

Refurbished ward open

THE TRANSPLANT ward at Harefield has reopened after a refurbishment in which patients were closely involved.

Patients, families and visitors to E Ward selected the new colour scheme and their feedback directly led to more storage facilities being included in patient rooms.

"Patients are the ones who use the ward and so have the best insight into what is needed and into what works and what doesn't," comments Sherrie Panther, modern matron for transplantation.

A special thank you from Macauley and friends



THREE-YEAR-OLD Royal Brompton patient Macauley Rogers paid a special visit to the hospital in October – to present a cheque for £1,800.

The money was the result of an eight-mile fundraising walk which took place in Richmond Park in July. Staff from Royal Brompton joined with Macauley's friends and family for the walk, which raised money for the research fund of Mr Hideki Uemera. Mr Uemera is the consultant cardiac surgeon who operated on Macauley.

Mum Kerry is already planning next year's walk along with other events to raise money for the hospital and awareness of heart problems in children.

Useful contacts

The Hamster Club

Harefield Transplant Patient Support Group
Chairman: Lewis Sander
Secretary: Lisa Innes
E-mail: secretary@harefieldhamsters.org.uk
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

echo uk (the fetal heart charity)

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

British Cardiac Patients Association

2 Station Road
Swavesey
Cambridge
CB24 5QJ
Helpline: 01223 846845

League of Friends, Royal Brompton

Contact Elizabeth Henderson
Tel: 020 7351 8272
E-mail: 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.
For a membership leaflet please contact Sharna Denehy.
Tel: 020 7776 9000.

Primary Ciliary Dyskinesia (PCD) Family Support Group

The PCD Family Support Group is a group who support adults and families with children with Primary Ciliary Dyskinesia. For more information contact Fiona Copeland.
Tel: 01908 281635
Website: www.pcdsupport.org.uk

Duchenne Family Support Group

78 York Street
London
W1H 1DP
Tel: 0870 241 1857 (office)
Tel: 0870 606 1604 (helpline)
E-mail: info@dfsg.org.uk
Website: www.dfsg.org.uk

Patient Advice and Liaison Service (PALS): Here to help you

PALS is a confidential service for patients, families and visitors. You can pay compliments, raise concerns or make suggestions about our services. The team is available Monday to Friday during office hours and has offices near the main entrances at Harefield and in the Sydney Street building at Royal Brompton. Tel: 020 7349 7715. E-mail: patientadviceandliaisonservice@rbht.nhs.uk.

To update your mailing details for this newsletter, please contact Rose Paton at r.paton@rbht.nhs.uk or on 01895 828 631.

...Patient Focus...

The patients' newsletter
Issue 11 – Winter 2008



Welcome to the winter 2008 issue of *Patient Focus*. In this, our final issue of the year, we are pleased to bring you news of our strong performance in the 2007/08 "annual health check".

You can also read about a personal experience of care at Harefield Hospital and about changes we have made to improve the environment for patients and visitors. If you would like to know more about how to get involved and share your views please do get in touch.

Rachel Matthews
Senior nurse user involvement
020 7351 8845
r.matthews@rbht.nhs.uk

Carol services at our hospitals

Harefield Hospital

Tuesday 16 December, 5pm,
League of Friends

Carolling on the wards from
8pm Christmas Eve

Royal Brompton Hospital

Wednesday 17 December,
3pm, Foulis Ward

Wednesday 17 December,
5pm, Sydney Street foyer followed by carols on the wards

Grateful couple thank staff for specialist care

WHEN Becky Evans-Woodward arrived home on 23 August this year she had no idea that she would be spending the next three weeks in hospital with a heart problem.

The active 29-year-old mother of three had just returned from her regular horse ride when she started to feel clammy, have pins and needles in her arms and legs, and have difficulty breathing. Concerned, husband Alvin called an ambulance which sped Becky straight to nearby Stoke Mandeville Hospital. Staff there performed an ECG to check her heart rhythm. The test showed she was having a heart attack.

As her condition worsened, the decision was taken to transfer her to Harefield for specialist care. After Dr Mark Mason, consultant cardiologist, performed an emergency angioplasty to remove a blood clot from her heart Becky was taken to intensive care, where she stayed for two weeks until she was well enough to move to the medical care unit (MCU). She is now back home with Alvin and children Megan (5), Isabelle (3) and Leo (2), has recently completed her cardiac rehabilitation course at Stoke Mandeville, and is riding horse Chico again.

Both Alvin and Becky say they are extremely grateful for the care she received at Harefield.

"The doctors and nurses all took the time to explain exactly what was happening to Becky," explains Alvin, "and they let me stay close to her while she was in intensive care."

As a token of their appreciation, the couple recently donated a coffee-making machine to ITU.

"We are so grateful to all the staff who looked after me," says Becky, "but we particularly want to thank Dr Mason and ITU staff Penny, Victoria, Kate and Agnesia."



Excellent result in annual health check

SERVICES at our Trust are "excellent" according to the Healthcare Commission's latest annual health check.

The highest possible rating for quality of services was awarded in the middle of October and came with a letter of thanks from Alan Johnson, the Secretary of State for Health and Professor Sir Ian Kennedy, Chair of the Healthcare Commission. The letter said our

CONTINUED ON PAGE 2

Foundation Trust application progresses

WORK on reviewing and updating our foundation trust plans is well underway following the Board's June decision to reactivate our application.

Gaining foundation status is a vital part of our plans for the future. Being a foundation trust (FT) will allow us much greater freedom to decide the direction of the Trust, not least by giving us much greater control over our finances so allowing us, for example, to progress redevelopment plans for both Harefield and Royal Brompton. It also allows the public and our patients to play a much greater role in influencing our direction. All FT members can elect representatives to serve on the board of governors and can stand for election to the board of governors.

Monitor, the independent body set up by the government to approve and oversee foundation trusts, currently plans to reassess our application in February 2009 and to make a decision by the end of April. There will be regular updates on the foundation trust process both in *Patient Focus* and on our website at www.rbht.nhs.uk. For more information on becoming a member, contact **Rose Paton** on **01895 828 5631** or r.paton@rbht.nhs.uk.

Signage improved at Harefield Hospital

FOLLOWING feedback from visitors a variety of improvements were made to the signage at Harefield Hospital in November.

As well as the new signage, the road outside the main entrance resurfaced to make it better for vehicles, pedestrians and wheelchair users; and traffic flow reviewed. We hope the changes will make it easier for everyone to make their way around the site.



Remembering Joe Burnside



IT IS with sadness that we report the death of Joe Burnside.

Joe was Harefield's longest-surviving heart transplant patient having had his operation in 1980. He died peacefully on October 26 at the age of 78. Joe is survived by wife Mary, sons Joe and Dick, daughter Helen and both his grand and great grand children.

Excellent quality of services

CONTINUED FROM FRONT PAGE

services were "among the best in the country in 2007/08" and also stated that we had performed well over time. It went on: "Your organisation has achieved a level of performance that all trusts should aspire to."

As always, the health check was an extremely comprehensive assessment of services, looking at thousands of separate measures. As well as fully meeting all core standards, existing standards and new national standards, we also achieved full marks on safety and cleanliness, keeping the public healthy, standard of care, dignity and respect, and good management. We received a "good" for use of resources, the other main measure in the health check.

For full details on our performance, visit www.healthcarecommission.org.uk.

New initiatives to reduce interruptions

A NEW initiative recently launched at the Trust aims to reduce interruptions to patient care.

"Releasing Time to Care - The Productive Ward" has been developed by the NHS Institute for Innovation and Improvement and encourages healthcare professionals to streamline all activity on the ward, so allowing staff to spend more time caring for patients. The initiative is already underway on Sir Reginald Wilson and Foulis wards at Royal Brompton and on C Floor at Harefield. If you are a patient or visitor on these wards you may notice procedures and practices being closely monitored by staff. We may also ask your opinion on the care you have received. The project will be rolled out to other wards in the coming months. For more information contact Marina Nicholas, project lead, on 020 7351 8841.

MEALTIMES

Following patient feedback earlier in the year we are also aiming to decrease the amount of interruptions that occur during meal-times at our hospitals. All our wards have a protected mealtime policy which means that you should not be disturbed while you are eating unless absolutely necessary. We are also working to make sure that drugs required before meals or with food are given at the right time and ask patients to discuss this with their nurses.

Rain fails to dampen enthusiasm of hundreds of Harefield Fun Runners



Left: tug of war competitions were among the many activities on offer on the day: London Wasps Rugby Club's mascot, Sting lends a hand; the runners (including Professor Sir Magdi Yacoub) get on their way.

DESPITE uncharacteristically gloomy weather, almost 900 people gathered at Harefield on Sunday 7 September for the annual sponsored Fun Run.

The event, held this year in aid of the MRI Scanner Appeal, offered a whole host of entertainment including music from The Perry Parsons Big Band, tug-of-war competitions, arts and crafts stalls, bouncy

castles, and an auction compered by talkSPORT DJ and keen Harefield supporter Mike Parry.

Also making an appearance on the day were local MP Nick Hurd and Professor Sir Magdi Yacoub. London Wasps Rugby Club mascot Sting, meanwhile, enjoyed all aspects of the day. The giant wasp was seen dancing to the band, lending a

hand in the tug-of-war and even running the start of the course. The total sum of money raised will not be known until early next year but £5,900 was collected on the day and £27,500 of sponsorship money has already been received.

For more information call the fundraising team on **020 7351 8613** or e-mail fundraising@rbht.nhs.uk.

Patient amenities projects funded

A VARIETY of patient amenity and welfare projects have once again been made possible by an award of £100,000 from the Trust Charitable Fund.

The Patient Amenity Fund Committee – including patient and family representatives Deborah Trenchard, John Waters and Stephanie and John White – met on 7 October to discuss the 37 applications submitted this year. Of those, 31 were successful and included:

- A new ice-making machine for ITU at Royal Brompton, introduced as a result of patient feedback. The machine will make it easier to provide ice to patients who are not yet able to drink after surgery.
- New seating for the outpatients department at Royal Brompton. The new seats are all separate and are easier to clean.
- Refurbishment of part of the x-ray department at Harefield, giving patients more privacy.

For more information on the scheme and the other successful projects, please contact **Georgina Parker** on **020 7351 8690** or e-mail g.parker@rbht.nhs.uk.

Another year of sporting success



Members of Harefield Transplant Club "Hamsters" celebrated yet another Summer of success in both the European and British Transplant Games. At the British Games alone, held in Sheffield in August, a team of 16 Harefield athletes secured a total of 33 medals. The team is now planning for the 2009 games, to be held in Coventry.