

Get involved - become a volunteer

At both our hospitals we involve volunteers from our local community and beyond who offer their time and skills to help us provide a better service for our patients and additional support to our staff. We particularly value volunteers who have been patients or who have experience of our hospitals.

We currently have a variety of opportunities for volunteers across both hospitals, including:

- Meet and greet roles that provide a friendly face to welcome people into our hospitals, give them information and directions and escort them to various areas of the hospitals.
- Ward roles, such as supporting patients and visitors, and helping staff with administrative tasks, mean that our wards run more effectively and improve patients' experiences of being in hospital.
- Administrative/clerical roles that offer basic support to a variety of staff such as medical secretaries and staff who work in our clinics.

New roles for volunteers are constantly being created and if you would like to find out more about becoming involved, please contact **Shaan Malhotra**, voluntary services manager, at s.malhotra@rbht.nhs.uk or 020 7349 7763.

Harefield participants help British team to success at World Transplant Games

The World Transplant Games took place in London, Ontario, Canada in July. The British team who travelled to the games included an impressive 130 competitors and 60 supporters. From Harefield Hospital the team included patients: Peter Allinson, Jill Edwards, Mick Foster, Lisa Innes, Howard Waters, Alex Walker and Ann Woodbridge. Carl Whittaker also took part as the athletic coach.



Peter Allinson celebrates his swimming success.

The opening ceremony was a spectacular and moving experience involving donors and donor families who paraded after the competitors and received a standing ovation.

When the competition began in earnest, the medals streamed in for the British team who won medals in every sport. In all, the British team won 93 gold medals, 85 silver medals and 82 bronzes medals, making a very grand total of 260 medals. The 44 medals (including 19 golds) won by the juniors was also a very encouraging sign for the future! The British team topped the medal table, beating both the USA and Australia.

The closing ceremony saw the games flag taken down and formally passed to the representatives of Thailand who will be hosting the 16th World Transplant Games in Bangkok in 2007.

With thanks to Howard Waters for contributing this article.

For more information about the games, please contact **Ann Percival**, deputy director - rehabilitation & therapies, at a.percival@rbht.nhs.uk or 020 7351 8056.

Useful Contacts

The Hamster Club

Harefield Transplant Patient Support Group
Chairman: Steve Syer
E-mail: steve1984@blueyonder.co.uk
Membership secretary: Ann Woodbridge
Tel: 01604 510 995
E-mail: a.woodbridge@ntlworld.com
Website: www.harefieldhamsters.co.uk

Re-Beat

Harefield Patient Support Group
Chairman: David Potter
Tel: 01923 243 672
Secretary: Dennis Gulliford
Tel: 020 8567 1246

Cystic Fibrosis Trust

11 London Road
Bromley
Kent BR1 1BY
Tel: 020 8464 7211
Out of hours: 020 8464 0623
Website: www.cftrust.org.uk

GUCH - The Grown Up Congenital Heart Patients Association

75 Tuddenham Avenue
Ipswich
Suffolk IP4 2HG
Helpline: 0800 854 759 (answerphone only at weekends)

echo uk (the fetal heart charity)

Contact: Ian Averiss
Tel: 020 7376 4481
Website: www.echocharity.org.uk

League of Friends, Royal Brompton

Contact Elizabeth Henderson
Tel: 020 7351 8272
E-mail: E.Henderson@rbht.nhs.uk

League of Friends, Harefield

Contact: Denise Branch
Tel: 01895 828 878 (ext. 5678)

No smoking on NHS premises!

From January 1st 2006, smoking will not be allowed anywhere on NHS premises - either inside or out. This is a national policy which all NHS organisations are introducing.

Patients and their families and friends are respectfully asked not to smoke at any time during their visit to either of our hospitals. Your co-operation is appreciated. Thank you.

...Patient Focus...

The Patients' Newsletter



Welcome to the autumn/winter issue of *Patient Focus*. We hope you find it useful and enjoy reading it. The role that you, our patients, and members of the public can play in shaping the way we organise our services has never been more valued by the NHS. Here at the Royal Brompton & Harefield NHS Trust, we have begun an important programme of activities to involve patients and the public - in the article below you can read about a successful event held in

September. We know you value the care we provide and at this meeting we heard many positive comments from our guests. However, we can always improve and patients who attended the meeting also commented on some of the small things that can make a difference to their experience of our hospitals; for example it was suggested that staff should avoid jargon and use 'simple, straightforward language' instead. From the meeting, we have identified 35 areas for action and I invite you to follow our progress in responding to them in the 2006 editions of *Patient Focus*.

Rachel Matthews

Senior Nurse User Involvement
Telephone: 020 7351 8845
E-mail: r.matthews@rbht.nhs.uk

The Annual Health Check - patients and the public have their say!

On Monday 19th September, 28 patient and public representatives attended a meeting to help us prepare for our Annual Health Check 'draft declaration'. The Annual Health Check replaces star ratings with 'core' and 'developmental' standards set by the Department of Health, which all hospitals must achieve. NHS Trusts rate their performance against seven areas of care (known as 'domains'), which reflect different aspects of how patients experience their care - for example, issues of safety. The draft declaration is our explanation of how we meet core standards.



Our chairman, Lord Newton, welcomed everyone to the event before the guests joined discussion groups, hosted by members of staff. The meeting ended with a summary from chief executive, Bob Bell. The information given by guests was used in our draft declaration. The afternoon was well received by all and showed a real interest from patient and public representatives for getting involved with similar projects in the future.

For more information or to find out how you can become involved with similar events, please contact **Lucy Davies**, head of performance at l.davies3@rbht.nhs.uk or 020 7349 7713; or **Rachel Matthews**, senior nurse user involvement at r.matthews@rbht.nhs.uk or 020 7351 8845.

Royal Brompton & Harefield 

Are You an Expert Patient?

The Expert Patients Programme (EPP) helps patients with long-term chronic conditions such as bronchitis or asthma, to develop new skills to manage their condition on a day-to-day basis.

The EPP is one of a variety of new programmes and projects aimed at modernising the NHS. The programme recognises that patients and professionals each have their own areas of knowledge and expertise and the best results are achieved by working together.

For more information about EPP in your area please visit www.expertpatients.nhs.uk or contact **Rachel Matthews**, senior nurse user involvement, at r.matthews@rbht.nhs.uk or 020 7351 8845.

New trainee anaesthesia practitioners

Two new trainee anaesthesia practitioners have begun work at Royal Brompton Hospital as part of a national project that has developed an entirely new non-medical role for anaesthetic teams.

The trainees are part of a group of eight trainee anaesthesia practitioners from the North West Thames area, who will rotate around Royal Brompton, Chelsea and Westminster, St Mary's and Ravenscourt Park hospitals. A consultant supervises the trainees at all times as they assist before, during and after operations.

Alongside their hospital placements the trainees also attend the University of Hertfordshire. The programme lasts two years and successful trainees will qualify with a postgraduate diploma in anaesthesia practice and become affiliates of the Royal College of Anaesthetists.

Making it easier for you to give us feedback



Your comments are very important to us because they help us to improve the quality of our services and facilities. To make it easier for you to share your comments, we have recently

installed some new comment boxes around both hospitals. Next to the comment boxes you will also find cardholders containing comment cards for you to complete and return. Comment cards give you the opportunity to share your views on any subject relating to your visit to our hospitals, from what you think of our staff to what you think of our food! Comment boxes and cardholders can be found in the following areas:

Harefield hospital:

- Main reception area
- Anzac Centre: main outpatients and transplant outpatients
- X-ray department (reception area)

Royal Brompton hospital - Sydney Street Wing:

- Coffee shop (near the main entrance)
- Next to the lifts on levels 1, 2 and 5

Royal Brompton hospital - Fulham Wing:

- Outpatient department - East and West
- Paediatric outpatients
- Lind Ward
- Victoria Ward

If you would like more information please contact **Sue Knott**, senior quality co-ordinator, at s.knott@rbht.nhs.uk or 020 7351 8843.

Patient transport - an update

In the spring/summer edition of Patient Focus we reported that a team of independent management consultants had reviewed the non-emergency patient transport service. The team made 32 recommendations about how the service could be improved and we are currently working to put these into practice. As a result of the review the transport service has employed an additional member of staff to take responsibility for booking taxis and keeping the service open during periods of absence. Since the recommendations have begun to be put in place, complaints about transport have already decreased. Work is continuing to improve information for patients and meet the needs of those who use the service.

For more information please contact **Steve Moore**, general services manager - estates, at s.moore@rbht.nhs.uk or 020 7351 8076.

Action following the results of the NHS Outpatient Survey

The National Outpatient Survey was carried out in 2004 and results for all Trusts were made available earlier this year. Our Outpatient team has looked at the results and is currently putting changes into practice to improve the parts of the service where we performed less well in comparison with other Trusts. For example:

- Staff have been given clear procedures to follow to keep patients informed about delays.
- The organisation of some clinics at Royal Brompton Hospital is being reviewed so that delays can be minimised.
- Staff responsibilities are being clarified so that patients get information about what to expect from tests and treatments.
- Individual teams are looking at how they can support patients if they need information outside a consultation.

For more information please contact **Pauline Brown**, outpatient services manager, at p.brown@rbht.nhs.uk or 020 7351 8016.

Fundraising for Foulis Ward



From left to right: Penny Agent (service lead for physiotherapy), Len Harris's daughter, Len, Jackie Evans (senior staff nurse - Foulis Ward), Steve Barton (senior nurse - Foulis Ward), Len's son.

In October, Foulis Ward at Royal Brompton Hospital received a donation of two Nellcor portable pulse oximeters from the family of Shirley Harris, a former patient who had been under the care of Dr Paul Cullinan (consultant in respiratory medicine). Shirley's husband Len is an active member of his local bowls club, which regularly raises money for good causes. After Shirley sadly passed away earlier this year, the bowls club raised £1300, which was donated to the ward. Before buying the pulse oximeters, Len met with Dr. Cullinan and Steve Barton, senior nurse, to discuss what would benefit patients the most. Following discussions with the physiotherapy department it was decided that portable pulse oximeters, that monitor a patient's blood oxygen levels and heartbeat, would be of greatest benefit. The pulse oximeters are small and portable, and both the physiotherapy and nursing staff can use them when caring for patients.

If you would like to discuss raising funds or making a donation, please contact **Jennifer Walton**, Fundraising Director, at j.walton@rbht.nhs.uk or 020 7351 8613.

How your comments make a difference

Although we try to provide high quality services that take into account the views of patients, their families and carers, unfortunately there may be occasions when the services we provide fall short of expectations. We ask patients and visitors to let us know about these occasions so that we can improve our services. The following examples show how your comments have made a difference:

- Following a long clinic wait for a diabetic patient due to a shortage of medical staff, the situation was reviewed. As a result staff have been reminded to make sure that refreshments are available where necessary during clinics. A new policy has also been put in place for agreeing doctors' leave to make sure that the maximum number of doctors are available for a clinic.
- A number of patients have expressed their dissatisfaction with our transport service. A review of the service (please see article on page two) resulted in a variety of recommendations for how to improve it, including reducing the time patients spend in non-emergency patient transport and improving the standard of vehicles. The transport service has also worked with Transport for London (TfL) to produce a leaflet about public transport services to Royal Brompton Hospital and these are now available in reception areas. Unfortunately, TfL is not able to provide the same service at Harefield Hospital yet.
- Following comments from patients about the amount of time spent waiting for blood tests at Harefield Hospital, improvements have now been made so that patients queue in a logical and fair way.

If there is a matter that you would like to bring to our attention, please contact **Eve Cartwright**, Patient Advice & Liaison Service Manager, at e.cartwright@rbht.nhs.uk or 020 7349 7715, who can deal with the problem informally. If you would like to make a formal complaint, please contact **Helen Blair**, Complaints Manager, at h.blair@rbht.nhs.uk or 01895 828638.

National adult inpatient survey

Every NHS hospital trust in England is carrying out the National Adult Inpatient Survey as part of the commitment, set out in the NHS Plan, to design a health service around the needs of patients.

We have sent questionnaires to a sample of 850 adult inpatients that were discharged during July 2005. The questionnaires ask patients about various aspects of their experiences including their admission, quality of care and communication with doctors and nurses.

The results will be used to help us highlight areas where we perform well and to take action in areas where we can improve. The results of this survey will be available in spring 2006 and will be published in this newsletter and on the Healthcare Commission website: www.healthcarecommission.org.uk.

For more information please contact **Sue Knott**, senior quality co-ordinator, at s.knott@rbht.nhs.uk or 020 7351 8843.

First Medicines Management Week

In November we held our first Medicines Management Week to raise understanding and awareness about safety when using medicines. Our awareness week coincided with *Ask About Medicines Week*, a national initiative that encourages patients to ask healthcare professionals questions about their medicines in order that they will understand their medicines better and be more likely to use them safely and effectively.

During the week, patients visited the information stands at both hospitals to ask our pharmacy staff questions about medicines and medicine safety. The specially produced pharmacy-green wristbands, which were given away during the week, proved to be particularly popular! We hope that the awareness week will help to maximise the benefit of medicines for patients. For more information please contact **Richard Goodman**, Director of Pharmacy, on r.goodman@rbht.nhs.uk or 020 7351 8022.



The pharmacy team at Royal Brompton Hospital showing off their green Medicines Management Week wristbands.

Patient amenities funding

Once again our Charitable Funds Committee has given £100,000 for improving patient amenities. As in 2004, staff were encouraged to apply for funding for facilities that could help improve the experiences of patients and visitors who spend time in our hospitals. In October a group of staff and patient representatives met to review the 45 applications that had been received and to decide the best way to use the funds. The group agreed to support 31 projects, equally spread across both hospitals.

Some of the successful applications included:

- The installation of a new patient hoist in Nuclear Medicine and another in Intensive Care at Harefield Hospital.
- The introduction of better facilities in the multi-faith room at Royal Brompton, giving visitors somewhere to store footwear.
- The purchase of televisions and DVD players for the transplant unit at Harefield.

Other successful applications that will be put into action in the forthcoming year include improving areas of the hospitals with new paint or refurbishments, which will make them more enjoyable for our patients and visitors. For further information about the applications please contact **Ruth Bulger** - PA to Dr Caroline Shuldham, Director Nursing & Quality, at r.bulger@rbht.nhs.uk or 020 7351 8690.