterine insemination is a very mild procedure with minimal complications where a sample of motile sperm is prepared by the embryologist and placed directly inside the uterus with conception occurring naturally inside the body using a natural or stimulated cycle. Michelle Dilaurenzio underwent fertility treatment in 2004; "My husband and I have been



trying for a baby for four years without success. We were a bit nervous on our first visit to the Jessop Wing but we needn't have worried, everyone was really friendly and understanding. I was one of the lucky ones, I managed to get pregnant after the second cycle of treatment and we now have a beautiful little girl. For us, Katy is our little miracle!"

Rachel Cutting is the Principal Embryologist; "Offering couples the chance to have a baby is the most rewarding job in the world. Many people come to us wanting to start a family so when they find out there are things we can do to help, it is the news they really want to hear."

"It is amazing that just thirty years ago, there was little hope for childless couples. Thanks to the ground breaking work in fertility treatments and advances in science we can provide a full range of treatments to help couples realise their dream."

The Assisted Conception Unit is a purpose built dedicated centre offering a full range of assisted conception treatments for NHS and self funding (but not for profit) patients. It is located on the ground floor of the Jessop Wing. The unit has long been known as a centre of excellence for the investigation and management of infertile couples. If you are interested in accessing the service please visit your GP as soon as possible and don't put it off!



Needing to contact a ward at one of our hospitals?

Now there is an easy way...

Just dial **0114 226 9696**

The hospitals have introduced a new voice recognition system which offers you a quick and easy way to contact any of wards within Sheffield Teaching Hospitals NHS Foundation Trust. All you have to do is follow the simple instructions below: so forgotten the telephone number, here's what to do...

1. Dial 0114 226 9696

Good morning thank you for calling Sheffield Teaching Hospitals NHS Foundation Trust. Please say the name of the ward that you wish to contact?

2. Say the name of the ward. Please speak loudly and clearly.

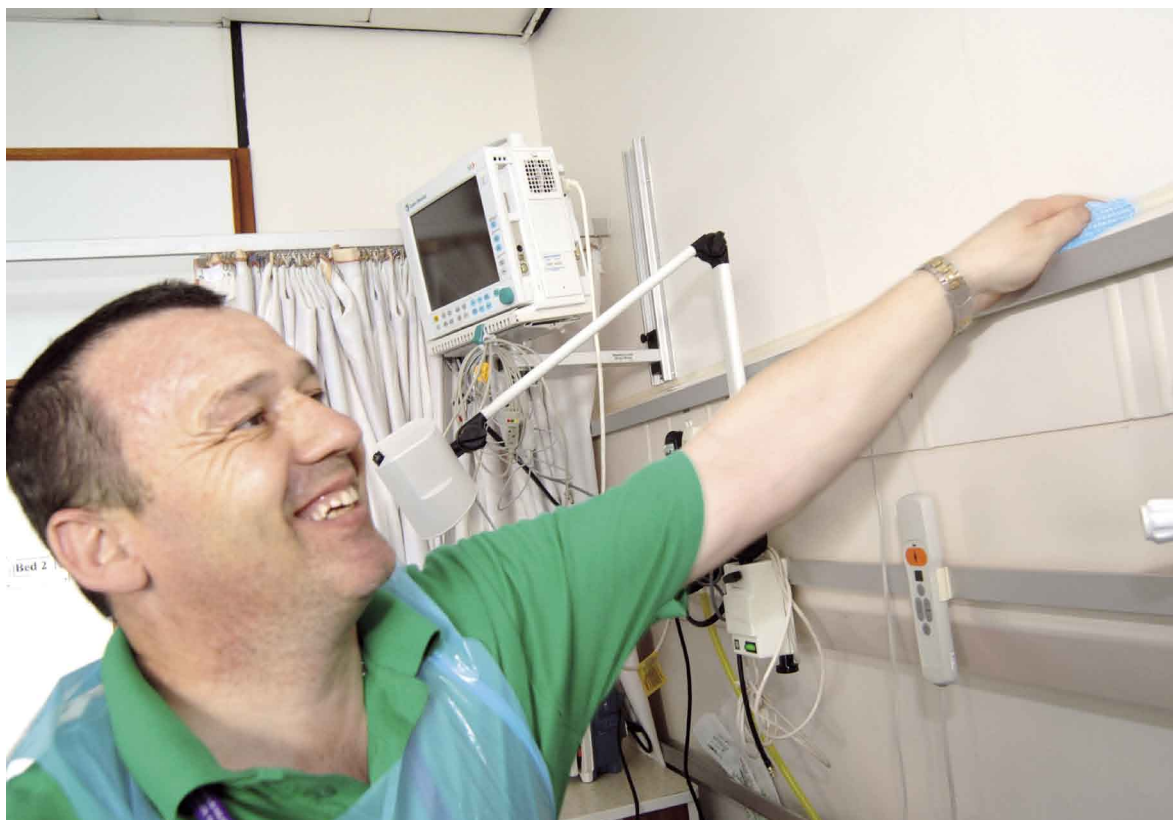
Calling... ward unless you say cancel

The system will find the ward with the closest match to what you said, and try to connect you.

If you say cancel, the system will offer you the opportunity to try again or to be connected to an operator

Sheffield Teaching Hospitals NHS Foundation Trust covers the Northern General, Royal Hallamshire, Weston Park and Jessop Wing. Charles Clifford Dental hospital is not included in the voice recognition system as there are no wards.

Don't forget to make a note of the number in your address book or diary.



It's a clean sweep for Sheffield Teaching Hospitals as national report rates cleanliness and food as 'good'

With hospital cleanliness high on the Trust's agenda, the Trust welcomed a report published recently by the Patient Environment Action Team (PEAT) which says cleanliness and food at the Royal Hallamshire, Northern General and Weston Park Hospitals are 'good'.

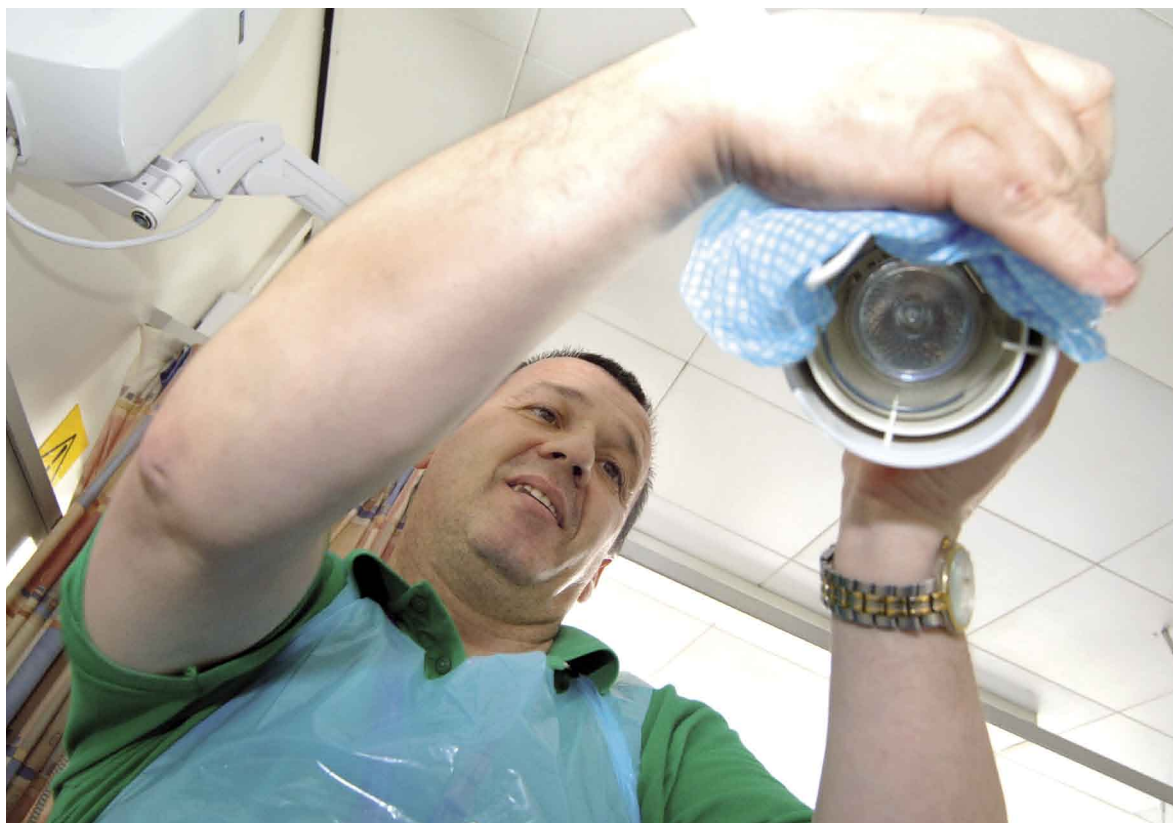
Patient Environment Action Teams were established in 2000 to assess NHS hospitals. Under

the programme, every hospital in England with more than ten beds is assessed annually in respect of environment, food and patient privacy/dignity.

The teams inspect standards across a range of patient services including food, cleanliness, infection control, and patient environment (bathroom areas, décor, lighting, floors and patient access) to give the hospital an overall rating.

John Watts, Director of Human

Resources said, "Providing a clean and tidy environment for our patients is of paramount importance to us and the scores are evidence of the hard work that nursing, maintenance, catering and cleaning staff undertake every day of the year to provide the best possible environment for patients. While we are pleased with today's results we are not complacent. Cleanliness and a good standard of food choice for patients will remain one of our top priorities."





Therapy Room on the Burns Unit

Due to a kind and generous donation of £1500 from the charity Dans Fund for Burns UK www.dansfundforburns.org a much welcomed, newly refurbished therapy room was opened at the Burns Unit at the Northern General hospital earlier this year.

The room was built to offer patients physiotherapy and occupational therapy in an environment designed specifically for their needs especially in that many burns patients spend many months recovering on the unit. The room received a dramatic makeover and was equipped with an exercise bike,

gym balls, treatment mats, trampoline, basketball hoop, treatment plinth, adjustable height table, balls, theraband, weights, splint oven and splinting material. The provision of more equipment has meant that treatments can be more varied and stimulating for the patients.

The newly designed room has many benefits offering more space for active rehabilitation such as running, jumping, throwing which will help to improve patients exercise tolerance when discharged. It also allows sessions to concentrate on therapy without the distraction of the television or telephone and it provides a change of scenery for the patient which aids

their psychological wellbeing.

Physiotherapist, Caroline Hodson said;

‘So far patient feedback has been really positive and many have appreciated therapy in a different space where they can relax and focus on their treatment. Early indications shows that the room encourages a more positive attitude to their rehabilitation.

‘Recently a patient has very kindly donated a Nintendo Wii to the Burns Unit to use as part of therapy intervention and we are very grateful and excited about the use of this in aiding recovery of patients so we are currently looking into funding for a larger screen television’.

Trust is making massive strides in eradicating Clostridium Difficile

Often known as ‘superbugs’, MRSA and Clostridium Difficile often feature in the news. In fact, Clostridium Difficile has been around for as long as antibiotics have been available as it is the use of antibiotics which is one of the causes of it.

Clostridium difficile (C. difficile) is a bacterium which lives naturally in the digestive system of up to 3% of healthy adults where it rarely causes problems. When antibiotics disturb the balance of ‘normal’ bacteria in the digestive tract, C. difficile can flourish and cause illness usually in the form of abdominal upset and/or diarrhoea. In fact, years before C. difficile was recognised, it was known as antibiotic diarrhoea. Spores of C. difficile are passed in the stools and can spread from person to person and contaminate the environment e.g. beds and equipment if not correctly cleaned.

The Trust has made excellent progress in reducing the rate of all infections and has some of the lowest infection rates in the country. We are the best performing teaching hospital for rates of MRSA and our figures for C. Difficile are now equally encouraging; in fact the Trust has had only 16 cases of C. difficile in August against a target of 44. Every year, each Trust has to meet Government targets on MRSA and C difficile infection rates. To put this performance into perspective, if this level is maintained, the Trust will have achieved the target it has been working to achieve by 2011 which shows the extent of the progress made.

In achieving this progress, the Trust has put in place a number of actions. Firstly, medical staff are now trained to be much more careful about which antibiotics are prescribed and to whom. Long gone are the days when antibiotics are given to everyone for everything. Those patients who require antibiotics as part of their treatment undergo stringent tests to ensure the most appropriate antibiotic is prescribed (different infections require different antibiotics) and only given for the minimum period helping to reduce the incidence of C. difficile. Over the last two years the Trust has invested over £4million in infection control measures including advanced cleaning equipment and ward cleanliness accreditation schemes. For certain inpatients we are now conducting ‘antibiotic ward rounds’ where every patient on antibiotics in a high risk area is assessed each day by a specialist microbiologist. However one of the most dramatic improvements has been made by the introduction of ‘cohort wards’ where patients with C. difficile are grouped together in a ward equipped with extra nurses and cleaning staff, disposable equipment and single-wear staff uniforms to ensure the highest standards and reduce the risks to patients.

Success for the Sheffield Leukaemia and Blood Disorders Appeal



The Sheffield Leukaemia and Blood Disorders Appeal, the first fundraising appeal to be run by NHS charity Sheffield Hospitals Charitable Trust, has continued to go from strength to strength. The appeal which aims to raise vital funds for patients suffering from leukaemia and blood disorders was boosted by a supporter who generously donated a large sum which enabled the initial target of £150,000 to be met early on. A revised target of £420,000 was set and that also, has almost been reached.

The extra funds will enable an additional en-suite isolation room to be built on the haematology unit, which

can also be used as a quiet room or consultation room when needed. Additional building works can now be carried out and individual entertainment systems purchased for each bedside, which will provide 24 hour free access to the internet, email, television and film, for patients who may spend weeks or months at a time in isolation. The additional funds will also be used to create a new ambulatory care facility providing a number of furnished flats adjacent to the hospital, for patients who do not necessarily need to be admitted but need to attend for treatment on a daily basis. This way, patients get to stay with

their families and it helps free up much needed hospital beds.

A further £50,000 has been raised for a new teenage unit, which has become an ‘unofficial’ extension to the appeal. The new unit, based on Ward P3 at the Royal Hallamshire will provide a dedicated facility in which to support and care for 16 to 25 year olds who have been diagnosed with leukaemia and other blood disorders.

Patients will receive care and emotional support from a team of experienced staff, as well as the invaluable support and reassurance from fellow patients who are of a similar age.

— STOP PRESS —

Following on from the success of the appeal for leukaemia and other blood disorder patients at the Royal Hallamshire hospital, Sheffield Hospitals Charitable Trust has just agreed its next major fundraising appeal.

The details are still being finalised, but we can reveal that the project chosen, is for a new adult Cystic Fibrosis Centre.

More on this will follow in a future issue of Good Health, but for now anyone wanting to know more should contact Isla Denoon at the Charitable Trust on 0114 226 3415.

Care for your Cannula!

Sheffield Teaching Hospitals continue to have some of the lowest infection rates across the NHS and is the best performing teaching trust in the country for low rates of MRSA.

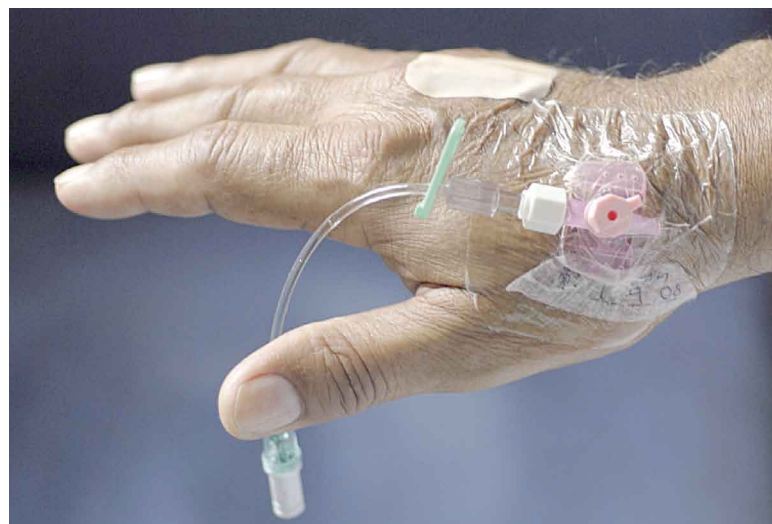
Media scare stories continue to circulate but many fail to point out that MRSA is a variant of an extremely common bacteria known as *Staphylococcus aureus* which lives naturally on the skin and in the nose of about 30% of the population. This is called colonisation and is harmless. It is only when the bug enters the blood stream that patients can become ill: this is called a bacteraemia. People in hospital

are much more vulnerable to bacteraemia as they tend to be weakened by illness or surgery and have lots of potential entry sites such as wounds or tubes where the bug can get into the blood stream.

When a patient comes into hospital, they sometimes need fluid or drugs introduced directly into the blood as this works quicker than taking tablets or fluids by mouth. A small plastic tube often with a coloured stopper is inserted into a vein through the skin usually in the back of the hand or the crook of the arm. This plastic tube is called a cannula and patients may be given medication through it or it might be connected to a drip.

Sometimes, staff at the hospital will insert a cannula as a precautionary measure, for example if you are admitted to hospital through the A&E department, they may insert a cannula in case you need medication quickly.

A cannula can be a lifesaving device but they can also cause complications such as phlebitis (inflammation of the vein) or worse, bugs that normally live on your skin can be introduced into your blood stream. This is why health care professionals take great care of cannulae and will remove it as soon as the patient no longer needs it. However, the difficulty is that cannulae can often be hidden by



clothing so they can get forgotten if they are not easily visible. So for this reason, we are asking patients to help us by asking

them to keep an eye on their cannula and raise the alarm if it feels sore, looks red or if it hasn't been used for 24 hours. This way we can keep the number of cannula related infections right down.

From November every patient who has an intravenous cannula inserted will be given a credit card sized information card known as a cannula card. The card contains some useful tips and will help to ensure that the cannula is there to help not hinder. If you come to any of the hospitals within Sheffield Teaching Hospitals, have a cannula inserted and you don't receive a card please ask one of the staff or ward sisters.

Sheffield Teaching Hospitals **NHS**
NHS Foundation Trust

Your New Cannula

We have placed a cannula into your vein so that we can give your medication or fluids directly into your blood stream.

It is important that your cannula stays in no longer than is necessary as it could cause an infection.

Help us to help you by:

- Each morning; ask one of the doctors or nurses if you still need your cannula
- If it feels sore, looks red or hasn't been used for one day, tell one of the staff immediately
- Do not touch your cannula or the dressing around it as dirty fingers can introduce infection easily
- If you have any questions, please ask.

Thank you

Weston Park wins Silver Sheffield in Bloom award

We are pleased to announce that Weston Park hospital has been presented with the 'Silver' Sheffield in Bloom Lord Mayors Award in the Community Garden section. The awards are a Sheffield-wide competition open to community groups, schools, organisations, businesses and the standard of entries is always high so this is a great achievement.

If you can cast your mind back a year or two you may remember that the green space at the front entrance to Weston Park hospital was a bland strip of grass with little to commend it. There were also problems with cars parking illegally on the grass, which churned up the ground causing damage.

The site has been transformed with planters creating a beautiful natural barrier as well as solving the problem with parked cars. The space was further enhanced by introducing trees and herbaceous plants that help to soften the stark concrete facade of the hospital.

The front beds to the hospital have also been improved, with a carefully thought out pink scheme to help raise awareness of breast cancer. Cherry trees have been planted, which will flower beautifully in spring as well as ground coverage including tulips and carnations mixed with evergreen and deciduous plants ensuring the area looks interesting all year round.

The secret garden received a radical makeover, overgrown bushes were cleared and grassed. Herbaceous plants and

perennials were planted which hopefully makes the space a pleasant place to sit and have a few moments of contemplation which will be even more inviting as the plants continue to mature.

Well done to the Estates Department and especially Roger Bown and Mick Watson, Ken Croggon and the grounds maintenance team from Sheffield Health and Social Care NHS Foundation Trust (SHSC) whose green fingered efforts made this possible.



Heart surgery survival rates remain consistently high say health watchdog



Survival rates for patients having heart surgery at the Northern General hospital are once again consistently high according to figures published recently by the Healthcare Commission.

The Commission's figures show that survival rates for aortic valve replacement, bypass surgery and other types of heart surgery at the Northern General for a three year period ending March 2007 is 96%.

The Healthcare Commission has published survival rates for heart surgery at cardiac units across the UK, on its cardiac website set up in 2006 when heart surgery

became the first speciality to publish information on survival. Sheffield's cardiac surgeons were among the first in the UK to make the figures public to enable patients to make an informed choice about where to have their surgery.

The report shows that for aortic valve replacement operations, the Chesterman Wing at the Northern General carried out 278 operations in three years ending March 2007, with a survival rate of 98.6%. In 2007 the centre also carried out 649 heart bypass operations, with a patient survival rate of 97.8%. The Chesterman Wing is a state-of-the-art, purpose-built unit providing surgical and cardiological

treatment of cardiac disease to a population of over 1.8 million people.

Dr Stephen Campbell, Clinical Director for Cardiothoracic Services at the Trust welcomed the news: "We are pleased that our survival rates published by the Healthcare Commission reflect the outstanding team we have here in the Cardiac Unit at the Northern General hospital. Our rates remain consistently high which is what our patients deserve."

Visit the website at; <http://heart-surgery.healthcarecommission.org.uk/> The website does not predict an individual's chance of surviving heart surgery.

Infection prevention and control is no game!

Staff in the Renal Unit at the Northern General hospital in Sheffield are keeping infection rates among the lowest in the country by introducing a new fun way of learning into their education and training programme.

Professional Development Sisters, Susan Heritage and Hilary Linton have developed a snakes and ladders game to highlight best practice in infection prevention and control. The game, using a floor sized version of the traditional children's board game complete with a gigantic a dice, helps junior staff learn important principles in a fun but effective way.

Susan explained;

"As patients in renal units are generally quite poorly, have lots of drips and lines and have multiple visits to hospital they are much more susceptible to infections so effective infection prevention and control is our top priority.

"At the Northern General, here

in the Renal Unit we have managed to bring our MRSA rates down to near zero so to keep it this way, we are always looking for new ways to get the staff involved and learn at the same time.

"The game is really popular and staff have said how much they enjoy learning important principles such as when to wash hands or how to clean equipment. It's by far the most popular subject on our curriculum which is reflected in our near zero rates".

Fran Sagan is a junior staff nurse;

"Learning about infection control in this way is a really effective way to help the information stick. It makes learning fun and is obviously helping to make a big difference in keeping our infection rates low. At first I thought it was just a game but after taking part, I realised that it is exactly these sorts of initiatives that really help to embed key principles so that excellent practice becomes second nature".



Members' Event

About Cancer

Each year more than a quarter of a million people in the UK are diagnosed with cancer. Doctors estimate that more than one in three of us will get some form of cancer at some point in our lives. Cancer treatments have developed beyond all recognition and today many cancers are treatable with patients able to lead normal lives. But what exactly is cancer and why does it grow and spread? What makes some people more susceptible and what can individuals do to lower their risk?

Rightly, many people who are diagnosed with cancer and those caring for them want to know about their care and treatment and how it works. Therefore we are pleased to present one of our internationally renowned experts in oncology, Professor Barry Hancock who will be speaking about cancer, treatments available and some of the new developments which will impact on cancer care in the future.

Everyone is welcome to attend the Members Event which will take place at 5.30 pm on 22 October 2008 at the Royal Hallamshire Hospital. For further information or to register your interest, please contact Jane Pellegrina on 0114 271 4322.



Professor Barry Hancock

Meet your Governors



**John Warner Public Governor
West Sheffield**

John has been a member of the Trust since 2004 and this year he was elected as a public Governor for the west of Sheffield. Along with other Governors John makes regular visits to departments and wards in our hospitals and has relished the opportunity to speak with staff and patients. In his role as a Governor, John will be working with a team involved in looking through information gathered from patient questionnaires and he is learning how challenging issues are tackled following comments received from patients. John is also a member of the Complaints Management Team established to look at how complaints are handled.

John says, "I am finding my feet as a Governor in this large and complex organisation and have already learned quite a lot but have much more to learn. I would like to thank Trust members in the north of Sheffield who voted for me and I hope to meet more of the community I was elected to represent in the coming months."



**Graham Thompson
Patient Governor**

As a former patient Graham is aware of concerns about privacy, dignity

and cleanliness in hospitals and as a Governor he hopes to support the Trust in striving to provide continuing improvements in the quality of care for patients. Having a keen interest in the overall patient experience saw Graham joining the Ward Upgrade Programme Group looking at the priorities for ward improvements creating a better environment for patients. With an interest in clinical outcomes Graham is also joining the Clinical Effectiveness Strategy Group. Graham said "I would like to see the hospitals continuing to tackle cleanliness, ensuring that patients and visitors help the hospital to beat the bugs by using the hand gels provided in all wards and encouraging patients not to sit on the beds or on patients' chairs." He added "My experience as an engineer and manager in a local healthcare company will help me to take a professional view and keep an open mind when carrying out my role as a Governor."



John Laxton Patient Governor

John became particularly interested in the NHS after developing epilepsy some 15 years ago. As a 'layman',

early retired, John wants to help Trust hospitals meet the highest standards, with patients' interests at the heart of everything they do. Adding "I want to help shape the new Foundation Trust model and foster a culture that listens to patients and draws on staff expertise and experience." After being elected this year John has welcomed the opportunity to get involved in a number of areas; looking at how improved systems are enabling nurses to spend more time caring for patients, working with a Yorkshire regional group researching the image and reputation of nursing and he has provided a patients' view on a proposed new ward arrangement. John said "I am particularly interested in neurology and integrated care for people with long term conditions and will be looking at both areas over the next few months. Working as a Governor is a big responsibility. To do the job, I want to keep in touch with patients' experiences and greatly value feedback from our members."



Tina Wakefield Patient Governor

Tina is a headteacher working with deaf and hearing impaired children.

Her goal is to ensure clear communication and access for all patients, she believes that it is vital to provide signing interpreters for deaf patients who use British Sign Language plus clear written information for the hard of hearing. Tina adds "the importance of this is evident when you consider that one in seven adults in England have a significant hearing loss." Her job brings her into contact with families newly arrived in the country such as refugees. "These families often have health needs," said Tina, "clear communication and accurate information is vital to help them access the excellent facilities of the Trust." Since being elected in July this year Tina has joined a number of committees including the Deaf User Group and Disability Steering Group. She is also busy getting out and about the hospitals increasing her knowledge to enable her to be an active participant in the Governors' Council.



**Jo Bishop Public Governor
North Sheffield**

Jo Bishop is no stranger to the NHS having worked previously at Weston Park hospital and the NHS and its

services continue to be close to her heart. Jo said, "I am looking forward to contributing to the work of the NHS in a totally different way as a Governor. Members of the public in north Sheffield have put their confidence in me by voting for me and I want to do my very best to make sure that their voices are heard in the Trust." Jo said that she cares deeply about the safety of our hospitals and wants to promote a cleaner and safer hospital environment. To help her do this she has been involved with environmental checks across the Trust, reporting back to the Estates Department with information that has helped to draw up a schedule of work to be carried out, that will improve the environment for patients. Jo is also a member of the Communications Group, the Vulnerable Adults Strategy Group and the Disability Steering Group. Jo will also be carrying out regular visits to the wards to chat with patients about their experiences and to feed back to staff any concerns.



**Kaye Meegan Public Governor
North Sheffield**

A former nurse, Kaye is keen to hear the views of patients. "I have been elected to help members have a say in how the hospitals work and I can only do that if people let me know about their experiences" said Kaye. Since being elected in 2007, Kaye has visited many wards and gained a greater understanding of the work of the Trust. "I contribute to a number of committees, looking at nutrition, upgrading and decorating wards and complaints management" said Kaye. "I have recently joined a group looking at ways to reduce the number of patients who don't attend their appointments. Texting patients to remind them of their appointment is being piloted as one way to help patients remember to keep their appointment".



**George Clark Public Governor
North Sheffield**

George has worked in the NHS for

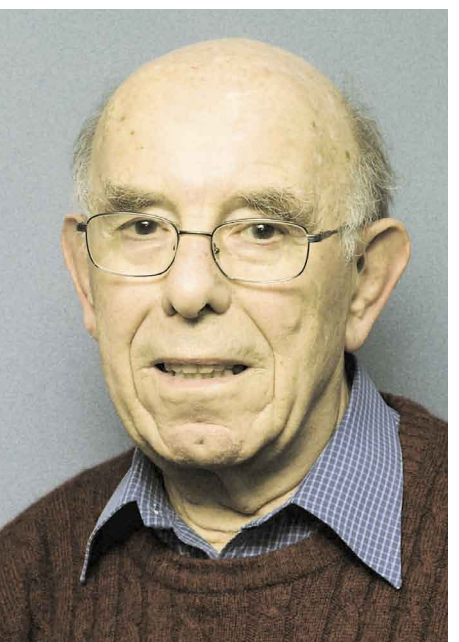
over 35 years, and since 1980 as a Consultant Anaesthetist at the Northern General hospital, recently retired he was very keen to continue contributing to the NHS, and was delighted to be elected as a Governor for Sheffield North. George said "Although I have quite extensive experience of the various hospitals in Sheffield, the role of Public Governor is very different from my previous role, and I am still, to a certain extent, finding my feet as a Governor. I have recently joined the Complaints Management team, and hope to become involved with other groups." "I feel that one of our most important roles is to communicate to those who work and run the Trust, not only our own views and concerns, but also the experiences and views of the general public – those whom we represent. Hence it is vital that we get to know those views."



**Susan Wilson Public Governor
South West Sheffield**

Susan worked as a nurse in the NHS and on retiring she was keen to continue her interest in the provision of

healthcare and became a member of the Trust, having then been elected as a Governor representing South West Sheffield in 2004. Susan finds her involvement with the Trust fascinating and relishes the challenges of being a Governor. Susan said "Along with other Governors I have visited many areas of the Trust. In addition to wards, I have learned about the work of medical records, catering and medical engineering - all very valuable services." Susan works with other Governors on a group promoting communication between the Trust and the people it serves and she is also one of three Governors chairing the Patient Representative Group, a group of volunteers acting as advocates for the views of patients in the various departments of the Trust. Susan also represents Governors on the National Governors' Association, working to promote best practice in all foundation trusts, with members sharing ideas and experiences.



**Phil Seager Public Governor
South West Sheffield**

Phil was first elected in 2004 and has

been re-elected this year. Phil has a background in practising and teaching psychiatry, which has led to his interest in this service in Sheffield. Phil said, "as many as 20% of patients in a general hospital are likely to have an emotional or psychological component to their condition, so my interest is in the provision of care for these patients. I am working with staff and other agencies across the city."

Phil regularly visits wards and departments with other Governors and takes advantage of the opportunity to listen to experts talking about their hospital roles. As a member of the Governors' Nominations Committee, Phil takes part in interviews to appoint non-executive directors and recently the committee re-appointed the Trusts' Chairman.



Susan Coldwell Patient Governor

Susan has been a Patient Governor since 2004 Before then she had little experience of the work of the NHS, except being a recipient of minor and major treatment. Susan has gone on to support the Trust by raising awareness of the needs of patients. She has a particular interest in narrowing the gap of life expectancy and wants to see people living in less affluent areas of the city have a greater life expectancy. Susan said "I am a member of the Governors' Communications Group which is endeavouring, year on year, to improve communication links between the Trust and its members. With work and family commitments, time for me is a little limited but working as a team, Governors together are really starting to make a difference".

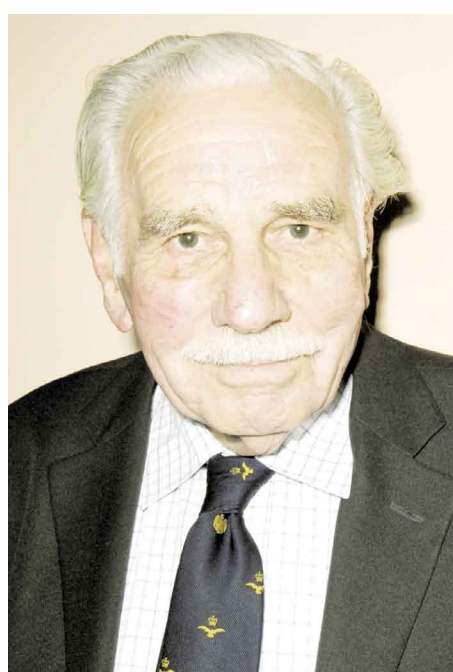
2008



Clare Rawding Patient Governor

Clare was elected by patient members as a Governor in 2006. "During this

time, I have gained an insight into some of the issues facing the medical profession as well as patient concerns. I have seen that one of the biggest challenges facing the Trust and other healthcare providers is seeking to find a way to achieve a balance between the expectations of the public and the constant financial demands that are a reality to most healthcare providers." Clare regularly visit wards with copies of the Goodhealth newspaper and hands it out to patients providing a great opportunity for Clare to chat with patients about how they are finding their stay in hospital. Clare added, "as a Governor I am trying to provide my own community with a voice to pass on views to the Trust about the concerns that patients want addressed. I also want to ensure that the high level of care and commitment to continue to provide that level of care is maintained."



Joe Abson Patient Governor

Elected in 2007 Joe is starting to feel he is getting to know the role of

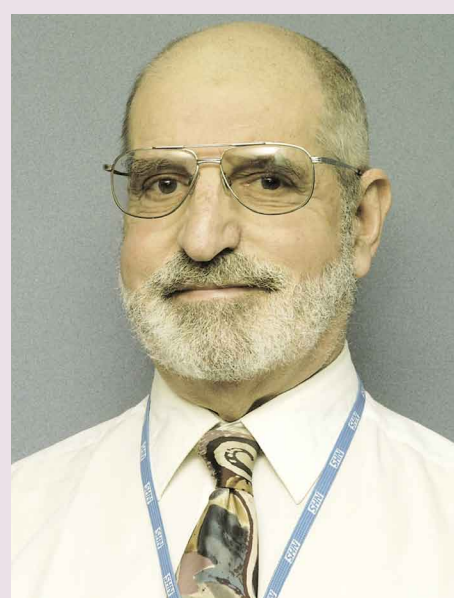
Governor and looks forward to his visits to the wards, speaking with patients, visitors, relatives and members of the public he meets on his rounds. "We are, of course, all potential patients" says Joe, "and we should all be keen to see our hospitals run in the best way possible." Joe is promoting the clean your hands campaign and encouraging 'a smiling face'. "A nice welcome from staff is so important to help put patients at their ease", says Joe. Joe is a member of the Patient Environment Action Team, cleanliness of hospitals and safety of patients being paramount. He has also continued working with the catering team looking at all aspects of food and nutrition, arranging a visit for Governors to see the Central Food Processing Unit at the Northern General Hospital. Joe is a member of the Disability Steering Group, the Vulnerable Adults Strategy Group and the Palliative Care Group.



Anne Eckford Public Governor West Sheffield

Anne has just completed her first year as a Governor. "I am now starting to feel that I am actively supporting the

efforts of the management and staff while representing the views of members. I am involved in the Nutrition Group, Carers Strategy Group, Governors' Communications Group and I have been pleased to be part of the judging panel for the staff Thank You Awards in 2008". Anne is keen to see a continued improvement in the whole patient experience and is working with a group carrying out environmental checks across the hospitals. "When you elected me last year I said that infection control and cleanliness were areas of interest for me so I have joined the Infection Prevention and Control Committee, working to stamp out MRSA and C difficile." As a Governor Anne was invited to join an interview panel to appoint a new matron; "I was delighted to accept as I know that matrons have such an important position in our hospitals. I am looking forward to continuing to represent you over the next two years and would like to hear from you to tell me about your experience of our hospitals".



Richard Chapman Public Governor South East Sheffield

Richard has been a Governor since 2004. He is a member of the Infection Prevention and Control Committee and quickly learned of the challenges facing the Trust under

the Government's requirement to reduce healthcare associated infections. "Sheffield Teaching Hospitals has easily beaten the target set by the Government to reduce the cases of MRSA by 50%, with the Trust achieving a reduction of 64.5% over three years. However, the battle continues and work goes on regardless of the fact that the Trust is ahead of target – no one rests on their laurels in the organisation. Often people don't realise how big the Trust is, it is the largest acute foundation trust with over 2000 beds in 5 hospitals with 13,000 staff.' Along with Joe Abson and Graham Thompson I recently represented the Trust at a Department of Health meeting presenting a 'layman's' view of the work of the Trust on infection control. It was good to see that senior people including Anne Keen MP, Parliamentary Under Secretary of State for Health, were involved in the seminar raising the issues and giving it top priority in the Department.

As your Governors we would like to hear from you about your experience of the Trust's hospitals. We are hoping that members will let us have their views about things in the hospitals that matter to them.

If you would like to contact any of your Governors you can reach us through the Foundation Trust Office Membership Manager, Jane Pellegrina, on 0114 271 4322. By email at jane.pellegrina@sth.nhs.uk or by post at Sheffield Teaching Hospitals NHS Foundation Trust, Foundation Trust Office, Clocktower Building, Northern General Hospital, Herries Road, Sheffield S5 7AU



Beryl Wilson Public Governor West Sheffield

Beryl was first elected in 2004 and has been actively involved since then. "I am learning all the time and feel that my involvement is starting to make a difference", said Beryl. "One of the areas I am working in is palliative care and the Bereavement Services Group - not a subject people are always comfortable discussing but nonetheless a very important area in the Trust. We meet regularly and have dealt with a variety of issues from post mortems to medical records, from completion of certificates to coping with the possibility of a flu pandemic".

2008

Excellence as standard

Have your say on our plans to deliver world-class healthcare.

You may already know that your hospitals are currently rated as excellent for the quality of our health-care services and the way in which we manage our finances. Excellent is the highest possible NHS rating you can score.

We meet or exceed all the waiting time and quality standards required of us by the NHS and our patient satisfaction rates are among the best. We are also rated as the best teaching Trust in the UK for the control of MRSA. In short we are now a hospital Trust which over a million patients choose every year for their healthcare.

However we are not complacent and want to build on this success to provide even better care for our patients and their families. We are preparing a new four year plan which will provide a blueprint for the coming years. We would really like your comments and views on our initial ideas and your feedback will inform the final strategy. Please take five minutes to complete the form on this page.

Our vision is simple:

For Sheffield Teaching Hospitals NHS Foundation Trust to be a

provider of world class health services, and top quality teaching and research.

This means that by 2012 we will continue to be recognised for consistently achieving the highest standards in the way patient care is delivered by our staff and be regarded as one of the top international hospital centres of choice, providing clinically excellent services in clean, safe, comfortable and welcoming facilities.

Therefore our key themes for the new corporate strategy are:

- To drive 'excellence as standard' in all that we do.
- To provide health services that compare internationally with the best in the world.
- To undertake leading edge research.
- To continue to provide top quality teaching for the health-care professionals of the future.
- To engage, value and help our staff to be partners in success.
- To be a good corporate citizen and play an active part in Sheffield's future plans.

If you would like a copy of the draft Corporate Strategy please contact: Jane Pellegrina on 0114 271 4322 or email jane.pellegrina@sth.nhs.uk or visit www.sth.nhs.uk

Be part of the journey Help us shape the future.

We would be delighted if you would spare a few moments to give your comments on our initial thoughts. Your feedback will inform our final strategy, and underpin the proposed new approach to hospital care in the city.

You can either:

- Complete this form and return to us at: Sheffield Teaching Hospitals NHS Foundation Trust, FAO Jane Pellegrina. FREEPOST NAT9274 Sheffield. S5 7ZZ
 - Complete the form online by going to www.sth.nhs.uk/futureplans
 - Email futureplans@sth.nhs.uk with any comments you may have
- The closing date for comments is 8th December 2008.

Name

Address

Age

Email

Tel

Please tick if you would like to be kept informed and involved in the development of hospital services ☐

Are you a member of Sheffield Teaching Hospitals NHS Foundation Trust? ☐ Yes ☐ No

Please tick if you would like to become a member (membership is free). ☐

Tomorrow's healthcare today

We would like to know if you feel we are taking the right approach by aspiring to have 'excellence as standard' in all that we do.

Please tick the most appropriate box that represents your view:

Agree strongly ☐ Agree ☐ Don't know ☐ Disagree ☐ Disagree strongly

Please give your reasons why you feel this way:

We would like to know if you feel we are taking the right approach to develop more of our services to achieve world class status.

Please tick the most appropriate box that represents your view:

Agree strongly ☐ Agree ☐ Don't know ☐ Disagree ☐ Disagree strongly

Please give your reasons why you feel this way:

Excellent customer care is central to our aspirations. How do you feel we could improve your experience of being cared for at our hospitals?

Be part of the journey

How do you think we should be a good corporate citizen and support local communities in Sheffield over the next five years?

None of our plans will be possible without the full engagement of the staff of Sheffield Teaching Hospitals. If you work for us (or volunteer in our hospitals) how would you wish to be more engaged and what steps should the Trust take to make this easier for you?

Other comments or views.

(please feel free to continue on a separate sheet of paper if you wish)



Andrew Cash Chief Executive

Laser Eye Clinic treating maximum numbers of patients

Just three months after opening, the Sheffield Vision Centre has proved so popular that it is now filling every available operating slot with those wishing to have laser eye surgery.

The centre which offers the treatment at the Royal Hallamshire is the first centre in Sheffield to offer hospital based refractive laser eye surgery to fee paying as well as NHS patients. The Sheffield Vision Centre opened earlier this year and is helping patients overcome their short-sightedness, long-sightedness and astigmatism reducing their dependency on glasses or contact lenses.

Matthew Edwards, Consultant Ophthalmologist is leading the clinic along with a dedicated team of support and nursing staff.

"The new clinic offers the highest quality of care available to patients on a fee paying basis as well as a small number of NHS patients with particular eye diseases. Hospital based clinics run by consultants have an obvious appeal for many people considering laser treatment and we know

that many will only consider a centre that has the professionalism of a respected NHS hospital. The fact that the Sheffield Vision Centre will treat fewer numbers than other commercial centres also appeals to patients.

"There are lots of good reasons for choosing laser eye surgery. If you have an active lifestyle or take part in sport you may want to reduce your need for glasses or contact lenses or you may want to take up a job which doesn't allow you to wear glasses or of course it may just be for cosmetic reasons."

Laser corrective procedures are not available on the NHS although patients who need laser surgery for medical reasons will be able to access all the advantages of a purpose built, aesthetically designed clinic.

"One of the main benefits for patients is that they will pay a one off fee which will cover their surgery and after care including additional treatment if required. This way, patients will be able to budget and know exactly what they are getting for their money without any unforeseen extras. Credit facilities are



also available".

The Sheffield Vision Centre is able to offer a locally unique service where the patient will see their surgeon at every visit. This is distinct from the commercial providers, where people may only meet their surgeon on the day of treatment and even then

only minutes before they undergo their procedure. Treatment at the Sheffield Vision Centre costs £1500 per eye which includes a 'wavefront analysis' and initial consultations are free.

In addition to laser eye surgery, the clinic will soon be home to an Optician providing all the usual services including eye

examinations using the highest specification equipment as well as designer and standard frames.

For further information on the sessions or any of the services offered, please call 0500 400 222 or visit <http://www.sheffieldvisioncentre.co.uk>

Boosting confidence with cosmetic camouflage

We have all heard stories of people having a tattoo and then later regretting it. Other people do not have the choice and are left with scars and disfigurements as a result of disease or surgery.

However, help is on hand in the form of the Camouflage Clinic run by Senior Pharmacy Technician Helen Fletcher. The service, which has been running for around 20 years, uses highly specialist skin cam-

ouflage (not make up) and is open to adults as well as children. The results are outstanding and can be life changing, helping to restore a person's confidence by concealing markings such as birthmarks, vitiligo or rosacea, scarring and even tattoos.

Helen explained;

"There are many reasons why people choose to use skin camouflage. Some patients use it every day as part of their day to day routine and others use it only for special events such as weddings or a special night out. Some of the marks can be really visible but with careful application, the camouflage is very effective in concealing them and can make a big difference to patient's lives, boosting their confidence and well being".

The skin camouflage method is a simple but highly skilled process. Each patient sees a trained member of staff with consultations that can last well over an hour. During the session, colours are chosen to match the person's skin tone and then the creams are blended to ensure the final effect looks as natural as possible. Patients are taught blending techniques and how to apply the camouflage to get the best effect at home.

"The hypoallergenic creams are applied to the skin followed by a setting powder and fixing spray if desired which will ensure the camouflage stays on the skin for two to three days. The cream itself is opaque ensuring maximum coverage. They are also waterproof and have sunscreens so are ideal for holidays and water sports.

Both males and females benefit from the service although women are more likely to come forward for treatment.

"We see a variety of people with a range of conditions including patients who have recently had surgery. We accept referrals from GP's and Trust consultants and sessions are available every week at the Royal Hallamshire, Northern General and Weston Park hospitals.

If you would like to be referred to the service please visit your GP and ask for a referral.



Before



After

Interactive technology supporting women's health

Staff at Sheffield Teaching Hospitals have introduced new interactive computer technology to improve patient assessment. Experts at the Jessop Wing have come up with this high-tech solution to improve the way patients are assessed and ensure the care they receive is best suited to their personal needs.

Pelvic floor problems can be embarrassing and uncomfortable for a patient to discuss and because of this, answers given during a clinical consultation are often not reliable enough to provide a truly accurate assessment.

Consultant Gynaecologist, Stephen Radley, along with colleagues in the Medical Physics & IT Departments at the Royal Hallamshire hospital, have overcome the problem by developing ePAQ, an interactive touch-screen assessment questionnaire for women with pelvic floor problems.

Mr Radley said: "The ePAQ system doesn't replace the normal consultation but uses an interactive questionnaire to record their relevant and important bowel and bladder symptoms, such as incontinence, as well as female-specific problems and sexual matters.

"These disorders can be difficult to talk about so the technology

allows women to give us accurate information to help make a diagnosis.

"A patient can decline to answer any questions that she doesn't feel comfortable with and help pages are available if required to further clarify each question or explain unfamiliar terms."

'Virtual clinics' are now being held, where women, who have been referred to the service by their GP, use the system on-line, via the Internet.

Then, with the permission of the patient, results are reviewed by the consultant who then holds a telephone consultation with the woman concerned. From this, treatment, investigations or out-

patient visits can be planned as necessary.

Mr Radley added: "The service is proving extremely popular with patients and data from ePAQ is already being used to measure clinical effectiveness in women's health services. Evaluations involving surveys of patients' views and experiences have been extremely encouraging in Sheffield as well as different NHS centres in the UK now using ePAQ. The Department of Health has hailed the development as a 'success story'.

"Plans are now being developed to roll out ePAQ to other clinical areas, including other areas of women's health, musculo-skeletal disorders,

drug and alcohol misuse and pre-operative assessment.

"We hope that ePAQ will ultimately help ensure that the assessment of symptoms and their impact on quality of life is carried out in a standardised and consistent way throughout the health service, providing high quality information for diagnosis, management and monitoring.

"Other UK and overseas hospitals are now starting to use the system and Sheffield Teaching Hospitals NHS Foundation Trust has produced a version for commercial use."

For more information about ePAQ, please visit www.epaq.co.uk.

Focus on the Clock Tower Gallery

The Clock Tower at the Northern General Hospital is a unique exhibition area, with high ceilings and natural lighting in the upper gallery it is a premium space to display artwork. As a public space, entry is free and patients, visitors, staff and the public all pass through the gallery taking a break away from daily routine to appreciate the artwork.

We aim to raise the profile of this fine gallery and with it maximise opportunities for local artists and arts organisations to display and sell their work. Artists make a valuable contribution to the hospital by improving the patient environment and with commission from all artwork sold donated directly to support and maintain hospital arts projects.

Some fantastic exhibitions have been hosted at the gallery ranging from local and national artists, community art groups, local schools, universities and colleges; all bringing unique and exciting artwork for all to see. The gallery is a popular and well known venue in the Sheffield 'Art Scene' so gets booked up quite quickly.

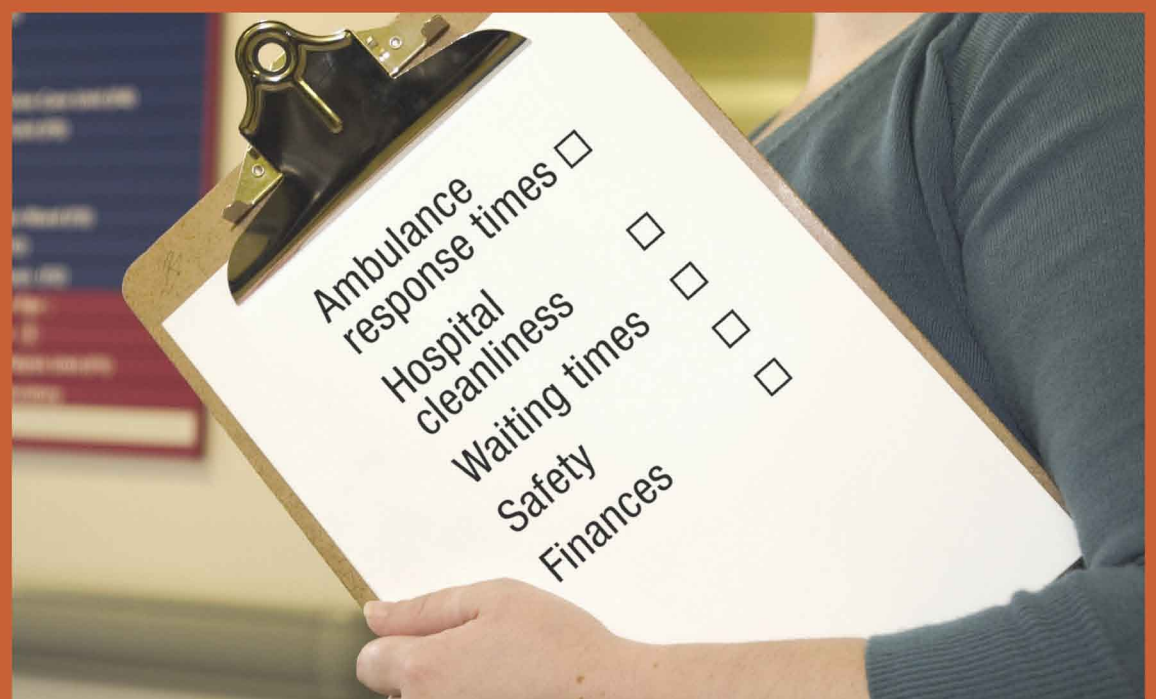
If you would like to book The Clock Tower Gallery for yourself or an art group please contact Kerry Blackett by phone on 0114 2714949 or by email at Kerry.Blackett@sth.nhs.uk



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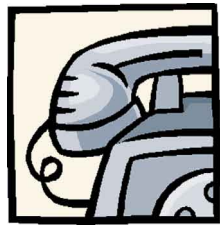


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Alastair Campbell – ‘The Blair Years’

Alastair Campbell, Director of Communications and Strategy for former Prime Minister Tony Blair visited Sheffield in June, to support the Sheffield Leukaemia and Blood Disorders Appeal.

Alastair took time out to appear at the Broomhill Festival, of which the leukaemia appeal was one of five beneficiary charities, to talk about his life in politics, the media and what it was really like to work for Tony Blair. Alastair has been an active supporter of leukaemia charities after a former journalist colleague sadly passed away from the disease.

The Broomhill Festival donated £3,000 to the appeal, which will be used to help improve care for patients with leukaemia and other blood disorders at the Royal Hallamshire Hospital.

Further information at www.broomhillfestival.org.uk



Elizabeth Jones, Chair of SHCT, and Reverend Adrian Alker, Chair of the Broomhill Festival, welcome Alastair Campbell

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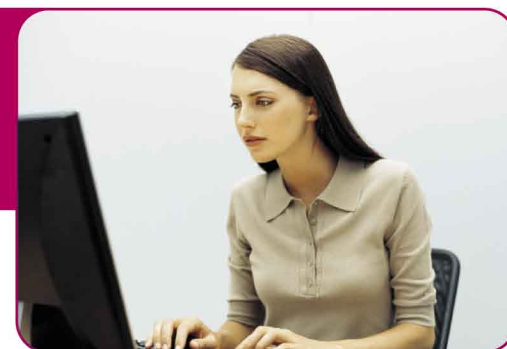
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Condition Management Programme

Are you receiving Incapacity Benefit?

Do you want help to return to work?



What is CMP?

The Condition Management Programme (CMP) is a voluntary programme, developed to help people better understand and manage their health condition and develop self confidence and practical skills to help them back towards returning to work. The scheme is delivered by NHS health practitioners and is a significant part of the Pathways To Work initiative provided by Jobcentre Plus which offers support to people who are out of work and are on incapacity benefits, to help them look at returning to some form of employment now, or in the future. Attending the programme does not affect your benefits in any way whatsoever.

Why should I join?

From a health point of view, we know that being in work is good for your physical and mental health, boosting self esteem and quality of life for you and your family. CMP is an innovative project demonstrating a successful partnership between the NHS and Jobcentre Plus. Through CMP we are helping local people understand and manage their health in relation to their own individual capabilities and abilities to work. CMP has already had many successes, with more than 3500 people across South Yorkshire having volunteered since the programme started and more than 1200 in Sheffield. Many of those people are now either back in work or well on the way to improving their lives by better understanding their health condition.

I'm interested...

What do I need to do now?

All CMP volunteers attend an initial assessment at the Jobcentre, and then you'll join a seven week core programme at a community venue very close to where you live. All travel expenses are paid for, all childcare provision / carer responsibilities will be paid for and each participant receives a three-month leisure pass to their local leisure facilities to encourage participation in a range of healthy activities as part of the programme.

Free three month leisure pass for all volunteers!

For further information please call to make an appointment to see a Personal Adviser at:
Bailey Court: 0114 2033189, Cavendish Court: 0114 2590710,
Eastern Ave: 0114 2608087 or Hillsborough: 0114 2033241
Or visit: www.elphin-barnsley.org.uk

Helping People to Overcome Barriers to Work

