



A lifetime of specialist care

PatientFocus

The newsletter for patients and our foundation trust members | Spring 2015

Join in the Harefield Hospital centenary celebrations

Marking 100 years of Harefield Hospital, 2015 has got off to an exciting start. This was made even better with news of a £33,000 Heritage Lottery Fund grant awarded to Royal Brompton & Harefield Hospitals Charity in support of a social history project celebrating the centenary.

Consisting of a series of fascinating events and arts projects designed to record the hospital's rich heritage – from its beginnings as a hospital for injured soldiers from Australia and New Zealand to its modern role as a specialist heart and lung centre – the memories of patients, staff and locals will be captured and shared in a major exhibition.

The grant will be used to fund the conservation of a quilt made by staff and patients in 1915. The piece will be displayed in the hospital alongside a new textile being commissioned by a local artist.

Other exciting events are planned, including a reception at Australia House on 16 April and an ANZAC (Australian and New Zealand Army Corps) Day tea party on 25 April. Tours of the hospital, lectures by Professor Sir Magdi Yacoub and a research day will highlight the ground-breaking developments

taking place at Harefield now; while a champagne picnic on 19 June and

centenary ball on 20 June, both organised by the Charity, will be a chance for staff and patients to celebrate. There will also be a hospital fun day on 21 June.

For more information on the history of Harefield Hospital and the full diary of events, visit:

www.rbht.nhs.uk and click on the centenary icon.



▲ A doctor and nurse with a patient at Harefield Hospital c. 1950

Welcome to the spring edition of *Patient Focus*

I am very much looking forward to the coming months as there is a great deal planned.

The Harefield centenary project is a real showcase of our unique history stretching back over the last 100 years. From Harefield Hospital's beginnings in 1915 to today, the events and projects happening offer a fascinating insight through the decades. Do try and come along.

Our governor elections are coming up this spring and there are a number of positions available. Being a governor is a great opportunity to make a real difference to the work of the Trust. For the first time we are able to offer e-voting to staff and an option to vote either electronically or by post for everyone else. More details can be found on page 2.

Valerie Lapworth, a specialist diabetes nurse, gave the last members' talk on "diabetes and cardiovascular disease". More clinical talks are planned and you can find further details in the diary on page 7.

I hope you enjoy reading Patient Focus.

P. J. Mone

Philippa Allibone,
membership manager



Members' event

Diabetes and cardiovascular disease



▲ Valerie taking the time to advise a diabetes patient

Valerie Lapworth, clinical nurse specialist for diabetes at Harefield Hospital, hosted an informative members' event on "diabetes and cardiovascular disease" in November. Her presentation informed people about a common condition that affects around 3.2 million people in the UK, although many thousands go undiagnosed. The disease occurs when the body cannot convert sugar because of a lack of the hormone, insulin.

Feedback from the event was very positive with several members describing it as both "helpful and informative". Valerie said: "The group, a number of them patients, were an inspiration and showed great interest".

If you are interested in reading Valerie's presentation, please contact p.allibone@rbht.nhs.uk for a copy. Alternatively, more detail on the clinical condition can be found at: www.nhs.uk

Members' events for 2015

Events take place at our two hospitals and cover a range of topics across both clinical care and research. Dates are listed on page 7 under the 'diary dates'.

Further events will be advertised at www.rbht.nhs.uk/members and via Twitter: @RBandH. If you would like to be informed about events in writing or book a space, please email: members@rbht.nhs.uk

Governor elections

A number of our governors' terms are coming to an end this spring so elections will be held from 1 July in all three constituencies: public, patient/carer and staff. A total of ten positions are available and, as a member, you are eligible to stand.

Being a governor is a great way to get involved in shaping the Trust's future. You have the opportunity to work with board members and senior staff to improve patient care and to give your views on the way forward. Knowledge gained in your community, working life or through your personal experience of Royal Brompton and / or Harefield hospitals could be of benefit to the Trust, along with enthusiasm and commitment.

What are the responsibilities of a governor?

The main responsibility of a governor is to represent the interests of both the Trust's members and the public. Other responsibilities include: advising the board of directors and holding the non-executive directors (NEDs) to account for

the performance of the board; consulting on proposed strategic decisions; appointing the chairman and NEDs; setting the remuneration of the NEDs; appointing the external auditor; and approving major financial outlays.

How much time would I need to commit?

Governors typically attend four council meetings each year along with the annual members' meeting. They can also become involved in working groups and committees, such as our patients and quality group and the membership steering committee, which both meet periodically. Governors' terms are for three years.

How are the elections run?

The election to the council of governors is run by an independent company. All interested members are asked to complete a nomination form. If more nominations are received than the number of positions available, a ballot will take place. Members will receive a voting paper (either electronically or by

post) and are entitled to vote for the governor(s) within their constituency.

Invitation to stand

The Trust invites you to consider standing for election. If you do not feel this role is for you but know a relative, friend or carer who may be interested in becoming a public or carer governor, we would also be delighted to hear from them. Anyone standing for election must be 16 years or older and a foundation trust member.

For the first time since we became a foundation trust, we are planning to enable members to vote electronically (e-voting). All public and patient members for whom we have email addresses will be sent an email instructing them how to vote. All other members in these categories will be sent a ballot pack, this will contain instructions on how to vote.

Contact **Anthony Lumley**, corporate governance manager, for further information, on **020 7351 8264** (Royal Brompton site) or email: governors@rbht.nhs.uk

Prince Charles visits cystic fibrosis centre at Royal Brompton Hospital

The Prince of Wales met patients and staff at Royal Brompton Hospital in December on his first official engagement as patron of the Cystic Fibrosis Trust.

Prince Charles visited the cystic fibrosis centre – Foulis Ward – to meet patients and speak to the clinical teams involved in providing specialist treatment. He also met support staff involved in the day-to-day running of the unit, which is one of the largest of its kind in Europe.

After unveiling a plaque to commemorate his visit, The Prince of Wales said: "I am so delighted to have a chance of visiting the hospital and the unit here, which I know does such wonderful work on the cystic fibrosis front, but I am also so proud to become patron of the Cystic Fibrosis Trust in its 50th anniversary year.

"I wanted to use this opportunity not only to salute you all for the work you do, but also to wish all those who I know are doing such good work in finding better and better answers to dealing with this condition, every possible success in the future."

One of the patients introduced to Prince Charles was 25-year-old chemistry graduate, Nicholas Mason, from Sussex, who was on his fourth admission of the year and had spent almost a third of 2014 in hospital.



▲ The staff enjoyed a light hearted moment with The Prince of Wales



▲ In conversation with Nicholas Mason

Nicholas explained to Prince Charles that his lung function has dropped to about 20 per cent and he therefore needs to carry an oxygen cylinder everywhere he goes.

Nicholas said: "Prince Charles was very interested in the genetic cause of cystic fibrosis and I explained that both of my parents carried the gene, but had no way of knowing this until I was born."

Royal Brompton Hospital was home to the UK's first adult cystic fibrosis service, which was established in 1965 by Sir John Batten to provide treatment to the increasing number of patients living into adulthood with the condition. Since then,

the Trust has been responsible for the introduction of innovative treatments that are now regarded as routine. The unit has been a model for the development of other centres in the UK and Europe.

Today, the multidisciplinary team, which includes consultants, specialist nurses, dietitians, physiotherapists, clinical psychologists and pharmacists, provides expert inpatient and outpatient care to almost 700 adults and 350 children and their families.

▼ Prince Charles chatting with a patient



▼ The Prince of Wales with staff on Foulis Ward



Have your say on our strategic plans

Under the terms of our NHS provider licence, each year the Trust submits a set of forward looking plans to our regulator, Monitor. As part of this process, we are required to canvas the opinion of our governors and members on our strategic plan, objectives and priorities. These are set out below and we invite you to comment. Your views will be reflected in the Trust's strategic plan when it is presented to Monitor.

Our mission

The Trust's mission is to be "the UK's leading specialist centre for heart and lung disease". Our strategy to achieve this is focused on growth across the whole spectrum of heart and lung treatments. Our clinical teams offer patients "a lifetime of specialist care" – from birth, throughout childhood and into adulthood and old age.

We are particularly focusing on four areas:

1. Clinical quality

Our focus on the quality of patient services is at the heart of everything we do. We will continue to work to ensure patients receive care which is safe, effective, caring, responsive and well led.

This will be delivered in the following ways:

Safe care

- Actively participate in the *Patient Safety Collaborative* programme and extend our links with local referring hospitals and partner organisations to optimise patient pathways and the transition of care.
- Continue to develop and improve the Trust's Risk Register to ensure the prompt acknowledgement and management of risks.

Effective care

- Strengthen our multidisciplinary team approach to patient care, improving inter-professional communications, referrals management and documentation.
- Ensure patients do not stay longer with us than is clinically necessary.

Caring

- Continue to strengthen access to non-cardiothoracic services and palliative care for patients.

Responsive

- Continue to develop seven day working to support clinical care and optimise the admission, transfer and discharge of patients across the whole week.
- Reduce waiting times, late starts and cancellations.
- Actively seek and respond to patient feedback on our services.
- Improve the availability of relevant clinical information for all interactions with patients.

Well led

- Continue to develop and deliver a wide range of staff educational programmes, including human factors, consent, *Duty of Candour* and simulation based training programmes for all groups of staff.

2. Partnerships

We can only provide optimal care for our patients by operating within a "system of care" and not in isolation. As part of this we will:

- Develop new partnerships and nurture existing ones in areas of clinical care, information, research and innovation.
- Work to develop new technologies and treatments.

3. Information technology

We recognise that effective, accurate and timely information is important for delivering the best possible services for patients. To do this we will:

- Continue to embark on a large programme to transform our IT systems to deliver our vision for clinical outcomes and patient care.

The three year IT plan includes:

- A major redesign of our whole network, including an improved guest Wi-Fi service.
- The migration of Trust computers from XP to Windows 7.

- Development and implementation of major new clinical systems, including electronic prescribing and medicines administration, and electronic document management.
- A new patient administration system (due 2016).
- Clinical data warehouse with excellent analytical capabilities.

4. Redevelopment of our estate and improvement of our facilities

We plan for continued growth in activity, both in response to increased demand and to meet our financial stability plan targets. This growth is constrained by the capacity, configuration and condition of some of our buildings, for example, the shortage of critical care beds and outpatient clinic rooms. The main redevelopment plans will address these limitations.

Harefield Hospital

- The feasibility of a major capital programme is currently being assessed, to deliver an increased number of critical care and inpatient beds, enhanced diagnostic imaging and scanning capability, a reconfigured operating theatre and a state-of-the-art endoscopy suite.

Royal Brompton Hospital

- A new hybrid theatre is being built, which has been generously funded by charitable donations. It will combine complex imaging equipment in an environment where different surgical procedures can take place at the same time.
- Planned investment in new and modern hospital facilities to support the future growth of clinical activity, and respond to new technological developments.

If you would like any further information

For more information about any of the detail described above, please refer to our website:
www.rbht.nhs.uk/strategic-plans.

A few examples of our recent successes

Improving care for lung cancer patients

National cancer targets clearly set out a timeline of what the government expects to happen at certain points in a patient's care; from diagnosis through the various stages of treatment. Patients require several different services and the Government continually monitors hospitals and other healthcare providers to ensure the right treatments are being accessed at the right time.

A national review of lung cancer services at the Trust highlighted the need for improvement in some areas and work has begun to implement an agreed action plan.

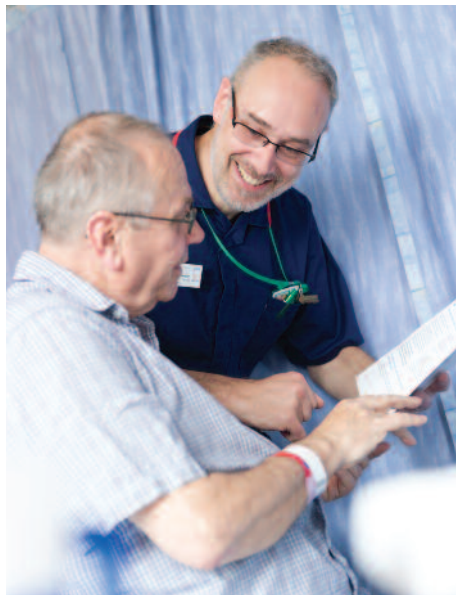
Regular visits to specialist teams within the community who refer into the Trust have helped to identify where the patient's journey can be improved, particularly around diagnostics and treatment, with the support of staff at Royal Brompton and Harefield hospitals.

The involvement of a wider network of consultants and other clinical staff from a variety of disciplines – members of the London Cancer Alliance Clinical Lung Forum Group – has resulted in a "timed pathway" for referring hospitals to implement in line with best practice. The Alliance is very clear that all patients must be referred to specialist trusts on or before day 42 after their cancer diagnosis.

The clinical advisor for the transforming cancer services team in London and the specialist national commissioner for blood and cancer for NHS England, frequently meet with the lung cancer team to discuss progress that has been made since the review.

The national clinical director for cancer, Sean Duffy, has reviewed the Trust's plans to address any previous weaker areas, and is comfortable with the approach being taken.

There is more to achieve in the coming year and it will be a key focus for the lung division in 2015/16.



Support services enhancing patient care

Royal Brompton and Harefield hospitals both scored very well in an assessment of clinical environments, commonly known as a Patient Led Assessment of the Care Environment (PLACE) - where a group of patients and staff rate different areas of the hospital for their impact on patient experience.

A team undertook the annual self-assessment, based on criteria set by the Department of Health, looking at how certain support departments appropriately enhance the care and treatment of patients.

Areas for appraisal included the general state and maintenance of buildings, the approach to cleanliness, the availability and quality of food and drink, and finally how well the ward environments protected a patient's privacy and dignity.

Both Royal Brompton and Harefield hospitals were subject to an individual assessment by the team.

96 per cent of staff would recommend treatment to their friends and family

The Trust is one of the best performing in the country, based on answers to the Friends and Family Test (FFT), which was made mandatory by NHS England in April 2013.

Staff are encouraged to give feedback on their recent experiences by answering two questions, one on "care" and the other on "work".

Reassuringly ninety-six per cent of staff would recommend the Trust to their friends and family if they needed treatment; placing us in the top ten in England.

Eighty-seven per cent of respondents said they would recommend the Trust as a place to work; ranking the Trust joint first in London and fourth overall across the country.

Since it started, the Trust has always scored highly and remains one of the top 25 in England and the third best in the capital.



Care Quality Commission inspection 2015

The Care Quality Commission (CQC) is the independent regulator that assesses the quality of care and treatment offered at hospitals. A team of up to 40 inspectors spend three days on site, visiting different wards and departments to talk to patients, staff and carers about their experience.

The CQC has announced that it intends to inspect all hospitals during 2015, so the Trust is expecting a visit at some point before 31 December.

This inspection will be under the new CQC regime, which includes gathering information from people who use services and other stakeholders.

We anticipate that it is likely the CQC will host sessions with patients and members of the public – including talking to our foundation trust members.

If you would like to know more about this, with a view to potentially sharing your experience of the Trust with the CQC, please contact **Philippa Allibone**, membership manager, at: p.allibone@rbht.nhs.uk or **020 7352 8121 ext 2811**.

"We anticipate that it is likely the CQC will host sessions with patients and members of the public – including talking to our foundation trust members"

Celebrating the unique connections between Harefield and Australia

On Tuesday 10 February, three Australian dignitaries came to Harefield Hospital to plant a eucalyptus tree commemorating the 100th anniversary of the hospital and the special links that it has with Australia and New Zealand.

The hospital was founded in 1915 as a centre for treating wounded soldiers from the two countries during the First World War, and today there are several families and staff from the antipodes that either work at the hospital or live in the village.

Ros Kelly AO, former Australian Senator, helped plant the tree, accompanied by Cathi Taylor, wife of the Queensland Agent General, and Hazel Phillips, wife of Australian high court judge, Sir Ross Cranston. Prior to the planting ceremony,

the group had also visited the ANZAC war graves, located just outside Harefield village, with Deirdre Mills of the Commonwealth War Graves Commission.

Continuing celebrations at Australia House

The Australian deputy high commissioner is very kindly hosting an event for Royal Brompton & Harefield Hospitals Charity at Australia House on the Strand on Thursday 16 April at 6.30pm. Tickets are available at: www.rbhcharity.org/australia-house or **020 7351 8613**.



▼ Ros Kelly planting the tree, with Gill Raikes, chief executive of Royal Brompton & Harefield Hospitals Charity (left), Trust chief executive, Bob Bell, and chairman, Sir Robert Finch



Diary dates

TRUST EVENTS

Breatheasy support groups

Opportunities for local residents and their carers living with chronic lung conditions to join informal, friendly discussions. Presentations are made by members of Royal Brompton Hospital's chronic obstructive pulmonary disease (COPD) team with guest speakers.

Date and time:

Held on the first Tuesday of every month at 2.00pm

Venue:

Education Centre, Respiratory Clinical Research Facility, 1st floor, Fulham Wing, Royal Brompton.

Contact: Rebecca Tanner, clinical research physiotherapist

Email: r.tanner@rbht.nhs.uk

Tel: 020 7351 8029

Singing for Breathing

Aimed at those with respiratory conditions, or breathlessness associated with cardiac conditions, sessions are relaxed, informative and fun. They aim to teach basic singing techniques, which can help with breath-management and release stress.

ROYAL BROMPTON HOSPITAL:

Open workshop for all patients (except those attending Foulis Ward)

Date and time:

Every Monday, 2.00pm-3.00pm

Venue:

The Quiet Room, Victoria Ward, 2nd floor, Fulham Wing, Royal Brompton Hospital

HAREFIELD HOSPITAL:

Open workshop for all patients

Date and time:

Every Tuesday, 3.30pm-4.30pm

Venue:

Rehabilitation & therapies seminar room, 2nd floor, Harefield Hospital

Contact: Karen, Annabelle or Jenni in the arts team before your first session and to make sure the class is

running as usual – or to buy the Singing for Breathing CD.

Email: arts@rbht.nhs.uk

Tel: 020 7351 4087

Web: www.rbht.nhs.uk/arts

MEMBERSHIP EVENTS

Pacemakers in 2015 and what the future holds

Having a pacemaker fitted can greatly improve the quality of life for those who have problems with their heart rhythm, and the device can be lifesaving for some people. Hear from Dr Mark Mason on the recent exciting developments in pacemaker technology and what is on the horizon that will transform care as we know it.

• 20 May 2015

Time: 3.30pm-4.30pm

Venue: STaR Centre, Harefield Hospital

Annual members' meeting

• 22 July 2015

Time: 11.00am-2.00pm

Venue: Chelsea Old Town Hall, 250 Kings Road, London SW3 5EE

Skeletal Muscle in COPD – why bother?

Chronic obstructive pulmonary disease (COPD) is the name for a collection of lung diseases including chronic bronchitis, emphysema and chronic obstructive airways disease. People with COPD have difficulties breathing, primarily caused by the narrowing of their airways (airflow obstruction).

• 2 November 2015

Time: 2.00pm-3.00pm,

Venue: CRF Education Centre, 1st Floor, Fulham Road, Royal Brompton Hospital

If you would like to attend a member event or want more information, please contact:

Philippa Allibone, membership manager

Email: p.allibone@rbht.nhs.uk

Member events are advertised at: www.rbht.nhs.uk/members

TRUST BOARD MEETINGS

Members of the public are welcome to attend.

• 1 April 2015

Time: 10.30am-1.00pm

Venue: Concert Hall, Harefield

• 29 April 2015

Time: 10.00am-12.00pm

Venue: Board Room, Royal Brompton

• 20 May 2015

Time: 10.30am-1.00pm

Venue: Concert Hall, Harefield

• 29 July 2015

Time: 2.00pm-4.00pm

Venue: Board Room, Royal Brompton

• 30 September 2015

Time: 10.30am-1.00pm

Venue: Concert Hall, Harefield

• 28 October 2015

Time: 2.00pm-4.00pm

Venue: Board Room, Royal Brompton

• 25 November 2015

Time: 10.30am-1.00pm

Venue: Concert Hall, Harefield

COUNCIL OF GOVERNORS' MEETINGS

• 1 June 2015

Time: 11.00am-1.30pm

Venue: Concert Hall, Harefield

• 22 July 2015

Combined council of governors' AGM and members' annual meeting

Time: 11.00am-2.00pm

Venue: Chelsea Old Town Hall, 250 Kings Road, London SW3

• 22 October 2015

Time: 11.00am-1.30pm

Venue: Concert Hall, Harefield

Useful contacts for Trust members

Foundation Trust

■ Membership Office

Contact: Philippa Allibone
Tel: 020 7352 8121 ext 2811
Email: members@rbht.nhs.uk

■ Corporate Secretariat

Contact: Anthony Lumley
Tel: 020 7351 8264
Email: governors@rbht.nhs.uk

Royal Brompton & Harefield Hospitals Charity

■ Alice Eastwood

Community fundraiser, Royal Brompton Hospital
Tel: 020 7352 8121 ext 2210
Email: a.eastwood@rbht.nhs.uk

■ Desiree Zimmerman

Community fundraiser, Harefield Hospital
Tel: 01895 828 820
Email: d.zimmerman@rbht.nhs.uk

■ Nick Fry

Marketing and communications manager
Tel: 020 7352 8121 ext 4267
Email: n.fry@rbht.nhs.uk

■ Karen Higgs

Executive assistant
Tel: 020 7352 8121 ext 4269
Email: k.higgs@rbht.nhs.uk

Healthwatch

■ Healthwatch – Kensington and Chelsea

Address: Unit 25, Shaftesbury Centre,
85 Barby Road, London W10 6BN
Tel: 020 8968 7049 / 6771
Email: healthwatchcwl@hestia.org
Website: healthwatchcwl.co.uk/kensington-chelsea

■ Healthwatch – Hillingdon

Address: 26 Market Square, The Pavilions, Uxbridge UB8 1LH
Tel: 01895 272997
Email: office@healthwatchhillingdon.org.uk
Website: healthwatchhillingdon.org.uk/

Other useful contacts

■ Harefield Hamsters

Harefield Transplant Club
Chairman: Brian Unwin
Tel: 01494 472 470
Email: chairman@harefieldhamsters.org
Website: www.harefieldhamsters.org

■ Re-Beat

Harefield cardiology patient support group
Chairman: Ken Crisp
Tel: 020 8868 7571
Email: ken.crisp@btinternet.com

■ Friends of Harefield Hospital (volunteers)

Contact: Don Chapman
Tel: 01895 828 678

■ Friends of Royal Brompton (volunteers)

Contact: Elizabeth Henderson
Tel: 020 7351 8272
Email: e.henderson@rbht.nhs.uk

■ Cystic Fibrosis Trust

Address: 11 London Road, Bromley, Kent BR1 1BY
Tel: 020 8464 7211
Helpline: 0300 373 1000
Email: enquiries@cftrust.org.uk
Website: www.cftrust.org.uk

■ The Somerville Foundation

For patients with congenital heart disease

Address: 25 St Margaret's Green, Ipswich IP4 2BN
Tel: 01473 252 007
Helpline: 0800 854 759 (ansaphone only at weekends)
Email: admin@thesf.org.uk
Email: helpline@thesf.org.uk

■ Tiny Tickers

A source of information on prenatal heart disease

Tel: 020 3286 1250
Email: info@TinyTickers.org
Website: www.tinytickers.org

■ The Brompton Fountain

Supporting families of children with heart and lung conditions

Address: 1 Love Lane, London EC2V 7JN
Tel: 020 7776 9000
Email: admin@thebromptonfountain.org.uk
Web: www.thebromptonfountain.org.uk
Facebook: /thebromptonfountain
Twitter: @BromptonSupport #hereforyou

■ The Octavia Appeal – Friends of Royal Brompton

The Octavia Appeal is specifically to help the paediatric intensive care unit and paediatric ward fund specific items

Contact: Lynda Mackie
Address: 39 Coniger Road, London SW6 3TB
Email: lynda@octaviaappeal.org
Web: www.octaviaappeal.org
Facebook: /OctaviaAppeal
Twitter: @OctaviaAppeal

■ Primary Ciliary Dyskinesia (PCD) Group

Contact: Fiona Copeland (chairman)
Tel: 0300 111 0122 (helpline)
Email: chair@pcdsupport.org.uk
Website: www.pcdsupport.org.uk

■ Duchenne Family Support Group

Address: 78 York Street, London W1H 1DP
Tel: 0870 241 1857
Helpline: 0800 121 4518
Email: info@dfsg.org.uk
Website: www.dfsg.org.uk

■ Raynaud's & Scleroderma Association

Address: 112 Crewe Road, Alsager, Cheshire ST7 2JA
Tel: 01270 872 776 or 0800 9172494
Email: info@raynauds.org.uk
Website: www.raynauds.org.uk

