

Foundation focus



Dorset County Hospital NHS Foundation Trust Members' Newsletter

Hospital among the best in South West

Dorset County Hospital 
NHS Foundation Trust

DORSET County Hospital has been rated 'excellent' for its quality of services by the Healthcare Commission, England's healthcare watchdog.

The score for 2007/2008 is the highest possible and covers a range of areas including the safety of patients, cleanliness, access to services and ensuring people's individual needs are met.

In a summary of key areas, Dorset County Hospital NHS Foundation Trust (DCHFT) scored the top ratings possible for standard of care, waiting to be seen, treating patients and carers with dignity and respect, keeping the public healthy and good management. The hospital was also judged 'good' for its use of resources. This score assesses how well a trust manages its finances.

Both scores were the best ever and an improvement from last year when the hospital scored 'good' for quality of services and 'fair' for use of resources.

Dorset County Hospital was one of just four acute trusts in the South West to achieve the 'excellent' rating.

Trust Chairman Robin Sequeira said: "Since becoming a Foundation Trust we have been able to respond more quickly to pressure areas and to the



EXCELLENT TREATMENT: Doreen Mullen from Newcastle broke her wrist when she slipped and fell in her Weymouth hotel. She went to Dorset County Hospital's accident and emergency department and was seen within three minutes of arrival. "They've been fantastic, I'd give them 11 out of 10," said Mrs Mullen. Photo shows, from left, Staff Nurse Amy Mitchinson, student nurse Danielle Doughty, patient Doreen Mullen, Director of Nursing Alison Tong and Nurse Practitioner Alistair Downton.

changing needs of patients. Clearly this has paid dividends as reflected in these new ratings and we are delighted. But we are far from complacent and we have plans to improve even further with new facilities and investment." Trust Chief Executive Jan Bergman added: "Full credit for this achievement lies totally with our staff. "Everyone has worked with great professionalism, drive and ambition over the last year to achieve this excellent result.

"It is essential that, no matter how good our services are, we always aim to improve and I would like to reassure our patients that we will continually strive to be the best hospital for the quality of services we provide, and for the care patients experience at Dorset County Hospital."

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

www.healthcarecommission.org.uk

Chairman's Message

By Trust Chairman Robin SeQueira, CBE



The NHS is facing unprecedented levels of demand for hospital care and responding to this is costly and requires continual planning and investment. Additionally we must strive to raise standards of care and safety because this is what the public needs and because it is right. Dorset County Hospital is striving to do these things.

In the past year we have developed a 'one stop' cardiology service which undertakes more complex procedures in a state-of-the-art catheter lab, giving West Dorset patients a highly technical local service on their doorsteps.

The opening of a new satellite renal dialysis unit in Poole, which we run in conjunction with a commercial company, means that pressure on the Dorchester and Bournemouth units is eased and renal patients throughout Dorset can benefit.

Our new laparoscopic theatre allows more keyhole surgery to be undertaken and patients have shorter hospital stays and improved recovery rates.

Cancer treatment facilities have been revolutionised through the opening of a new chemotherapy suite, 50% of the cost of which was donated by local charities. This suite offers greater privacy and dignity for patients in very amenable surroundings.

The spinal service introduced not long ago has grown substantially, as has the demand for specialist orthopaedic surgery. New consultant appointments have been made to address this demand.

We have also placed great emphasis on ensuring the control of infections and keeping our patients safe. There has been a great deal more money spent on cleaning, refurbishing wards and the patient environment. We do need the cooperation of the public in the fight against infections so please use the alcohol gel at the entrances and in the wards when you and your families visit the hospital.

We are also looking to the future. £12million is to be invested in the next two to three years to introduce

two additional operating theatres, a new CT scanner and a purpose-built endoscopy unit. These expansions reflect our determination to consolidate our future. National plans for the NHS tend to suggest the medium-sized hospitals, of which we are one, will need to grow to be sustainable. This we propose to do. Later in this bulletin our performance statistics will demonstrate that we are keeping abreast of national targets for waiting times. This has not been achieved without a cost. Our financial situation is stretched and there is a constant focus on efficiency and cost cutting where patient care is not compromised. The public can also help here. Please keep your hospital appointments. Each missed appointment wastes taxpayers money, apart from denying someone else the opportunity for treatment. During the year we also identified areas that we could improve upon such as better information for patients, shorter waiting times for orthopaedic treatment and pain relief and smoother patient 'journeys' through their treatment pathways. These are being addressed.

Over the past year the people you voted as Governors have been doing their job too and have been doing it very effectively. They have met to consider and contribute to the strategic and development plans of the hospital. They have also been involved with some of the business committees of the Trust and they participate in ward visits to assess issues such as privacy, dignity and the environment for patients. They assess the performance of the Board of Directors and particularly the Non-Executive Directors. Theirs is a most valuable role and helps keep those of us who work for the hospital on our toes!

Members' Meeting

We were extremely pleased to see so many registered members (over 100) at our first Annual Members' Meeting on 30 September 2008.

Members received reports from the Chairman, Robin SeQueira, the Chief Executive, Jan Bergman and the Acting Finance Director, Kevin Goater.

A summary of the Trust's activity and financial performance as extracted from the Annual Report and Accounts for 2007/08 are published in this newsletter. Following the executive reports, Dr Jo Taylor, Clinical Consultant for Renal Services, gave a presentation to the audience about the provision of the specialty to the Dorset community. The members were given an opportunity for question time at the end of the meeting.

The next Annual Members' Meeting will be held on 22 September 2009 at the Dorford Centre, Top o' Town, Dorchester, from 6pm. Members will be notified of this event six weeks in advance of the meeting and it will also be advertised in the local papers. Our annual report for 2007/2008 is now available to read on our website at www.dchft.nhs.uk. If you would prefer to receive a printed copy please contact Communications Manager Susie Palmer on 01305 254683 or e-mail susie.palmer@dchft.nhs.uk

Name change for Members' Council

Our Foundation Trust Members' Council has agreed to change its name to 'Council of Governors'.

The responsibility of the Council of Governors is to hold the Board of Directors to account for financial and activity performance. The change of name befits this responsibility and brings it in line with other public agencies that have such a governance arrangement, eg education.

Finally a word about our overall performance. We are naturally very pleased having been rated 'excellent' and 'good' for patient care and the use of resources respectively. Our maternity unit was also rated amongst the best in the country. These ratings are a reflection of the quality and commitment of our staff and the many volunteers who help us. There is no complacency, however. Patients and the public have a right to expect the very best of treatment and care. We will strive to get even better.

Your Council of Governors

The Council of Governors represents your views and interests within the Foundation Trust. To contact your local governor 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 governor on foundation@dchft.nhs.uk

Public Governors:

North Dorset:
Patricia French
Peter Fale
Paul Nelson

**East Dorset,
Christchurch, Poole
& Bournemouth:**
Peter Coghlan

West Dorset:
Peter Camm
Christine Case
Vicky Iveson
Patrick Jeffery
David Reason
Peter Wood

Purbeck:
Russell Wilson
Jo Briggs

South Somerset:
David Hall

Weymouth & Portland:
John Bowditch
Derek Julian
Stuart McLeod
Sue Bruce-Payne
Michael Thresh

Staff Governors:

Duncan Farquhar-Thomson
Mary Martin
Will McConnell
Sue Worth

Appointed Stakeholder Governors:

Paul Green - Royal Manor Arts College
Paul Booton - Imperial College
Steve Tyson - NSPCC
Paul Sansom - Dorset Kidney Fund
Vacancy - NHS Dorset
Fran Leaper - Weldmar Hospicecare
John Weir - Age Concern Dorchester
David Crowhurst - Dorset County Council
Vacancy - Dorchester League of Friends
Mick Barnes - SW Ambulance Trust

Summary of Trust Performance for 2007/2008

Waiting Times:

- 91% of patients admitted to hospital for treatment were treated in less than 18 weeks from referral
- 96% of patients not requiring admission to DCH were treated in less than 18 weeks from referral
- 99% of patients had their diagnostic test within six weeks of request
- 98.7% of patients waited less than four hours in A&E
- 99% of patients either partially booked or fully booked their inpatient and outpatient appointments
- 100% of cancer patients waited less than two weeks for an outpatient appointment and were treated within a month of their diagnosis

Activity:

- 42,592 A&E/Minor Injuries attendances
- 5,645 Elective admissions (generally surgical)
- 21,424 Day cases
- 20,219 Emergency cases (generally medical)
- 57,914 New Outpatients
- 140,698 Follow Up Outpatients
- 33,347 GP referrals

Finances:

- Income £131.9M
- Expenditure £131.2M (£82.7M Staff Pay, £48.5M Non Pay)

Governor meetings 2009

The following dates have been set for the Council of Governors general meetings. These meetings are usually held in public at the Brownsword Hall, Poundbury, Dorchester from 4pm, but we reserve the right to hold part of these meetings in private if appropriate. They are advertised on the Foundation Trust's website and advertised one week beforehand in the Dorset Echo. Additional meetings may occur if required:

26 February
28 May

30 July
26 November

Committee observers

DCHFT has an open and transparent policy which has led to the invitation and inclusion of governors as observers to its main committees - Trust Board and the Integrated Governance, Audit and Investment and Charitable committees.

Through these opportunities, the governors can appraise the Non Executive Directors of their responsibilities and at the same time it provides a detailed insight into the management complexities of running a Foundation Trust.

Monitoring patient care

DCHFT not only wishes to become the leader provider in the community for clinical excellence but also wants to ensure each patient's experience within Dorset County Hospital is second to none.

The Trust has established an independent reporting team that visits patient areas on a monthly basis to establish from a patient perspective how the Trust is responding to the issues of privacy, dignity and the environment. The teams consist of governors, ex Patient & Public Involvement Forum (PPIF) members

Updating contact details

Could you please let us know if you have changed any of your contact details so we can keep in touch with you as a member. Any changes can be e-mailed to foundation@dchft.nhs.uk or please call Trust Business Manager John Yeoman on 01305 254114.

and Patient Environment Action Team (PEAT) members. Patients, Staff and Visitors are spoken to during the visits and the feedback is reported to the Trust Board and Council of Governors.

Encourage your friends and relatives to join

As soon as the Governors' Council was created in June 2007 a group of five governors was formed to look at ways of increasing the membership of the Trust.

There are currently some 6,500 members, split evenly between hospital staff and the general public. A large membership base is important as it gives the Trust Board additional weight with its dealing with the NHS higher management. The Trust Board has set a target of 25,000 members by April 2009.

The membership group has used several methods to recruit new members; articles in parish magazines, leaflet drops in their local areas and a recruitment drive at the Dorset County Show in early September. These have had some success but have only gone a little way to achieving the new target. A more robust

approach is needed and all hospital patients over the past year will be approached to join. All hospital employees will be asked to recruit their family and friends.

Membership costs nothing and members will receive half yearly newsletters of the Trust's progress. There are also plans to hold 'roadshows' in your local area giving you a chance meet doctors and be briefed on the facilities at the hospital. An application form is included in this newsletter and can be returned free of charge. If you need additional forms for your family and friends please ring the number at the end of the form. Alternatively you can register on our website at www.dchft.nhs.uk/foundation/index.html. Anyone over the age of 16 can become a member and we need more young members.

Dorset County Hospital NHS Foundation Trust Membership Application Form

You must complete sections marked with * Other sections are optional

Title: *
First name: *
Last name: *

Date of birth: DD MM YYYY
Gender: Male Female

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
E-mail Signed

- * I am over 18 years of age and would be interested in standing for election to the Council of Governors
 * I give consent to DCHFT to process my information for membership registration

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

Foundation Focus ... Foundation Focus ... Foundation Focus ... Foundation Focus ...