Bleep

George Eliot Hospital NHS
NHS Trust

...including 2011/12 Annual Review
Summer 2012

Here to help

New Cancer Information Centre Opens

Photo courtesy of the Nuneaton News

Also in this edition...

...Looking ahead: The latest on the Trust's search for a partner organisation...

...One vision: Trust launches a new vision and core values...

...Helping hand: Staff celebrate Global Hand Hygiene Day.

Chairman's welcome

Welcome to the summer edition of Bleep. This edition contains several important articles that set out the Trust's vision for the future of health care at the hospital and in the local area.

The publication of our Outline Business Case (*page 4*) sets out the process we'll go through in order to find a strategic partner to secure the long-term future of our services. As you will see, we are making every effort to keep our options open and invite tenders from a wide range of organisations, both NHS and non-NHS. As Chairman, I give my guarantee that this process will be transparent and always centred around what is best for local people.

Members of the public are being invited to have their say on the future of children's services at the Trust (*page 6*) and I'd encourage as many of you as possible to be involved.

Finally, please take the chance to look at our newly launched vision and core values (*page 7*). These set out what you can expect from our staff when you visit the hospital.

Stuart Annan
Chairman

News in brief...

The pathology service has launched a weekly blood testing service at the Camp Hill GP-led Health Centre on Ramsden Avenue. The session runs from 8am-12noon every Friday. Blood tests are by appointment only. Appointments can be booked by calling 02476 153 546 between 10am-3pm. The clinic is open to everyone requiring a blood test.

The Trust recently received its annual PEAT (Patient Environment Action Team) assessment. This assessment of inpatient services is a benchmarking tool that ensures improvements are made in the non-clinical aspects of patient care such as the environment, food, privacy and dignity.

The results of the visit will be published in July but early indications show are that the Trust has performed extremely well. Full details will follow in the next edition of Bleep.

All members of the public and staff are invited to the Trust's Annual General Meeting, which takes place at 5.30pm on Wednesday 18 July in the training and education centre (GETEC). Light refreshments are served from 5pm and parking is free.

A new project, launched in partnership with South Warwickshire NHS Foundation Trust (SWFT), has been shortlisted in the Efficiency in Community Service Redesign category of the Health Service Journal Efficiency Awards 2012. The project aims to discharge 5 patients per day from the George Eliot to enable them to return home and be cared for by SWFT's Community Service teams.

A Discharge Coordinator works at the George Eliot to identify which patients do not require acute care and would be more suited to receiving health care from community services, such as health visitors, physiotherapists and dieticians. These patients can then be cared for within their home, which is often the preferred choice of many patients.

Being in a hospital setting is not necessarily the best place for patients, especially once they no longer require specialist hospital care. It is often the case that patients benefit from a familiar environment where they are more confident and closer to their family and friends, whilst receiving care from community services staff.

Midwives at George Eliot Hospital have thanked TK Maxx in Coventry for a kind donation of £200. The money has been used to purchase bags from the shop that will be used to carry vital pregnancy information to pregnant women in the community.

Following a successful trial, a new hi-tech 'track and trigger' system to aid patient care is set to be rolled out across all wards at George Eliot Hospital.

Staff on the Trust's Emergency Medical Unit have been trialling the system since summer 2011 to test its compatibility with Trust IT systems and clinical processes. Following this successful trial period, the Board of Directors has approved a Trust-wide rollout of the system.

The system enables clinicians to use handheld personal electronic devices to record a patient's vital information at their bedside. It offers prompts to staff to ensure information is collected at the right time and is then analysed in real time. The main advantage of the system is its ability to process information and quickly identify patients whose condition is deteriorating.

Next steps to
securing a sustainable future

The Trust recently announced next steps in its search for a strategic partner to secure a sustainable future for the services and care it provides to local people.

George Eliot's Board has agreed that it is in the best interests of the hospital, its patients and staff to undertake a procurement process that enables both NHS and independent sector healthcare providers to make proposals for working in partnership with the Trust.

Kevin McGee, Chief Executive of the George Eliot, said: "Throughout this process, the Board of Directors has remained clear of its continued desire to keep the door open to potential partners from both the NHS and independent sectors. This way we will have as wide a range of options as possible to choose from."

Once Department of Health approval for the proposed procurement has been secured, organisations will be invited to formally express their interest in becoming the Trust's partner through an operating franchise, or variations on this model, should they wish to do so, after which the procurement process is expected to take approximately ten months.

"We now have a firm vision for the future, and are looking forward to seeing what potential partners can bring to our table. We are pleased to be taking this exciting step forward, having invited the views of as many people as possible who hold George Eliot close to their hearts. Regardless of the organisation which is chosen, I can reassure you that staff and assets will remain a part of the NHS, and patients will continue to receive NHS services" continued Mr McGee.

The announcement follows considerable early engagement with staff, patients, potential partners and other stakeholders, during which 13 original organisational models were considered.

As part of the announcement, George Eliot Hospital is taking the opportunity to launch its second wave of public engagement, seeking the views of staff, patients and other stakeholders on proposals.

The Trust recently invited interested parties to meet informally to discuss a future organisational model. The following six organisations continue to express an interest:

- Burton Hospitals NHS Foundation Trust
- Care UK
- Circle
- The Dudley Group NHS Foundation Trust
- Serco Group PLC
- South Warwickshire NHS Foundation Trust

This is not a final list and other organisations are still welcome to express an interest.

Chairman of the Trust, Stuart Annan concluded: "I would like to add my assurance that the Board are absolutely committed to finding the right solution for the future of local healthcare. By working with you, we will ensure we make the right decision for local people, their local services and their local hospital."

More information on the Sustainable Future project can be found at www.geh.nhs.uk/our-future/outline-business-case/

The launch of the vision and values comes at a time when the Trust is looking to partner with another organisation in order to secure the long-term future of health care at the hospital and in the local area. Chief Executive Kevin McGee said: “It is a time of great change for the Trust and the launch of the vision and values is about letting people know that whatever direction the Trust takes, these will remain our core principles and we are committed to providing the highest standards of care to the local community.”

One vision

Trust staff recently made a public commitment to local people with the launch of a new vision and set of core values for the organisation.

The Trust’s vision and core values were developed by hundreds of staff through a series of focus groups held over several months. They represent the high quality of care that staff feel patients should expect and that they want to deliver. More than 300 members of staff attended the launch event and 70 of them signed up to be ‘values champions’, whose role will be to promote and embed the values throughout the organisation.

The Board of Directors showed their commitment by signing a board displaying the vision and values (*pictured*) which will be displayed at the main entrance to the hospital.

Kevin continued: “Our staff are our biggest asset and as a Board, we want them to know how much we value them. The vision and values have been devised by our staff and reflect the way they want to perform as a team to enhance patient care and the direction they want to see the organisation moving in. I urge every member of staff to support these values, demonstrate them through their work and behaviours, and I would invite local people and patients to hold each of us to account for them.”

Children’s services consultation

The Arden Cluster (NHS Coventry & NHS Warwickshire) has launched a public consultation on children’s services at George Eliot Hospital. The consultation will run until Monday 6 August 2012 and puts forward one proposal for consideration by the public.

The proposal involves the transfer of inpatient paediatrics from George Eliot Hospital to University Hospital in Coventry. A new short-stay paediatric assessment unit is proposed to be established at George Eliot Hospital, open between 8am and 10pm. There are no changes proposed to maternity services or to the Special Care Baby Unit at George Eliot Hospital.

“I would encourage local people and hospital staff to take part in the consultation process and make their feelings known about the future of services from the George Eliot Hospital site.”

The consultation document and supporting documentation can be found at: www.warwickshire.nhs.uk/youandus/consultations

Members of the public can respond to the consultation by emailing consultations@warwickshire.nhs.uk or by writing to The Communications Team, Arden Cluster, Westgate House, Market Street, Warwick, CV34 4DE.

In response to the announcement regarding the consultation, George Eliot Hospital Chief Executive Kevin McGee said: “This was our preferred option and we welcome the Arden PCT Cluster’s decision to hold a full public consultation on the future of women’s and children’s services across the region. We are pleased to have the opportunity to showcase the model of care we have developed in partnership with our local NHS partners and the confidence we have that it will secure the future of high quality services on the George Eliot Hospital site for many years to come.

Photo courtesy of the Nuneaton News

Trust opens new
Cancer Information Centre

Anyone concerned about or affected by cancer can now receive additional advice, information and support thanks to the opening of a new Cancer Information Centre at George Eliot Hospital.

The centre, which has been built in partnership with Macmillan Cancer Support, received its official opening in May and is located in the main entrance area to the hospital.

The service is run by Macmillan Information and Support Manager Julie Smith with the help of 11 fully trained volunteers. Cancer patients and their family and carers can access a wide range of information about their treatment and other practical issues such as support groups, financial advice and financial benefits available.

Julie said: “We are really excited to be officially launching the information and support service. Guests will be able to see that as well as a wide range of information leaflets, we can also signpost visitors to local support services, look at financial and benefits help, as well as offering emotional support and information for carers.”

The Trust’s Cancer Lead Director, Heather Norgrove, said: “We are delighted to be officially launching the Macmillan Cancer Information and Support Centre. The advice and support Julie is able to offer will be of great benefit to people in Nuneaton.”

Monica Burchell, Macmillan Development Manager, said, “Cancer is the toughest fight that many of us will face. Having the right information and support at the right time is of vital importance to people affected by cancer and their families. This new centre will mean that the people of Nuneaton have this support when they need it.”

For more information on the service please call 02476 153201.

WE ARE MACMILLAN. CANCER SUPPORT

Cancer facts*:

- There are 2million people living with or beyond cancer in the UK
- The number of people living with cancer in the UK is increasing by 3.2% every year - if this rate continues this could see 4million people living with cancer by 2030
- 310,000 people in the UK are diagnosed with cancer every year
- One in eight of 65s and over in the UK have had a cancer diagnosis

*Information from www.macmillan.org.uk

All hands on deck

Staff from the Trust's infection prevention team came out in force for Global Hand Hygiene Day to encourage members of staff, patients and visitors to keep up the good work in the fight against hospital acquired infections.

People attending the stall in the hospital were set a challenge to see how clean their hands were, before and after washing, using a specially designed ultra violet light unit. They were also given help and advice on infection prevention.

The hospital has achieved large reductions in hospital-acquired infections in recent years, including reporting only one case of hospital acquired MRSA bacteraemia (bloodstream infection) in two years and hitting its C diff targets for the 2011/12 financial year.

Infection Prevention Lead Nurse Pat Hutchinson said: "We've made huge improvements in tackling infection rates over recent years but it is vital that people don't become complacent. Good hand hygiene is the simplest and one of the most effective ways of tackling infections and it is important that we keep promoting best practice.

"Good hand hygiene is not just important in hospitals but also in homes and workplaces to help restrict the spread of infection."

George Eliot Hospital NHS
NHS Trust

George Eliot Hospital NHS Trust

Annual Review 2011/12

Chief Executive's welcome

Welcome to our Annual Review, a brief summary of the 2011/12 financial year at George Eliot Hospital NHS Trust.

It has been a year packed with progress and activity to improve the healthcare we provide. The Trust had a successful year in meeting its key performance targets. These are not easily achieved and we thank all of our staff for their commitment to providing the best care possible for local people, particularly when we were also able to achieve more than £9m of cost savings without affecting the quality of patient care that we provide.

In November, we took the decision to instruct a group of external experts to investigate our historically high mortality rates, and following their review, we are very pleased to have launched a robust strategy to improve our rates.

One of the most significant challenges we faced was the realisation that the Trust was unlikely to reach the strict criteria to become a Foundation Trust on its own, and back in September 2011 we made the tough, but responsible decision to search for a partner organisation with whom we can work to achieve our ambition of becoming a Foundation Trust. We are now part way through a comprehensive programme of work to identify who that partner organisation might be and we have prioritised a programme of communication and engagement with staff and the public. There is still much more to do, and at the time of writing, we anticipate our preferred partner organisation will be agreed in the Autumn of 2012.

We hope you find the review valuable. A more detailed review of the year can be found in our full Annual Report and Accounts available on our website or by calling 02476 865383.

Kevin McGee
Chief Executive

Excellence and achievement

Going for gold
Senior physiotherapist Mat Jones will have his sights set firmly on gold this summer as heads to London Paralympics as part of the support team for the Great Britain blind football team.

Going to meet the Queen
In July 2011, Bereavement Councillor Trish Waters received recognition for her 17 years of service helping people who have lost a loved one, with an invitation to tea with the Queen at Buckingham Palace.

Teaching excellence
Diabetes and medical education specialist Dr Vinod Patel received the University of Warwick Award for Teaching Excellence, an award that recognises lecturers who have had an exceptional impact on the learning experience of students and enhanced the profile of teaching excellence. Dr Patel was one of only four lecturers at the university to receive one of these annual awards.

Nursing Times Award nomination
Lung Cancer Specialist Nurse Tracy Kates was shortlisted in the Cancer Nurse Leader Category at the Nursing Times Awards 2011, but narrowly missed out on winning the award. Tracy was nominated for the award in recognition of her dedication to caring for cancer patients and her work to develop cancer services at George Eliot Hospital.

Quality and performance

Performance summary
The Trust met the majority of its operational performance targets including infection rates, 18 week referal to treatment times, A&E waiting times and cancer waiting times.

Mortality rates
The Trust launched a major independent review of its mortality rates following the publication of data that showed its rates were higher than expected. The review identified several areas for improvement including patient care pathways, information management and external factors such as end-of-life care in the community. A strategy was put in place to address these concerns. Early indications suggest that these actions are leading to improvements.

Improved nursing ratios
The Trust invested over £1million to increase qualified to unqualified nursing ratios. The programme involved the creation of 32 new nursing posts and in the process increased the Trust's qualified to unqualified nursing ratio to 60:40.

MRSA
The Trust reported its first case of hospital acquired MRSA bloodstream bacteraemia for nearly two years in December 2011. Despite this setback, it is important to stress how far the hospital has come in reducing such infections in recent years. In June, the Trust was identified as one of only 25 in the country to report no cases of hospital acquired MRSA bloodstream bacteraemia in the previous 12 months.

Pressure sores
The Trust has made great strides in reducing incidents of hospital acquired pressure sores. The Trust reported just seven hospital acquired grade 4 pressure sores (the most serious) in 2011/12 with none since June 2011. There were nine hospital acquired grade 3 sores recorded with none since November 2011. Incidents of grade 1 and 2 sores have also reduced substantially throughout the year. Along with other Trusts in the Midlands and East Strategic Health Authority, the George Eliot will be aiming to totally eliminate grade 3 and 4 sores by the end of the 2012 calendar year.

Care Quality Commission (CQC)
An unannounced inspection by health watchdog, the CQC, in July 2011 assessed the Trust as delivering safe, good quality care. The review examined six essential standards of quality and safety and found that the Trust is fully compliant with each. The review team commented: "During the course of the two-day visit we spoke with patients using the service and received a lot of positive comments about the care provided by George Eliot Hospital."

Nutrition boards
Patients have been benefiting from the introduction of new bedside 'nutrition boards' to help staff ensure they receive adequate nutrition. The 'nutrition boards' will allow hospital staff to see at a glance the nutritional requirements of that particular patient and will be placed on the wall next to every bed.

Ensuring good nourishment helps the recovery process and benefits the patient and hospital through better outcomes and reduced length of stay.

Service review

New Cancer Information Centre
The Trust has been working in partnership with the Macmillan Cancer Support charity to open a new cancer information and support centre. The centre, which is staffed by a newly appointed centre manager and 15 fully trained volunteers offers advice and information for hospital patients, their families and visitors affected by cancer. The centre is located at the main entrance to the hospital and is open Monday-Friday from 7.30am-4.30pm.

Breast cancer service pledge
In November, staff from the Trust's breast care team made a public commitment to provide a 'gold standard' of care to their patients as the Trust joined the Breakthrough breast cancer charity and 51 other hospitals around the country in producing a 'service pledge'. By signing the pledge, staff in the hospital's breast care unit made a formal commitment to ensure every patient receives the highest standard of care based on an explicit, written set of promises.

Transient Ischaemic Attack (TIA) clinic
A clinic provided by specialist nurses has been helping to reduce the risk of local people falling victim to a stroke. The clinic sees patients referred following a suspected TIA (Transient Ischaemic Attack). A TIA is similar to a full blown stroke, but the symptoms do not last as long, lasting for anything from a few minutes up to 24 hours. The symptoms are an indication that a part of the brain is not getting enough blood. The clinic takes place seven days a week and means that anyone attending their GP or A&E showing high-risk symptoms can be seen with 24 hours of a referral being made.

Women's and children's services

The future of women's and children's services
After an extended period of uncertainty, the Arden PCT Cluster recently took the decision to go out to consultation on one option. This was the Trust's preferred option and sees no changes proposed to maternity services or to the Special Care Baby Unit at George Eliot Hospital. It will involve the transfer of inpatient paediatrics from George Eliot Hospital to University Hospital in Coventry. A new short-stay paediatric assessment unit is proposed to be established at George Eliot Hospital, open between 8am and 10pm. The consultation is due to finish in August 2012.

Certificate of commitment from UNICEF
In August 2011, the Trust's maternity department passed staged 1 of the UNICEF Baby Friendly Initiative. This success recognised that the Trust is dedicated to implementing recognised best practice and is the first step towards gaining international recognition from the UNICEF (United Nations Children's Fund) Baby Friendly Initiative, a global programme set up in conjunction with the World Health Organisation which aims to improve the care provided to all mothers and babies.

Breastfeeding volunteers
An army of mums from the local area have been volunteering their time to help other new mums get started with breastfeeding their newborn at George Eliot Hospital. The fully trained breastfeeding trainers will visit new mums on the ward to discuss the health benefits of breastfeeding and offer tips and advice on how to get started.

Primary care

Smoking cessation
The Warwickshire Stop Smoking Service helped 3,760 people in Warwickshire quit smoking. This is against a target of 3,630 for the whole financial year and is their most successful year since the service started in 2000. One of those to benefit from the service was Mayor of Nuneaton and Bedworth Neil Phillips who used the opportunity to raise money for Mary Ann Evans Hospice. For more information on the service call 0800 085 2917.

Help for dental anxiety
The Warwickshire Special Care Dental Service launched a new service to help patients who suffer from severe anxiety that prevents them from visiting their dentist. The sessions teach patients techniques that will help them deal with their anxiety when they visit the dentist. Patients wishing to access the service will need to be referred by their family dentist or GP. For more information on the service and how to access it, please contact 01926 888630.

Health trainers
The Trust's Health Trainers, who are based at the Camp Hill Health Centre, helped 1000 people improve their lifestyle in 2011/12. They offer a range of free services across the local area including advice on how to become more active, eating more healthily, quitting smoking and reducing alcohol consumption. For more information on the service call 02476 865383.

Patient support

Patient Advice and Liaison Service (PALS)
The PALS service is the first point of contact for patients, visitors and family members who have queries, concerns or feedback regarding care at the hospital. In 2011/12, the service responded to over 4414 queries, of which 96% were responded to on the same day. During the financial year the service celebrated its 10th anniversary. During this time they have responded to over 25,000 queries.

Oasis Project
In March, the Department of Spiritual and Pastoral Care launched the Oasis Project, which allows patients about to undergo surgery or other procedures to access relaxation treatment and techniques such as aromatherapy, hand massage and breathing exercises.

New Bereavement Centre
In September, the Trust opened a new bereavement centre. The bereavement team moved to new premises in Middlemarch House – opposite Mary Ann Evans Hospice - and expanded the service and support they offer to people who are recently bereaved. The launch of the new service has helped to centralise many of the processes people go through when they lose a loved one.

VitalPAC
2011/12 saw the successful trial of a new hi-tech 'track and trigger' system to aid patient care that is now set to be rolled out across the whole hospital. The system enables clinicians to use handheld personal electronic devices to record a patient's vital information at their bedside. It offers prompts to staff to ensure information is collected at the right time and is then analysed in real time. The main advantage of the system is its ability to process information and quickly identify patients whose condition is deteriorating.

Community support

Volunteers
The Trust has over 300 volunteers working as part of the Trust's official volunteer programme or as part of support groups such as Anker Radio, the Chaplaincy, the League of Friends, the Members' Advocacy Panel and the Patient Advocacy Forum. The Trust is immensely grateful for the valuable contribution they bring to the organisation. Anyone interested in volunteering can contact Christine Longstaff on 02476 865550 or at christine.longstaff@geh.nhs.uk

Charitable funds
Charitable donations from members of the public and local organisations exceeded £100k in 2011/12. The donations received ranged from a few pounds to several thousands and a wide variety of fundraising activities have benefited the charity. The Trust is extremely grateful for donations of any size.

Charitable funds

The Trust's Special Care Baby Unit (SCBU) was fortunate to benefit from the 2010/11 Nuneaton and Bedworth Mayor's Appeal. Upon handing over a cheque for over £20k in January 2012, former Mayor Don Navarro thanked local people for their kindness and generosity. During his year as mayor of the borough, he attended and hosted over 600 events to raise the money, which will be used to buy two new monitors and contribute towards the purchasing of a new ventilator.

Our people

Staff health and wellbeing
In 2011/12, 4.4% of working days were lost to sickness absence across the Trust. This is up slightly from 4.1% in 2010/11 but less than the 4.5% in 2009/10.

Going the extra mile
Staff, patients, visitors and members of the public are now able to get their daily exercise with the help of a marked 1-mile route around the hospital site. This is part of a wider Walk4Life project funded by NHS Warwickshire and being run by the Leisure Trust to provide signed public walking routes across Nuneaton and Bedworth.

Call to action
The Trust recently started a project called 'Call to Action', which set out to develop a meaningful set of value pledges that are derived and owned by employees. As a result, the following value pledges were developed by the workforce and supported by the Trust Board:

Effective open communication
E**X**cellence in all that we do
Challenge but support
Expect respect and dignity
Local healthcare that inspires confidence

Call to action
The Trust welcomed two new non-executive directors to the Board of Directors in 2011/12. Don Navarro joined the Trust in April 2011 after completing a term as Mayor of Nuneaton and Bedworth. Don was joined in December 2011 by Chris Spencer. Chris joined the Trust with a strong commercial and financial background having held a range of executive and non-executive roles in the UK and abroad.

Finances

Overview
The Trust set an exceptionally challenging target of a £1.2m surplus for the year requiring an £11.2m cost improvement programme. It achieved £9m savings against this target but, facing reduced income from the West Leicestershire area and increased expenditure to sustain the safe operation of the Paediatric service, it required £2.3m of additional support funding and only achieved a break-even position.

Working capital loan
The trust had a deficit of £7.2M in 2005/06 and received a working capital loan of £6.8M in 2006/07. It achieved surpluses of £1.0M-£1.4M in the period from 2006/07 to 2009/10, but in the last two years has instead achieved break-even. The cumulative deficit currently stands at £2.4m. However, the Trust has been permitted to continue repayment of the working capital loan from its own cash resources and full repayment was completed in March 2012.

Staff numbers and agency costs
During 2011/12, there was an increase in the total numbers of staff overall. This was attributable to the Trust taking over the running of several community services and the replacement of temporary staff with permanent staff. Expenditure on non-NHS (agency/locum staff) staff reduced from £7m for hospital services to £3.9m.

Looking ahead – key challenges for 2012/13
The Trust has set a break-even financial budget which does not reduce the level of cumulative deficit. Nevertheless, this reflects the underlying financial pressures that it faces with a 4% efficiency target (expected of all providers) on top of the fact that it did not achieve its cost improvement target in 2011/12 and continues to face cost pressures to ensure safe and high quality services. The budget is based on a 6% cost improvement programme.

Quality, performance and financial overview

Quality and performance indicators

Performance indicator	Threshold 2011/12	Performance 2011/12	Performance 2010/11
Hospital Standardised Mortality Rate (HSMR)	National - 100 Internal - 95	**119.5**	120.5
Cases of Clostridium *difficile* (more than 48 hours after admission to hospital)	Regional - 40 Internal - 29	**38**	40
Cases of MRSA bloodstream bacteraemia (more than 48 hours after admission to hospital)	Regional - 1 Internal - 0	**1**	0
Number of patient falls	567	**541**	622
Falls with fractures	0	**11**	19
Number of complaints	N/A	**271**	330
A&E waiting times less than 4hrs	95%	**95.8%**	96.8%
Cancer - 62 days urgent referral to treatment	85%	**85.4%**	88.2%
Births by caesarean section	below 23%	**23.1%**	21.5%
Medication incidents	N/A	**217**	137

Hospital standardised mortality ratio
Ratio
140
120
100
80
60
40
20
0
Apr-10
May-10
Jun-10
Jul-10
Aug-10
Sep-10
Oct-10
Nov-10
Dec-10
Jan-11
Feb-11
Mar-11
Apr-11
May-11
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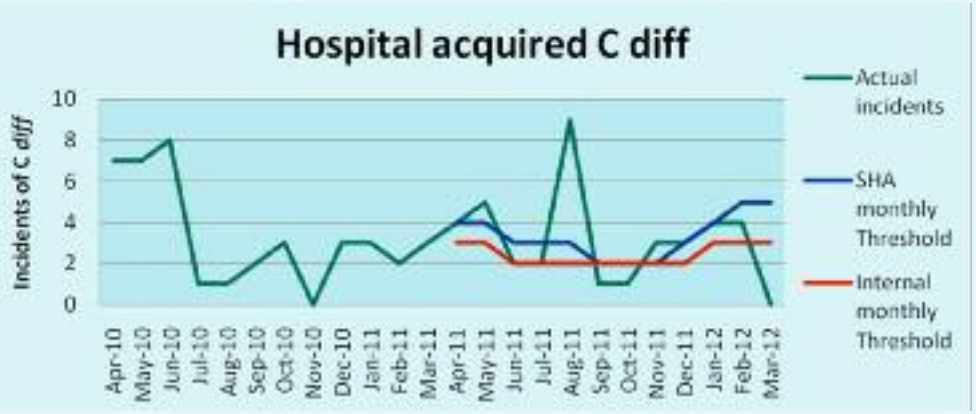
Nov-11
Dec-11
Jan-12
Feb-12
Mar-12
Rate
National baseline


Hospital acquired C diff
Incidents of C diff
10
8
6
4
2
0
Apr-10
May-10
Jun-10
Jul-10
Aug-10
Sep-10
Oct-10
Nov-10
Dec-10
Jan-11
Feb-11
Mar-11
Apr-11
May-11
Jun-11
Jul-11
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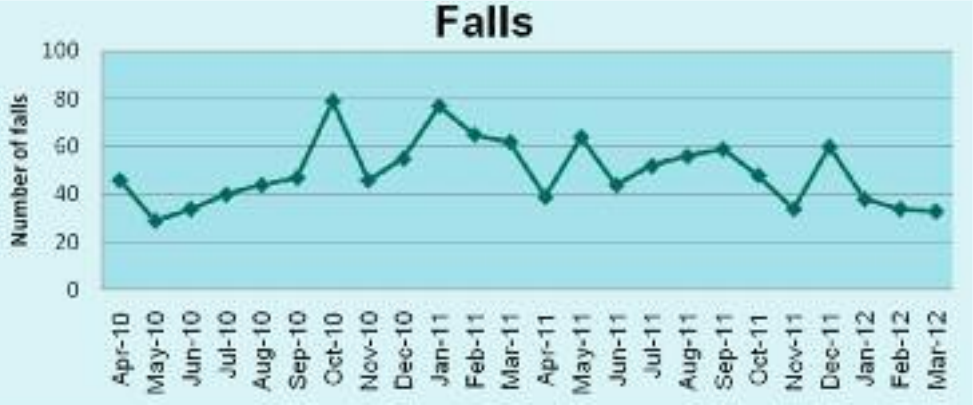
Oct-11
Nov-11
Dec-11
Jan-12
Feb-12
Mar-12
Actual incidents
SHA monthly Threshold
Internal monthly Threshold


Falls
Number of falls
100
80
60
40
20
0
Apr-10
May-10
Jun-10
Jul-10
Aug-10
Sep-10
Oct-10
Nov-10
Dec-10
Jan-11
Feb-11
Mar-11
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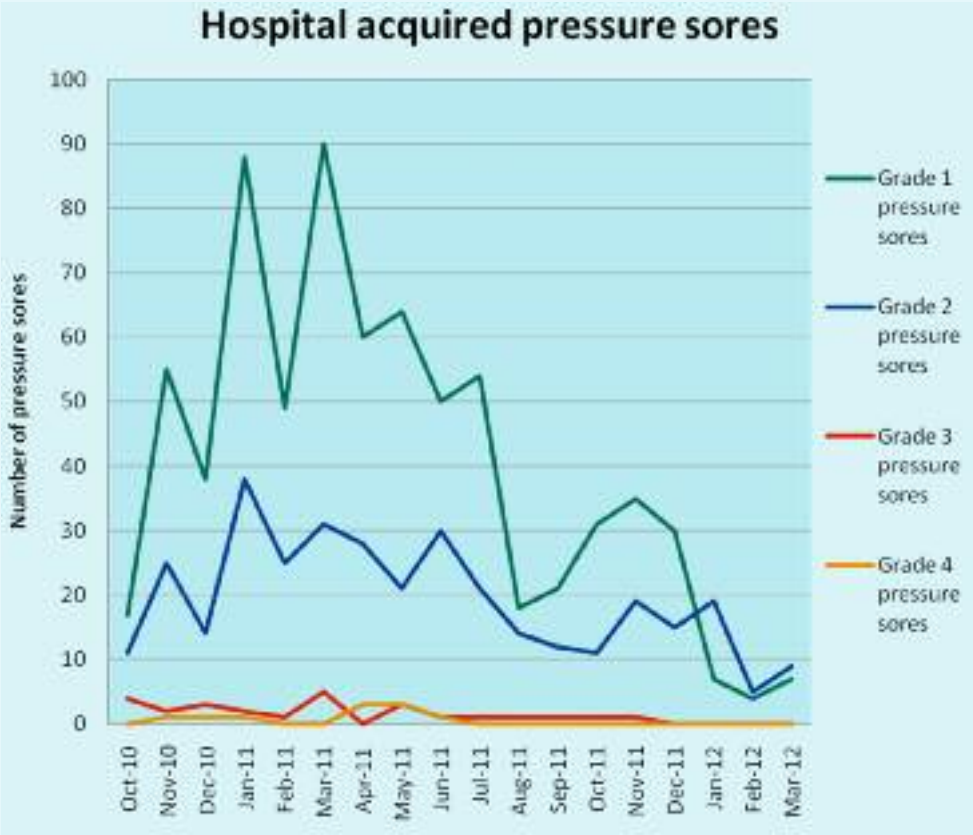
Jan-12
Feb-12
Mar-12


Hospital acquired pressure sores
Number of pressure sores
100
90
80
70
60
50
40
30
20
10
0
Oct-10
Nov-10
Dec-10
Jan-11
Feb-11
Mar-11
Apr-11
May-11
Jun-11
Jul-11
Aug-11
Sep-11
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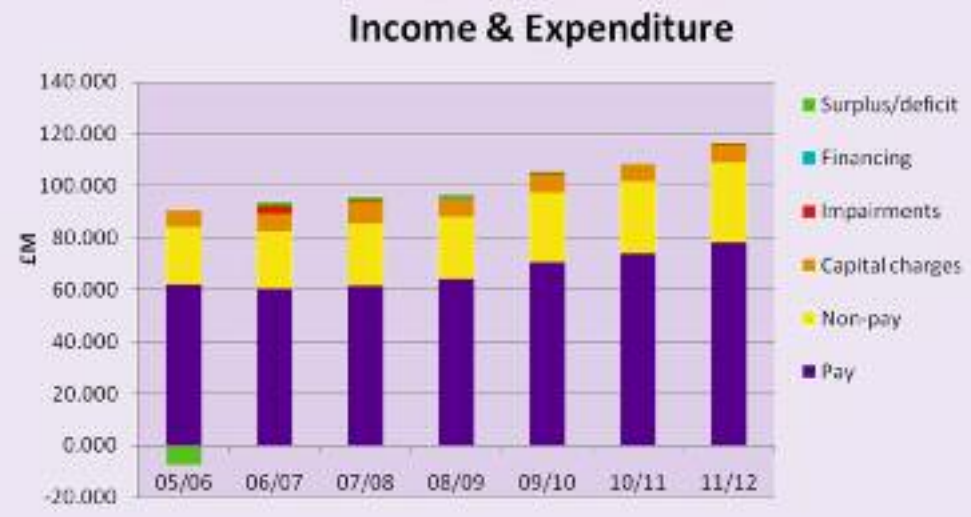
Jan-12
Feb-12
Mar-12
Grade 1 pressure sores
Grade 2 pressure sores
Grade 3 pressure sores
Grade 4 pressure sores



For a more comprehensive review of the year a full copy of the Trust's Annual Report and Accounts can be accessed at www.geh.nhs.uk. This is where you will also find a copy of the Trust's Quality Accounts which reviews quality performance for 2011/12 and outlines the quality agenda for the coming year.

Hard copies of these documents can be obtained by calling 02476 865380.

Success for smoking service

More people than ever quit smoking in Warwickshire in the 2011/12 financial year with the help of the Warwickshire Stop Smoking Service.

Of the 8,347 people who accessed the service in 2011/12, 3,760 were still not smoking four weeks later, a 3% improvement on the previous year and 117 over their target.

This was the highest number of quitters since the service began in 2000. Using Department of Health measurements, nearly 8,000 premature deaths have been avoided during this time in Warwickshire.

Associate Director of Community Services Julie Whittaker said: "Well done to the stop smoking team, this is a fantastic achievement, especially considering in many parts of the country the number of people quitting has fallen. To have recorded such a big increase is testament to the hard work of everyone on the team."

Smoking Cessation Manager Jane Wright said: "It's great news that more than 4,000 local people are now experiencing the benefits of not smoking such as higher energy levels, less stress and more money in their pockets. Quitting smoking is the best thing you can do to improve your health and add years to your life, congratulations to all those who achieved their goal."

The Warwickshire Stop Smoking Service operates out of GP surgeries across the county and can offer a range of treatments and support that can be tailored to suit everyone.

To find out more about the service or to make an appointment to see a Stop Smoking Advisor, call 0800 085 2917, text 'LIFE' free to 80800 or visit www.smokefreewarwickshire.org

At the cutting edge

Over recent years, the Trust's diabetes team has been at the forefront of developing new ways to treat and prevent diabetes. Dr Ponnusamy Saravanan (*pictured below*) is a diabetes specialist at George Eliot Hospital and Associate Clinical Professor of Diabetes, Endocrine and Metabolism at Warwick Medical School; he explains the work that is going on at the George Eliot and how it is benefiting local people.

The Nuneaton and Bedworth area has high prevalence of health problems such as obesity, which can lead to both diabetes and cardiovascular disease. Dr Saravanan explains: "The prevalence of diabetes in the area is a lot higher than national and regional averages. Nearly 10,000 people in Nuneaton and Bedworth alone are living with the condition. Having such a concentration of people in such a small area makes the George Eliot an ideal base to carry out research in treating and preventing diabetes."

Vitamin research

One major project Dr Saravanan has been working on is international research into the effects of Vitamin B12 on pregnant women. Working at the Trust and Warwick Medical School and in partnership with the University of Southampton and King Edward Memorial Hospital in Pune, India, he has started to recruit 4,500 women in the early stages of pregnancy, 800 of whom will be from the local area. This will allow his team to study whether micronutrients such as Vitamin B12 reduce the risk of developing gestational diabetes (GDM). George Eliot Hospital will be the parent site for the research with the host research team being based there.

Numbers of mothers affected by GDM are rapidly rising, and with it, all manner of additional health complications for both the mother and the baby. In seven out of ten cases, mothers who have GDM go on to develop full-blown diabetes. And babies born to women with GDM are at a higher risk of developing obesity and diabetes as an adult.

Dr Ponnusamy Saravanan: "This research will study pregnant women and follow the growth and development of their babies. Our earlier research in India shows that mothers with low Vitamin B12 levels gave birth to babies with features suggestive of them developing diabetes and cardiovascular diseases soon after birth and at 6 years."

Ultimately, Dr Saravanan would like to see a point when Vitamin B12 becomes a nationally recommended supplement for pregnant women in the same way that Folic Acid is: "Vitamin B12 is relatively cheap to produce and distribute, and if the research provides evidence to back up the suggested long-term health benefits, Vitamin B12 could be key in preventative health care of the future."

Back to school

In many cases, the pioneering work carried out at the Trust is hugely beneficial to local people. One such project being piloted at hospital is the 'George Eliot Type 1 Diabetes Education programme (GERTIE). This is a four day intensive educational course that aims to help people with type 1 diabetes to adjust their insulin doses according to food intake and lifestyle issues

Specialist Diabetes Nurse, Jo Wilson helps to run these sessions. Jo explains: "Some of the people who come on this course have had type 1 diabetes for a long time, in some cases up to 40 years. Over that time many advances have been made in the long-term treatment and day-to-day management of the condition. The sessions help our patients to understand new techniques in controlling their insulin levels and diets, all of which helps to make diabetes more manageable."

Diabetes patient Mandy Tutchener, who is one of those to have benefited from classes, said: "The classes have been hugely beneficial to me as a long-term diabetes patient. They allow me to control my diabetes rather than have diabetes control me and to change my diet and insulin to fit in with my life."

The course is suitable for people who have been diagnosed with type 1 diabetes for at least 6 months. For more information call the diabetes centre on 02476 865212.

Stay safe in the sun this summer

While you may have been more likely to reach for the umbrella than the sun lotion so far this summer, it is always important to be mindful of the dangers of being in the sun too long. In this issue's healthy living section, Consultant Dermatologist Dr Ian Whitcroft (*pictured right*) offers some seasonal advice on staying safe in the sun.

With over 90,000 people diagnosed with skin cancer each year, it is one of the most common cancers in the UK. More than 10,000 of these are malignant melanoma, the most serious type. Each year, around 2,600 people die from skin cancer.

Skin cancers are caused by damage from the sun's ultraviolet (UV) rays. These rays penetrate deep into the skin and damage cells which are then at risk of becoming cancerous. You won't feel them damaging your skin and it can happen even when the sun doesn't feel hot. Protecting the skin from the sun can help prevent these cancers.

Sunburn is especially dangerous in children and young people and can greatly increase the risk of developing skin cancer later in life.

After you have been sunburnt, the skin peels to get rid of damaged cells and will eventually look normal; however, permanent damage may have been done. Research has shown that just one episode of blistering sunburn before the age of 20 can double your chances of getting a malignant melanoma in later life.

Skin cancer can affect anyone, but people most at risk have:

- fair skin that burns in strong sun
- red or fair hair
- a lot of moles or freckles
- a personal or family history of skin cancer
- already had sunburn, especially when young

Stay SMART in the sun:

- **S**pend time in the shade between 11am-3pm
- **M**ake sure you never burn
- **A**im to cover up with a T-shirt, hat and sunglasses
- **R**emember to take extra care with children
- **T**hen use factor 15+ suncream

Sunburn doesn't just occur when you're on holiday in the sun, it can happen when you're not expecting it, for example when you go for a walk or sit in the garden. You can get sunburnt in just 10 minutes, even in the UK. Sun protection is always something you need to be aware of.

It's best to try and stay in the shade between 11am-3pm when the sun is at its hottest and aim to cover up with a T-shirt, hat and sunglasses at all times.

If you are out in the sun make sure you apply plenty of sunscreen to exposed areas of skin. Use at least a factor 15 sunscreen but as a general rule, the higher the factor the better. This should be reapplied every two to three hours.

The same consideration should be given to children as allowing them to get burnt greatly increases their chances of suffering from skin cancer in later life.

Artwork donation

The radiology department at the hospital has received a splash of colour thanks to a kind donation from 10 students at Nuneaton Academy.

The BTEC students produced 16 paintings as part of a project in partnership with staff in the radiology department. At the start of the project they met with radiology staff to get a better understanding of what they felt would be suitable for the walls of their department.

The student's teacher, Richard Hancock, said: "The aim of the project was to enhance and brighten up the blank walls in the radiology department and ultimately improve the patient experience. The visit to the department left the students enthused and gave purpose to their artwork, which they spent many hours completing."

The Trust's arts programme is coordinated by Stakeholder Engagement Manager Doreen Sadler. Doreen said: "The colours, images and concepts behind the student's work are of such a high calibre and they have produced some stunning paintings that are all so different. This project embraces the spirit of the art strategy working at its best; engaging with our local schools and colleges on improving the internal environment for patients, staff and visitors."

Innovative new project launched

The hospital's chaplaincy team has launched an innovative new project to help patients preparing for surgery and other procedures to relax using special techniques and herbal oils.

The Oasis relaxation project was launched in March alongside a new herb garden in the maternity courtyard. The garden has been planted in the shape of the Fleur de Lys, the symbol of the Fontrevaud Community in the region of the Loire Valley that founded St Mary's Abbey in Nuneaton in the 12th century. The Fleur de Lys now appears on the Nuneaton and Bedworth Coat of Arms. The planters were built by men of the Industries Unit at HMP Rye Hill.

The Abbey became the centre for the first institutional healthcare centre in the area with a kitchen garden (in the area of the old Manor Hospital site) which included a herb garden for culinary and medicinal use.

The oils used to aid relaxation of patients will be inspired by herbs traditionally used for their medicinal and calming properties, some of which would have been grown by the Abbey. Herbs grown in the herb garden will also be inspired by those grown by the Abbey in its kitchen garden hundreds of years ago.

Story boards around the garden will tell the story of the founding of the Abbey, its influence on healthcare and the use of plants and herbs through the ages to the present day.

Healthcare Chaplain Edward Pogmore said: "The idea behind this project is to promote care of the whole self - body, mind and spirit. It is about celebrating nature's healing qualities and our local heritage, and in the process, helping to put our patients at ease. Attending hospital can be a daunting experience. We hope this project will offer practical and caring support to help reduce anxieties that some of our patients may have, leading to a better overall experience."

Photo courtesy of the Nuneaton News

Stakeholder roadshows launched

Local people were recently given the chance to find out more about the services offered by the hospital and receive a free health check as part of the Trust's first Community Roadshow.

Members of the Trust's stakeholder engagement team visited Tithe Barn in Polesworth to meet with local people and give them the opportunity to raise any queries they had about services at the hospital and the project to secure a sustainable future for services in the north of the county. They were also offered free blood pressure and blood sugar levels tests.

Director of Stakeholder Engagement Heather Norgrove said: "With so much changing in the NHS both nationally and locally its important we hear and consider the views of local people. This is the first of these events and we look forward to holding more in the future.

Keep an eye out for future roadshow dates in Bleep and on the Trust website (www.geh.nhs.uk). If you know of a venue or event you would like the stakeholder engagement team to attend, please contact Doreen Sadler (tel. 02476 153476, e-mail doreen.sadler@geh.nhs.uk).

Goodbye to a familiar face

The Trust recently wished a fond farewell to Moira Kane, Matron for the A&E department, who retired after 39 years service.

Moira (*pictured left*) first joined the hospital in 1973 as a cadet nurse before starting her formal training in 1975. Successfully qualifying in 1978, Moira left the Eliot to go to Doncaster Royal infirmary, returning to the Midlands a year later and spending six years looking after her young children.

She returned to the Eliot as a nurse on the medical wards before moving to A&E before progressing to sister, senior sister and finally matron.

Reflecting on her early days as a cadet nurse, Moira explained: "This role gave a wonderful opportunity to learn the workings of a ward, the importance of cleanliness and hygiene, and talking to patients. As the George Eliot is a small hospital and I know most staff, I will miss the daily banter and the nurses' humour the most. I have met some wonderful people over the years who I will miss. Although I'm sad to be leaving, I'm focussing on the good things that I hope will lie ahead, including spending more time with my family, who are all close by."

Moira is unlikely to be taking things easy. She's already planning to take a part time role in another hospital and she will continue to serve with the Territorial Army, as she has done for the last ten years, holding the rank of Lt Colonel within 202 Field Hospital in Birmingham.

Happy birthday Pat!

Staff in the Trust's Outpatients Department wished a special lady a very happy birthday.

Pat Parker from Nuneaton, who recently celebrated her 70th birthday, has been working as a volunteer in the department for over 30 years. To mark the occasion staff from the department were joined by Chief Executive Kevin McGee to present Pat with a bouquet of flowers and wish her a happy birthday.

Pat started working in the old outpatients department that has since been demolished and for over 30 years has greeted patients, shown them to their clinics, sat and talked them and made them cups of tea.

Outpatient sister Judith Wiggins thanked Pat for all her hard work over the years saying: "We can't thank Pat enough for all the time she has given selflessly over so many years. All the patients and staff love her and we hope that she's here for many years to come. Happy birthday Pat."

Pat recalled how she started as a volunteer: "I just had a free morning every week and decided I wanted to do something with it. Here I still am over 30 years later and I'm still enjoying it."

Pat is one of more than 300 volunteers working as part of the Trust's official volunteer programme or as part of support groups such as Anker Radio, the Chaplaincy, the League of Friends, the Members' Advocacy Panel and the Patient Advocacy Forum. Anyone interested in volunteering can contact Christine Longstaff on 02476 865550 or at christine.longstaff@geh.nhs.uk