

# Patient focus...

The newsletter for patients and our foundation trust members

Royal Brompton & Harefield   
NHS Foundation Trust

## Patients rate Trust highly in independent survey

*Patients are highly satisfied with the quality of care given at Royal Brompton Hospital and Harefield Hospital, according to a recent independent survey of our services.*



The survey, carried out for healthcare watchdog The Care Quality Commission (CQC), asked both inpatients and outpatients about their experiences in our hospitals.

Patients were asked to rate us in areas such as hospital food, cleanliness, privacy when being examined or treated, and how clearly doctors and nurses communicate with patients and their relatives.

All the responses were scored on a scale of zero to 100, with 100 being the best possible score. We were rated very highly on many of the key questions in the survey.

When asked how safe they felt during their stay in hospital, inpatients gave us a score of 98 out

of 100. Patients also scored us at 96 out of 100 for the level of privacy when being examined or treated, and 94 out of 100 for their trust in the doctors that were treating them.

The scores for our outpatient services were equally strong: we received a rating of 98 out of a possible 100 for privacy, and 92 out of 100 for doctors listening to what patients had to say.

One patient said: "I have attended the outpatient department for years, and have always been treated with the highest respect and kindness by doctors and other members of staff."

To find out more about the survey results, go to [www.cqc.org.uk](http://www.cqc.org.uk)

## New scanner brings benefits

*Patients at Royal Brompton now benefit from a new state-of-the-art CT scanner, which scans the body in a much faster time than older models.*



Consultant radiologist Dr Michael Rubens with the CT scanner

CT scanners are large machines which are used to diagnose a variety of illnesses by taking cross-section pictures of the inside of the body. They can produce a much more detailed image than a normal X-ray machine, and the scans provide doctors with information to help them find out what is wrong.

The new scanner can scan the whole heart in a single heart beat and the chest in under a second.

And because it is faster, more patients can be seen and they will not have to wait as long for a scan appointment.



(from left to right) deputy CT superintendent Sally Cooperwaite, senior radiographer Elizabeth Harper and CT superintendent Trupti Patel

The scanner was funded jointly by the Trust's Charitable Fund and our Respiratory Biomedical Research Unit.

# Double excellent in NHS Annual Health Check

*Every year, all NHS hospital trusts are assessed by the Care Quality Commission to make sure that they provide patients with high standards of care, and are well-run. This is known as the Annual Health Check.*

We achieved a double 'excellent' rating for 2009: for both the quality of our care services, and for the way we manage our finances. This is the highest possible rating that a hospital trust can achieve, and the first time that we have been awarded two 'excellent' scores.

The Commission is the organisation which makes sure that high

standards of care are being met in places such as hospitals and residential care homes for older people.

The Trust is now registered with the Care Quality Commission as a provider of acute healthcare services and we must now meet its rigorous new standards. Registration gives you as patients, families and carers, the reassurance of knowing that we provide excellent standards of care and treatment at both our hospitals.

To find out more about the Care Quality Commission, please visit its website at: [www.cqc.org.uk](http://www.cqc.org.uk)

## Listening to you and improving our services



***We always want to find out about your experience of our hospitals.***

One way in which we ask your opinions is through the comment cards that we give to you before you go home.

These are some of the changes that we have made to improve your experience of our hospitals, following suggestions by patients and relatives which were made on the comment cards:

### **At both our hospitals:**

- Patients are offered tea and coffee in pre-assessment clinics
- There are cash dispensing machines in reception areas
- We are currently working towards putting TV and radio in all wards

### **At Royal Brompton Hospital:**

- We worked with the nearby Royal Marsden Hospital to secure

five street parking spaces from The Royal Borough of Kensington & Chelsea council, which are available for patients to use

- We put up better signage on disabled access doors
- A branch of W H Smith has opened in the Sydney Street reception. It also offers a newspaper delivery service to patients on our wards.

### **At Harefield Hospital:**

- There are more disabled parking spaces. These are wide enough for wheel chair users to be able to get around
- We have increased the number of signs, and improved directions inside the building
- We have introduced bed extensions on the wards in the Adult Surgical Unit, so that the beds are as comfortable as possible for taller patients.

## Consultants triumph at national NHS awards

*We were very proud to have some of our experts nominated for the NHS London Annual Innovator Awards 2009.*

Five consultants from Royal Brompton were short-listed for the awards: they were Michael Mullen (consultant cardiologist), Dr Simon Finney (consultant in intensive care medicine), Dr Susanna Price (consultant cardiologist and intensivist), Eric Lim (consultant thoracic surgeon) and Dr Gillian Halley (paediatric intensive care consultant).

These prestigious national awards are presented to healthcare innovators who have made new advances in technology to improve care for patients.

All the nominees did extremely well to reach the shortlist, and Mr Lim and Dr Halley came first in their respective categories.



Mr Lim was chosen for the Healthcare Services Award, in recognition of his pioneering work to improve chemotherapy for lung cancer patients.

His research aims to predict the

best course of chemotherapy for patients, which is designed to their own unique cancer cells, so that their treatment is more effective, with fewer side effects.

Mr Lim said: "This award means that there will now be a greater awareness of the technique among healthcare professionals."

The Healthcare ICT Award went to Dr Gillian Halley and database administrator James Woods, who together developed e-VENT: a way to share information so that care for children on long term ventilation at home is better co-ordinated by all those involved in their treatment.

Dr Halley said: "Winning the award means that we can now attract further funding, and move forward with the next part of the project. My hope is that the database will eventually be introduced into hospitals across the country."

Both Mr Lim and Dr Halley received a cheque for £2,500, which they are now investing in the development of their ideas.

# Listening to our asthma patients

*Patients and their relatives were invited to the Trust's first ever asthma discussion event, hosted by our clinical asthma team.*

The aim of the day was to talk about how well our current services work, how patients and their families are supported and how services can be improved in the future.

A total of 15 patients and their relatives came along to share their experiences, and there was lots of lively discussion led by asthma clinical nurse specialists Suzie Regan, Debbie Campbell and other members



*Dr Christopher Hui (standing), specialist registrar in the asthma team, with patients at the discussion event*

of the clinical team.

One idea to emerge from the day was a quarterly newsletter, written by asthma patients for asthma patients, giving them the latest news on our services and the support that we offer.

It is now hoped that the discussion day will become an annual event between the asthma team, patients and their families.

If you would like more information please contact:

- **Suzie Regan, asthma clinical nurse specialist**
- **Tel: 020 7351 8919**

## Patient Amenities Fund improves services

*The Trust's Charitable Fund was set up in 1998 to raise money for projects which are outside the scope of NHS funding. This money comes from a number of sources including grants, donations and legacies. The Charity funds research, medical equipment and activities for patients.*

Every year the Charitable Fund gives £100,000 to our Patient Amenities Fund. All members of staff are invited to put forward ideas for projects to improve patients' experiences of our hospitals and the Patient Amenity Fund Committee meets in October

to decide which ideas will be granted funding. During 2009, there were 57 applications and the successful ones included projects to:

- repaint the murals in children's outpatients at Royal Brompton Hospital. The artwork helps to create a positive environment for patients and their parents while they wait to be seen;
- provide Internet access in the side rooms of the Level 5 wards in the Sydney Street wing at Royal Brompton so patients can keep in contact with friends, family and work while in hospital, and keep up-to-date with personal administration such as online banking; and
- buy a treadmill for the cardiac rehabilitation exercise room at Harefield Hospital. The room helps cardiac patients to build up

the strength of their hearts after, for example, a heart attack or heart surgery.



*Patient Derek Reid tries out the new treadmill in Harefield Hospital's cardiac rehabilitation exercise room*

For more information about the fund, please contact:

- **Eve Cartwright, head of the Patient Advice and Liaison Service (PALS)**
- **Tel: 020 7352 8121 ext. 2803**

## Life-changing unit opens at Harefield Hospital

*A new unit has officially opened at Harefield Hospital, which offers life-changing treatment to cardiac patients with high levels of cholesterol.*

The dedicated LDL Apheresis Unit is one of only three in the country, and offers its services to patients nationwide who have high cholesterol but have not responded well to either surgery or medication.

The unit's state-of-the-art equipment uses a treatment similar to kidney dialysis to remove the harmful cholesterol called LDL from a patient's bloodstream. At the

opening ceremony, the Trust's chief executive Bob Bell said: "This service is both lifesaving, and life-changing, in that it has a huge positive impact on the independence and confidence of patients."

Patient Stephanie White, who benefits from the unit's services, added: "The treatment has really improved my quality of life. My health is much better and I feel much more independent. Now I know that I can go for a walk or do the shopping without worrying about how I will feel afterwards."



*Cardiac nurse consultant Alison Pottle with LDL Apheresis patient Michael Thompson*

# Meet your council of governors

***Within the Trust, our council of governors is closely involved in how our two hospitals will develop and improve.***

The governors make sure that the views of our foundation trust members are listened to and shared with the Board of Directors. There are more than 11,000 foundation trust members and they include patients, their carers, our own members of staff and members of the public who are interested in the Trust and its work.

The council of governors does not get involved in the day-to-day running of our hospitals, such as managing our staff or making sure that our services are delivered effectively: they work at a different level. For example, they regularly meet the Board of Directors, and other decision-makers within the Trust, so that ideas and the views of our foundation trust members can be heard and considered.

We have 21 governors and they fall into four different groups: public

governors; patient and carer governors; staff governors and appointed governors.

These are your governors. Their role is to listen to your views, ideas, concerns and comments. If you are a patient, or if you care for a patient, please do make your views known to one of our eight patient and carer governors. You can contact any of our governors at:

- **Email:** [governors@rbht.nhs.uk](mailto:governors@rbht.nhs.uk)
- **Tel:** 01895 828 631

## Public governors

There are four public governors, each representing a different region of England. They were elected by our foundation trust members, and represent members of the public who have an interest in our hospitals and their work. These members of the public may, for example, live near one of our hospitals, belong to a local community group or support a local charity. Members of the public can contact these four governors to make their views known, so that they can be shared with the Trust's Board of Governors.

### **Kenneth Appel - Bedfordshire and Hertfordshire**



*A former cardiology patient at Harefield Hospital, Kenneth is involved in many activities across the Trust. He has worked for the Patient Advice and Liaison Service, taken part in hospital environmental inspections and is a member of the infection*

*control committee, which ensures that high standards of hygiene are maintained. He is also a member of the Re-Beat support group for people who have had heart surgery at Harefield.*

### **Caroline Greenhalgh - South of England**



*Caroline is an enthusiastic supporter of the Trust and has personal experience of the care that our hospitals provide as one of her daughters has been a patient at Royal Brompton. She is a lawyer specialising in disability discrimination and is currently working as a policy*

*researcher into disability issues. She also does voluntary work for Asthma UK's policy and research team, and recently joined the Centre for working on the care of older people.*

### **Philip Dodd - North West London**



*Philip has been involved with Harefield Hospital since 1993, when his son had surgery there. He has broad experience in management, having been a director of 16 companies, including two delivering services to hospital trusts. He is an active member of the Re-Beat support group. His family has taken part*

*in the Harefield Fun Run for the past 17 years, as well as other fundraising activities for the Trust.*

### **Brian Waylett - Rest of England and Wales**



*Brian worked in the Royal Army Medical Corps as an operating room assistant for four years, and as a medic in the London Ambulance Service for eight years. He has also been a technical director of two public companies. Now retired, he has*

*helped to raise funds for the MRI Scanner Appeal at Harefield Hospital and is eager as a governor to "give something back to the Trust."*

## Patient and carer governors

Seven governors have been elected by patients and carers to represent their views. Each covers a different region of England. If you are a patient, or if you care for someone who is a patient, then why not get in touch with your local governors to let them know your views?

### Ralph Gartenberg - North West London



*Ralph was born in Germany and came to the UK in his early teens, working for the Royal Navy in the 1940s. He then worked in the retail industry for many years, before retiring in 1993. As a former patient at Harefield Hospital, he has given talks to patients who are coming in for treatment, telling them about his positive experience of life after surgery.*

*He is an active member of the Re-Beat support group.*

### Richard Baker - South of England



*Richard has spent his career in the pharmaceutical industry, firstly in sales and marketing, and more recently as a human resources director. Richard says that he is impressed by the work of the Trust and is particularly looking forward to being involved in its plans to redevelop its hospital buildings.*

*Richard became a governor in July 2009 when Shelagh Eaton stood down.*

### Peter John Rust - North West London



*Peter spent most of his career in the Metropolitan Police Service, as part of the Criminal Investigation Department. He is a former patient of Harefield Hospital, where he had heart surgery, and is a member of the Re-Beat support group. Peter is currently a member of the Trust working group which aims to improve the hospital environment for patients.*

*He is an active member of the Re-Beat support group.*

### Adrian Lepper - representing patient carers



*Adrian's son has been a patient at Royal Brompton Hospital for over 20 years and received a double lung transplant at Harefield Hospital in 2007. Adrian has held board level roles at the Open University and was chief executive of London Online Local Authorities, a local government IT consortium. He is also a lay member of the Department of Health Gene*

*Therapy Advisory Committee, a trustee of several charities and a member of Hertfordshire Local Involvement Network.*

### Anthony Connerty - Bedfordshire and Hertfordshire



*Anthony has been a barrister for many years, practising both in England and overseas. He had a successful bypass operation at Harefield Hospital 10 years ago and was greatly impressed by the excellent care that he received. He believes that being a governor helps him to show his gratitude for the skill and care he experienced from staff at Harefield.*

*He is an active member of the Re-Beat support group.*

### Mary-Anne Parsons - Rest of the UK



*Having been a respiratory patient at Royal Brompton Hospital since 1998 and actively involved in the Trust's patient involvement work, Mary-Anne says that she has always been immensely impressed by the level of care and support given to patients, relatives and carers. This was the inspiration behind her decision to stand as a governor.*

### Irving Shaw - Bedfordshire and Hertfordshire



*Irving has many years' experience in senior management with a multinational company which has involved him meeting and working with people from a wide variety of backgrounds. He has been a patient at Royal Brompton Hospital for the past 20 years and has seen it undergo a number of changes.*

*Irving believes his broad life experience will be of benefit in the role of governor.*

# Appointed governors

There are five governors who have not been elected by our foundation trust members. Instead, they have been appointed by five organisations with whom we work very closely and which have an interest in the work of our hospitals. They include our academic partner, Imperial College London, and the two local councils in whose areas our hospitals are situated.

## Victoria Borwick - appointed by the Royal Borough of Kensington and Chelsea



*Victoria is a long-time supporter of the Trust and two of her children have been patients at Royal Brompton. Her eldest child had a number of major heart operations and was in intensive care for almost a year. The family has continued its relationship with the Trust by setting up a charity called The Brompton*

*Fountain, which supports families whose children are being treated at our hospitals. Victoria's husband Jamie is currently the chairman of the charity. Victoria is also councillor for the Royal Borough of Kensington and Chelsea is a member of the London Assembly.*

## Michael Schneider - appointed by Imperial College London



*Professor Schneider is head of the National Heart and Lung Institute at Imperial College London, and is a world expert on the genetics of cardiac muscle growth and regeneration. His laboratory has pioneered exciting new approaches to heart repair. He trained in the US: at the universities of Harvard, Pennsylvania State and Duke, and*

*then the US National Institutes of Health. He was recruited to Imperial College London from the Baylor College of Medicine in Texas in 2007. His aspirations as a governor are to build ever-stronger means for translating medical research into better treatment for patients.*

## Allison Seidler - appointed by Hillingdon NHS Primary Care Trust



*Allison has worked for over 25 years as a senior executive for BT, where she held a number of board positions. She is passionate about treating customers well and has a keen interest in diversity and equality issues. In January this year, her appointment as the new director of Opportunity Now was announced. Opportunity Now is an*

*organisation which promotes the advancement of women in the workplace. She has an interest in improving the health of disadvantaged groups in society and was appointed as a non-executive director of Hillingdon Primary Care Trust in January 2008. She took up her position as governor in November 2009.*

## Peter Rigby - appointed by the University of London



*Peter is chief executive of The Institute of Cancer Research and professor of developmental biology at the University of London. He is also a non-executive director of the Royal Marsden NHS Foundation Trust. The Institute and the Royal Marsden Hospital share many interests and concerns with the Trust. Peter is also a governor of The*

*Wellcome Trust, the largest independent charity in the UK, and a Fellow of the Academy of Medical Sciences.*

## Ray Puddifoot - appointed by the London Borough of Hillingdon



*Ray is a chartered accountant by profession and has been leader of the London Borough of Hillingdon for 10 years. He has been involved with Harefield for many years, working closely with Professor Sir Magdi Yacoub to raise money for the hospital. He is now chief executive of The Magdi Yacoub Institute, which provides the*

*majority of funding for world-class research at the Harefield Heart Science Centre, the heart disease research centre founded by Sir Magdi in 1992.*

## Staff governors

Five members of our hospital staff have been elected by colleagues to represent their views. These governors will represent staff at both Royal Brompton hospital and Harefield hospital, and come from across our cardiac and respiratory services.

### Sue Callaghan



*Sue has worked as a nurse in the Trust for 32 years and is currently modern matron for respiratory medicine and outpatients at Royal Brompton Hospital. She says: "As a governor, I see an opportunity to influence and build an organization that will continue to lead the field in cardiac and respiratory medicine. I want to secure the future for all patients who use our services, and all the staff that work here."*

### Dr Olga Jones



*Olga has worked both as a doctor and as a manager in the NHS. She leads the Trust's business intelligence unit, which supports the strategic and operational decisions we make with robust and up-to-date market intelligence. As the most recent governor (she became a governor in November 2009 after Elke Keinath decided to take a sabbatical), she is keen that the Trust continues to be a leading international centre in specialist heart and lung care. She is also committed to involving staff and patients in future developments taking place within the Trust.*

### Robert Parker



*Robert has been manager of the Trust's heart valve bank for 27 years. He has been a member of the Joint Staff Committee, which meets to discuss any matters that concern staff, for 18 years and chair for the last five years. He began his career at the National Heart Hospital, which amalgamated with Royal Brompton Hospital. He says: "I believe that I can represent staff views to the other governors, which will help us to develop as a foundation trust."*

### Professor Margaret Hodson



*Margaret holds a number of positions inside and outside the Trust. She is a consultant physician in the adult cystic fibrosis (CF) unit and director of medical education at Royal Brompton Hospital. She has worked in the transplant unit at Harefield Hospital, and was professor of respiratory medicine at Imperial College London. Her research work has contributed to improving treatment for adults with CF. As a governor, she hopes to encourage excellence in clinical care, research and education.*

### Dr Ian Balfour-Lynn



*Dr Balfour-Lynn has been a consultant respiratory paediatrician at the Trust for 12 years. He is strongly committed to education, training and research. As a governor, Ian's priority is to ensure that the Trust remains committed to meeting the care needs of children, young people and their parents.*

Two of our governors have recently resigned. They are patient governor Nick Hooker, and appointed governor Andres Lambrianou. The Trust Constitution enables elected governors to be replaced: the person who received the next greatest number of votes at the election will replace Mr Hooker. A new appointed governor from our partner organisations will be sought to replace Mr Lambrianou.

# ...useful contacts

## Melanie Foody

*Membership and user involvement manager*

*Melanie manages our engagement work with patients and their families at Royal Brompton Hospital and Harefield Hospital.*

**Email:** M.Foody@rbht.nhs.uk

**Tel:** 020 7351 8208

## Harefield Hamsters

*Harefield Transplant Club*

**Chairman:** Lewis Sander

**Secretary:** Lisa Innes

**Email:** info@harefieldhamsters.org

**Website:** www.harefieldhamsters.org

## Re-Beat

*Harefield Patient Support Group*

**Chairman:** David Potter

**Secretary:** Dennis Gulliford

**Tel:** 01923 243672

## Cystic Fibrosis Trust

**Address:** 11 London Road, Bromley,  
Kent BR1 1BY

**Tel:** 020 8464 7211

**Helpline:** 0845 8591000

**Email:** enquiries@cftrust.org.uk

**Website:** www.cftrust.org.uk

## GUCH

*The Grown Up Congenital Heart Patients Association*

**Address:** Saracen's House, 25 St Margaret's  
Green, Ipswich IP4 2BN

**Helpline:** 0800 854 759  
(ansaphone only at weekends)

**Email:** admin@guch.org.uk

**Website:** www.guch.org.uk

## Echo UK (the foetal charity)

**Contact:** Ian Averiss

**Tel:** 0844 414 0411

**Email:** info@tinytickers.org

**Website:** www.tinytickers.org

## League of Friends, Royal Brompton

**Contact:** Elizabeth Henderson

**Tel:** 020 7351 8277

**Email:** e.henderson@rbht.nhs.uk

## League of Friends, Harefield

**Contact:** Dawn Haase

**Tel:** 01895 828 678

## The Brompton Fountain

*Family support group for families of children with heart and lung conditions treated at Royal Brompton. You can request a membership leaflet from the contacts below.*

**Contact:** Sarah Abrahams

**Tel:** 020 7776 9000

**Email:** admin@thebromptonfountain.org.uk

## Primary Ciliary Dyskinesia (PCD)

*The PCD Family Support Group is a group which supports adults and families with children with Primary Ciliary Dyskinesia.*

**Website:** www.pcdsupport.org.uk

## Duchenne Family Support Group

**Address:** 78 York Street, London W1H 1DP

**Tel:** 0870 241 1857 (office)

**Tel:** 0800 121 4518 (helpline)

**Email:** info@dfsg.org.uk

**Website:** www.dfsg.org.uk

## Raynaud's & Scleroderma Association

**Address:** 112 Crewe Road, Alsager,  
Cheshire ST7 2JA

**Tel:** 01270 872776

**Fax:** 01270 883556

**Email:** info@raynauds.org.uk

**Website:** www.raynauds.org.uk

## Kensington & Chelsea LINK

**Address:** Unit 25, Shaftesbury Centre,  
85 Barlby Road, London W10 6BN

**Tel:** 020 89687049

**Fax:** 020 8968 8984

**Website:** www.rbkclink.org

## Hillingdon LINK

**Address:** TCM Office, 18 Chequer Square,  
The Mall, Pavilions, Uxbridge  
UB8 1LN

**Tel:** 01895 272997

**Email:** office@hillingdonlink.org.uk

**Website:** www.hillingdonlink.org.uk