

Members' newsletter, August 2016

Dear members,

This year has been an extremely busy one so far, starting with the opening of our new modular ward in February. This fantastic resource now houses our Emergency Admissions Unit and has given us 24 extra beds in which to accommodate patients requiring urgent care.

Last month we were pleased to welcome the Secretary of State for Health, Jeremy Hunt MP, to the hospital to show him how we are developing new approaches to providing care through the Symphony Programme (the partnership between our hospital, local GPs and other local health and care organisations). The Minister heard from GPs and Symphony managers who described how we are working to improve care for people with complex conditions, and making GP practices more sustainable. He also visited and met team members of the first Symphony complex care hub (based in the hospital) – describing the care as 'Outstanding' – before spending time in the Frail Older Person's Assessment Service (FOPAS), talking to staff and patients, who were extremely complimentary about their care.

In March, at a time when our hospital was experiencing extreme pressure and exceptionally high demand, we underwent a routine inspection by regulator the Care Quality Commission. The report was published late last month, and rated the hospital overall as 'Requires Improvement'. Whilst we are, of course, disappointed with the rating, we recognise that this rating places us alongside the majority of other acute hospitals in the NHS, operating in challenging times financially, and facing ever-increasing and complex demands upon our services. I am proud that the report identified many areas of outstanding care in our hospital, and particularly that in the all-important 'Caring' category, we received a 'Good' rating.

Our critical care services, those providing intensive care for patients recovering from serious illness or injury, also received 'Good' ratings across the board, as did our outpatients and diagnostic imaging services.

Further details about the inspection are inside this newsletter, but I remain very proud of the hard work, dedication and continued commitment shown to our hospital by all those that work here, as we continue to provide our local community with high-quality, compassionate care.

I would like to thank you all as members of Yeovil Hospital for your continued support over the last year. Further information about our activities over the last 6 months is set out in this newsletter.

Yours faithfully



Paul Mears, Chief Executive



CQC inspection

Following a routine inspection in March this year, the Care Quality Commission (CQC) published their comprehensive report into our hospital.

The report sets out the inspectors' findings for each of the eight core services: urgent and emergency services; medical care (including older people's care); surgery; critical care; maternity and gynaecology; services for children and young people; end of life care; outpatient services and diagnostic imaging.

It looks at whether each core service was safe, effective, caring, responsive, and well-led, and provides a simple rating, of 'Inadequate', 'Requires Improvement', 'Good', or 'Outstanding'. See the table of ratings below:

	Safe	Effective	Caring	Responsive	Well-led		Overall
Urgent and emergency services	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement		Requires Improvement
Medical care (including older people's care)	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement		Requires Improvement
Surgery	Requires Improvement	Good	Good	Good	Good		Good
Critical care	Good	Good	Good	Good	Good		Good
Maternity and gynaecology	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement		Requires Improvement
Services for children and young people	Requires Improvement	Good	Good	Good	Requires Improvement		Requires Improvement
End of life care	Good	Requires Improvement	Good	Good	Requires Improvement		Requires Improvement
Outpatients and diagnostic imaging	Good	Inspected but not rated	Good	Good	Good		Good
	Safe	Effective	Caring	Responsive	Well-led		Overall
Overall Rating	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement		Requires Improvement

You will see that we received 24 ratings of 'Good' and 15 ratings of 'Requires Improvement'. Our critical care services, those providing intensive care for patients recovering from serious illness or injury, received 'Good' ratings across the board, as did our outpatients and diagnostic imaging services.

We also received a 'Good' rating in the crucial 'Caring' category.



However, this results in an overall rating for our Trust of 'Requires Improvement'.

The report included many findings of 'Outstanding' practice across the hospital, including in clinical training, critical care, our innovative work to integrate care for those with more complex conditions, and dementia care. Inspectors also said staff were 'Caring', having seen many examples of compassionate, respectful and considerate care, and remarked on the positive feedback from patients, relatives and carers. They also said that staff were proud to work at YDH, and that our strategy and iCARE values were well embedded.

However, the inspection took place during one of the busiest weeks in the hospital's history and, as demand for all services continued to grow, we know it became increasingly challenging to meet the exacting requirements of the CQC inspection regime.

Whilst we would have of course wished to secure a more favourable rating, it is also important to note that, during this latest round of CQC inspections, the vast majority of NHS trusts received a 'Requires Improvement' rating, reflecting the difficulties being felt across the entire NHS. In fact, our strategy as a Trust, and our vision to be 'The UK leader in developing new models of care', demonstrates our understanding that the current structure of health and care services needs to change in order to meet the needs of our population.

It is now important that we use this report as a tool for making our hospital an even better place to receive care and to work, and our services even more responsive.

Over the coming months we will conduct some in-depth sessions with teams to examine relevant elements of the report to inform action plans and improvements, and work with partner organisations, and representatives of those that use our services, to find out how we can improve YDH and the system we operate within.

You can read the full report here <http://www.cqc.org.uk/provider/RA4>

Annual General Meeting, 9 September 2016, 14:30 – 17:30pm

Planning is underway for our Public Engagement Event and Annual General Meeting (AGM), which will take place on Thursday 8 September 2016 14:30 – 17:30 at The Manor Hotel, 26 Hendford, Yeovil BA20 1TG.

The event will be an opportunity to hear about exciting developments at the hospital, as well as changes taking place and the work that is being done to improve patient care and experience. We also want to hear your feedback about the hospital.

Pop in anytime during the afternoon to find out how your local hospital is building a better, healthier future for Yeovil. There will be a number of stands providing attendees with an opportunity to discuss the latest key issues and 'hot topics' with hospital staff.



For more information about the AGM and to confirm your attendance, please contact membership@ydh.nhs.uk or 01935 384348.

Council of Governors elections results 2016

The 2016 elections for your representatives on the Trust's Council of Governors were held within the Dorset, Greater Yeovil, South Somerset (South & West) and Staff constituencies. The elected governors commenced their first term of office on 1 June 2016

Constituency	Elected Governor
Dorset	Jeremy Hughes
Greater Yeovil	Mary Belcher
South Somerset (South & West)	Tony Robinson
Staff	Fiona Rooke Paul Porter*

*Paul Porter was successfully re-elected as a staff governor and commenced his second term of office on 1 June 2016

We would like to thank all the candidates and public and staff members who voted.

For more information regarding the Council of Governors please visit our website <http://www.yeovilhospital.co.uk/about-us/whos-who/council-of-governors/>

Membership – new contact

The previous Assistant Company Secretary, Samantha Hann, has changed roles within the Trust. Her successor is Ben Edgar-Attwell who can be contacted on membership@ydh.nhs.uk with any questions or issues about membership.

Grand opening of Special Care Baby Unit

A brand new state-of-the-art Special Care Baby Unit (SCBU) has been unveiled at Yeovil Hospital thanks to the fundraising efforts of Yeovil Hospital Charity's Flying Colours Appeal.

The unit was opened by Sam and Josh Langford, whose twin daughters, Anna and Mya, were born in the previous SCBU in 2013 and have been staunch supporters of the appeal from the beginning.

In total over £600,000 was raised by the local community, which was used to completely refurbish and build a brand new SCBU. James Kirton, Head of Fundraising for Yeovil Hospital Charity said: *"We have been overwhelmed with support for this appeal and would like to thank every single person who has donated*



money or organised an event. The charity's aim is to make a difference for patients and this new unit is going to have an enormous impact, so thank you to everyone that helped us to make it happen."

The design of the new unit was influenced by responses from existing parents who were asked how the unit could be improved. The design focussed on improving privacy and dignity for families as well as increasing the amount of space for babies and their families.



Parkinson's disease laser canes

Patients living with Parkinson's disease are soon to benefit from two state-of-the-art laser canes, thanks to a generous donation from Geoff Pogson, Chairman of the Wincanton Parkinson's Group.

Laser canes are used as an aid for patients with Parkinson's. The laser beam projects to give patients a visual cue which often breaks "freezing" episodes common in patients with Parkinson's and allows them to take normal steps. Patients prone to such freezing episodes are often susceptible to serious falls, as their legs stop moving as they are walking.



The two laser canes donated to the hospital will be given to patients to trial so they can decide if they are interested in purchasing their own.

Each cane costs between £150 and £200, the sum of which was raised by Yarlington House Parkinson's Garden Party last summer. In total the party raised £28,000, a large portion of which was donated to Bristol Brain Centre towards a clinical trial to test a drug which may slow down the course of the disease.

Zoe House, Senior Physiotherapist at Yeovil Hospital, said: *"We would like to thank Wincanton Parkinson's Group for their kind donation. These laser canes will be an asset to the department and will be useful for our patients to be able to trial them before they decide to purchase their own."*

Dementia-friendly garden officially open at Yeovil Hospital

A garden which has been specially built to provide a safe, therapeutic space for patients, including those with dementia, is now open at Yeovil Hospital.

The garden has been built thanks to £49,020 of funding won in last year's National Lottery's People's Millions competition. It has been specially designed to appeal to patients with dementia, with an accessible pathway and seasonal planters to help patients connect with the seasonal calendar and remind them of life outside hospital. It is fully enclosed, to ensure that patients, their families and carers have the chance to enjoy the outdoors in a safe environment.

The garden was officially opened in a ceremony (23 March) by Julia Jones, co-founder of John's Campaign, a national campaign which lobbies for the rights of carers to stay with people with dementia while they are in hospital.

Helen Ryan, Director of Nursing at Yeovil Hospital, said of the garden's opening: *"We were delighted to welcome Julia to open our garden yesterday. We know that being outside can improve people's sense of wellbeing and mood, as well as providing physical exercise and helping to maintain normal sleeping patterns. This garden provides people with a welcome respite from hospital life – a chance to connect with the outside world in a safe environment."*

"The garden will also form a key part of the activities we plan with our recent People's Projects win, to help improve life in hospital for older patients with art, music, craft and gardening. For many, being in hospital can be lonely, and activities such as gardening and art bring people together, encouraging them to talk to each other and socialise."



Patients in Yeovil to benefit from state-of-the-art x-ray room

Patients at Yeovil Hospital are set to benefit from a brand new, x-ray room, meaning faster and shorter appointments.

The new x-ray room is fully automated and controlled using solely a computer. This means that not only are patients' appointments quicker, but also that the image is available to clinicians immediately, meaning less time spent waiting after the actual appointment is over.

In line with the hospital's vision to lead the market in delivering new models of care, the room is the first fully automated x-ray room installed by Agfa HealthCare in the country.

Fiona Rooke, Diagnostic Services Manager at Yeovil Hospital, said of the new addition to the department: *"Our new x-ray room has already attracted considerable interest from both patients and colleagues in neighbouring trusts, thanks to its innovative nature. Waiting for an appointment, and subsequent results, can be a worrying experience for patients, so being able to cut down the appointment time and have results available immediately is a huge benefit."*

Car parking & new access road

We have now begun work on our new multi-storey car park, which will offer around 650 parking spaces in a modern, accessible development across the road from the main hospital. We are also constructing a new road to link Higher Kingston and the A37 (Kingston).

These projects will make it easier than ever before for patients, visitors and staff to access and navigate our site. They will also ease congestion around the hospital and on local streets.

Work is scheduled to continue throughout this year, with the new car park opening in January 2017.

A project of this size will inevitably cause some disruption. The site for the multi-storey car park includes the land previously occupied by our P2 pay-and-display car park so it has been necessary to close this car park throughout the duration of the build. We have also had to close a number of staff parking areas.

Our P1 car park remains open but the overall number of parking spaces across the hospital site is significantly reduced. We are therefore encouraging visitors to use public transport or find alternative parking where possible.

We hope that our Members and the public will continue to be understanding and patient as we complete what is a very important improvement to your local hospital.





New slip road onto A37 on east end of site



Staircore construction for the new car park



Car park structure taking shape



Artist's impression of completed car park

Yeovil Hospital rated above national average by patients in the National Cancer Patient Experience Survey

Yeovil Hospital has scored above the national average in the National Cancer Patient Experience Survey. Patients were asked to rate their care out of ten, with patients' rating Yeovil Hospital 9.1 out of 10 on average, against the national average of 8.7 out of 10.

The National Cancer Patient Experience Survey is coordinated by Quality Health on behalf of NHS England to monitor patients' experiences on all aspects of their cancer care.

Dr Matthew Sephton, Consultant Oncologist said: *"We are immensely pleased with these results and would like to thank our patients for taking time to fill out this survey."*

"The report shows patients felt they were able to discuss any worries and fears they had during their hospital visits, they found it easy to contact their clinical nurse specialist when they needed to, and they were involved as much as they wanted to be, in decisions about their care and treatment. This is a great result and I am proud that our patients feel that we support them at what can be a challenging time in their lives, as well providing them with their treatment."



Paul Mears, Chief Executive said: *“This is great news for our patients. I am very proud of all the staff across the hospital who work hard to provide patients with cancer not only excellent treatment, but also care and support at a stressful time in their lives.*

“This result is a celebration of the exceptional care we provide to our patients and our ongoing commitment to making further improvements in caring for patients with cancer.”

Yeovil Hospital named healthcare recycler of the year

The Estates and Facilities team at Yeovil Hospital has won a prestigious award for Healthcare Recycler of the Year at The National Recycling Awards 2016.

Yeovil Hospital partnered with SharpSmart who supply the hospitals sharps bins, the re-usable container system which won the department the award. As the bins are reusable they have saved the Trust having to incinerate ten tonnes of plastic per year. The sharps bins also have trays for loading the sharps which prevent them from being overfilled which avoids injuries for members of staff.

The award ceremony is the UK’s biggest celebration of recycling and waste management excellence which recognises and highlights the excellence and innovation present throughout the resource management sector.

The Friends of Yeovil Hospital

The Friends of Yeovil Hospital have had another active year donating to date £125,528 to the hospital in order to provide extra services and equipment not normally available in the NHS or items that will enhance the experience of the patients, their relatives and the staff who take care of them - music and art for instance.

Their fundraising this year has included the annual Chris Parker Quiz, a theatre evening at Yeovil's Swan Theatre and an Easter Chick knitting frenzy which added to the fun and profits of our very successful Hospital Shop and Trolley Service. The Shop continues to be our main funding stream providing around £70,000 profit for this year which adds to other major benefactors who give generously to The Friends.

Some of the items provided during 2016 have included:

- Ultrasound bladder scanner for the Urology Department
- 6 recliner chairs for birth supporters and women in labour
- A refurbishment of the Relative Room on Ward 6B
- Thera-Trainer Exercise Bike for patient rehabilitation at Cooksons Court Reablement Unit
- Moto Med Arm/Leg Spine Bike for critically ill patients recovery



We are, as always, extremely grateful to every one of the kind volunteers who make up the Friends of Yeovil Hospital, and all those who have donated money or supported the Friends.

Charity update

Yeovil abseil challenge – Sunday 22 May 2016

Our annual abseil took place on Sunday 22nd May, and saw over 50 participants take on our 100ft wall and brave the rain! Each participant helped raise over £14,000 for the hospital. This money will make a huge difference for patients.

The Great Inflate-a-Race – Sunday 25 September 2016

Yeovil Hospital Charity is delighted to be bringing our 5km inflatable assault course to Aldon Estate (opposite Yeovil Showground, with thanks to the Battens family). You can run, walk or crawl this event, bouncing over inflatable tyre runs, sliding down slippery slides and paddling through foam pits - an adventure not to be missed! Registration for this event is £16. All participants will receive a free t-shirt and pack of information about the event in advance of the run, along with a medal on completion. For more information please contact Sarah Cherry on ext. 3020 or email Sarah.Cherry@ydh.nhs.uk

Leave a life-saving legacy

A gift in your Will could help us to buy the latest life-saving equipment. If you are interested in leaving the hospital a donation in your Will, please contact James Kirton on 01935 383020 or email him at james.kirton@ydh.nhs.uk. If you leave us a gift in your Will during our 'Make a Will Week', Battens Solicitors will put together your Will for free. This year's Make a Will Week runs from 17th October to the 21st October.

Membership email address and future newsletters

Yeovil Hospital is committed to reducing its carbon footprint and move towards a paperless system. You can help us achieve this by providing the membership team with an email address to receive future membership items and newsletters.

If we reduce paper newsletters by 20% we will be able to save approximately £1555.20 and 17,280 pages a year.

If you are happy to receive future correspondence via email, please let us know at membership@ydh.nhs.uk

