

# Foundation focus



Dorset County Hospital NHS Foundation Trust Members' Newsletter

## High quality care at your local hospital



**CLEANING MATTERS:** Matrons, cleaners, estates teams and the infection prevention and control team are working together to combat infections such as MRSA and C Difficile.

### Welcome



By Trust Chairman Robin SeQueira, CBE

**Welcome to this first newsletter to all members of the Dorset County Hospital NHS Foundation Trust.**

We hope that this twice yearly newsletter will not only keep you informed of what is happening with the healthcare services we provide, but will also prompt you to let us know how you think we can improve care to our patients.

So far we have recruited nearly 7,000 members. We would like to increase that number substantially and I would like to ask you to encourage your friends and relatives to also register for membership. An application form is included in this newsletter and is also available online at [www.dchft.nhs.uk](http://www.dchft.nhs.uk)

It is some six months since we became a Foundation Trust. What does this actually mean for our patients and public? The most significant change has been the establishment of a new Members' Council, made up of people you have elected and some appointed stakeholder representatives. The Council members have a powerful voice in shaping the development of the hospital and in influencing standards of services for our patients.

(continued on page 2 ...)

Dorset County Hospital   
NHS Foundation Trust

**Dorset County Hospital was praised for the quality of its patient services in the latest hospital performance ratings.**

We received a score of 'good' for quality of services and 'fair' for use of resources in the 2007 Annual Health Check ratings published by the Healthcare Commission - the independent 'watchdog' for hospital care.

We were also among just 27.5% of hospitals that achieved a score of 'excellent' for meeting new national targets surrounding waiting times for appointments and operations, and combating MRSA. The 'quality of services' rating covers a range of areas including safety of patients, cleanliness and waiting times, while the 'use of resources' rating looks at how well the organisation manages its finances. Hospitals can achieve ratings of excellent, good, fair or weak.

Last year we received a 'weak' rating for our financial performance because of an overspend for the year 2005/2006. That deficit has now been recovered and we are in a far stronger position financially.

Trust Chief Executive Jan Bergman said: "We are committed to providing high quality clinical services and care to our patients. This year's rating of 'good' is a credit to our staff who I know will continue to develop and improve the services this hospital provides."

**You can read the full report on Dorset County Hospital on the Healthcare Commission's website at:**

[www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

(continued from page 1 ...)

The Members' Council has started its work and will report on its progress in the next newsletter.

In addition, being an FT gives us more freedom to make decisions that influence the quality of care we give to our patients. Decision making is quicker and we can make the changes necessary to implement them much more easily than before. As a consequence of this 'freedom' there have been some notable achievements in these early months.

## Waiting Times

Firstly, we have made significant progress in reducing our waiting times for outpatient appointments as well as for operations. The vast majority of our patients who need operations are able to have them within 12 weeks. Because of the huge demand for orthopaedic and orthodontic operations, and pain relief procedures, those waiting times are a little longer, but we are confident even for orthopaedic operations no-one will wait more than 18 weeks by the end of March 2008.

We are working towards substantial reductions in waiting times for all operations, which we think is achievable in the not too distant future.

## Infection Prevention and Control

Secondly, the infection rates for MRSA and Clostridium Difficile (C Diff), two of the most prevalent infections in clinical areas, have reduced. This is due to the huge priority - and expenditure - that we have given to issues like cleanliness and infection control.

I should also point out that our figures also include infections that may be contracted in the community in places like community hospitals, and nursing and residential homes. Because tests for these infections are carried out in our laboratories they are included in our figures. Approximately 25% of the C Diff infection rates relate to 'community contracted' infections. However, the reporting mechanism is changing and in the future this will allow us to record where an infection is acquired, thereby ensuring that those with the responsibility for managing the areas take action to reduce the incidence of infections.

## Accident and Emergency

We are also pleased that waiting times in Accident and Emergency consistently do not exceed four hours, with the vast majority of patients being seen within the first hour or so of their attendance at A&E. We are also planning for a major expansion of our A&E Department which will further improve on the quality of service we provide in this vital area.

As explained on page 1, in the recent hospital 'ratings' we were rated 'good' for our all clinical services and 'fair' for the use of resources. We are confident that with the substantial progress we are making in both these areas we will improve on our ratings even further next year.

The Dorset County Cardiac Centre which was opened by HRH the Earl of Wessex earlier this year is making a huge contribution towards treating cardiac patients locally rather than having to travel to Bournemouth or Southampton, which was previously necessary. Our doctors are now able to perform complex technical procedures here in Dorchester. This is excellent news for



**The Earl of Wessex officially opens the Dorset County Cardiac Centre**

local patients and their families. Our maternity service has also attained excellent ratings and we attract mums-to-be from a very wide catchment area.

Dorset County Hospital currently runs the whole of the renal service for Dorset. In addition to our facilities in Dorchester we manage a satellite unit on the Royal Bournemouth Hospital site. I am delighted to tell you that a second satellite unit has very recently opened in Poole and this provides the most modern and up to date facilities for patients with renal problems, with some 20 dialysis stations. This will reduce the pressure on the Dorchester site.

## Further Improvements

The Trust Board is very ambitious for this hospital and further improvements for patients will come in 2008 in the form of a new Clinical Decision Unit - which will speed up the reception and treatment of medical emergencies - additional renal beds and dialysis stations and a new chemotherapy unit, which will considerably enhance the facilities for our cancer patients. In the longer term we are considering new A&E facilities as well. We are very grateful to the Fortuneswell Cancer Trust for their generous financial help towards the cost of the new chemotherapy unit.

I am sure you will have read a great deal about the problems elsewhere in the country relating to the care of elderly patients in particular. As patients we all expect to be treated with dignity and to enjoy basic levels of privacy. We also wish to be treated as individuals and to feel special, particularly at times when we are ill and vulnerable.

The Trust Board and the staff of this hospital place these issues at the top of our list of priorities and we have made a substantial effort to improve the environment within our wards, to raise standards of hygiene and cleanliness and focus on 'personal' care to all our patients. In order to ensure that all these standards are vigorously monitored we are soon to introduce an independent team of visitors made up of members of the Members' Council and patient group representatives. This team will be trained and given the authority to visit all parts of the hospital, including the wards of course, at any time seven days a week and will report on standards of privacy, dignity and cleanliness. In this way we will ensure that we have a hospital which is open and one which puts patients at the heart of its concerns.

# Your Council

The Members' Council represents your views and interests within the Foundation Trust. To contact your local representative please call 01305 254114, leave your contact details and your representative will call you back as soon as possible. Alternatively you can e-mail any

representative on [foundation@dchft.nhs.uk](mailto:foundation@dchft.nhs.uk). Trust Chairman Robin Sequeira said the Members' Council was already doing a great job. "The Members' Council has already started to influence the strategic direction of the hospital and is fast developing its public voice," he said.

## Public Representatives:

**Patricia French**

North Dorset



**Patrick Jeffery**

West Dorset



**Sue Bruce-Payne**

Weymouth & Portland



**Peter Fale**

North Dorset



**David Reason**

West Dorset



**Michael Thresh**

Weymouth & Portland



**Paul Nelson**

North Dorset



**Peter Wood**

West Dorset



**Peter Coghlan**

East Dorset,  
Christchurch, Poole  
& Bournemouth



**Peter Camm**

West Dorset



**John Bowditch**

Weymouth & Portland



**Russell Wilson**

Purbeck



**Christine Case**

West Dorset



**Derek Julian**

Weymouth & Portland



**Jo Briggs**

Purbeck



**Vicky Iveson**

West Dorset



**Stuart McLeod**

Weymouth & Portland



**David Hall**

South Somerset



## Staff Representatives:

**Duncan Farquhar-Thomson**

Staff



**Will McConnell**

Staff



**Mary Martin**

Staff



**Sue Worth**

Staff



### Appointed Stakeholder Representatives:

Iain Melvin - The Thomas Hardy School

Paul Booton - Imperial College

Steve Tyson - NSPCC

Anthony Kirby - Dorset Kidney Fund

Andy May - Dorset Primary Care Trust

Fran Leaper - Weldmar Hospicecare

Wendy Hilton - Age Concern

David Crowhurst - County Council

Gwen Hewitt - League of Friends

Business Community - Vacancy

**The Members' Council has identified key topic areas to concentrate on and has formed sub-groups to take these forward.**

Strategic planning is one of the key elements and the Members' Council is required to ensure the FT meets its strategic plans for the benefit of the community they represent.

The provision of health services is a complex issue and the Members' Council's Strategy Group will not only

review the Trust's plans but also influence the future. Dorset County Hospital NHS Foundation Trust provides a health service predominantly to West Dorset but it also provides several countywide services independently or jointly with other surrounding FTs.

The Members' Council will always welcome the views of members who have registered with the Trust on all aspects of its strategic plan. See page 3 of this newsletter for contact details.

# Encourage your friends and relatives to join

**Membership of Dorset County Hospital NHS Trust costs nothing and members receive regular updates on the progress of the hospital.**

More importantly, any significant change, such as additional or new facilities, will require consultation and a large membership base can help the Trust Board enormously to pursue a strategy which complements the Trust vision. Tell your friends and family that they too can have their say in the development of the hospital and encourage them to join by filling in the form below.

Involving patients and the public is one of the key tasks of the Members' Council and a sub-group has been set up to consider ways to improve this. The involvement is seen as a two-way process with the Trust keeping the public and

patients informed on developments within the hospital and to include the public in the decision-making process on any significant changes the Trust Board are considering. Patient feedback on their experience in the hospital, in the form of a questionnaire on all aspects of hospital life, not just medical, which they are asked to complete on discharge, together with visits to hospital wards by an independent group are both seen as vital ways of involving the patients in the decision making process on hospital improvements. This newsletter is also seen as an effective way of contacting members, who are not patients, for their views.

**Paul Nelson**  
Members' Council Representative

## Dorset County Hospital NHS Foundation Trust Membership Application Form

You must complete sections marked with \* Other sections are optional

Title: \* ..... Date of birth: DD  MM  YYYY

First name: \* ..... Gender: Male  Female

Last name: \* .....

Ethnicity:

- |  |  |  |
|--|--|--|
| White British <input type="checkbox"/>                 | White Irish <input type="checkbox"/>         | White Other <input type="checkbox"/>                 |
| Black Caribbean <input type="checkbox"/>               | Black African <input type="checkbox"/>       | Black Other <input type="checkbox"/>                 |
| Asian Indian <input type="checkbox"/>                  | Asian Bangladeshi <input type="checkbox"/>   | Asian Pakistani <input type="checkbox"/>             |
| Asian Other <input type="checkbox"/>                   | Other Chinese <input type="checkbox"/>       | Other Not Stated <input type="checkbox"/>            |
| Mixed White & Black Caribbean <input type="checkbox"/> | Mixed White & Asian <input type="checkbox"/> | Mixed White & Black African <input type="checkbox"/> |
| Mixed Other <input type="checkbox"/>                   | Unknown <input type="checkbox"/>             |  |

Address \* .....

Postcode \* .....

Telephone .....

Email .....

\* I apply to become a member of Dorset County Hospital NHS Trust and be bound by the rules of the organisation. I give consent to the processing of my information.

The data you supply will be used only to contact you about the Trust, membership or other related issues and will be stored in accordance with the Data Protection Act. Full details available on request.

**Please return this form by Freepost (No Stamp Required) to:  
Freepost RRAY-BKJZ-KBTY, Trust HQ, Dorset County Hospital, Williams Avenue, Dorchester, DT1 2JY**