

Members' newsletter, February 2017

Dear members,

It has been an exceptionally busy winter so far in our hospital, with all of our staff working extremely hard to look after the health of our population.

Many of you will have seen and heard the hospital featured in local news, where we have taken the opportunity to discuss the impact which such high demand has upon us, and describe the work we are doing to ensure we can continue to provide good and safe care.

In such challenging times, it becomes more important than ever to celebrate our successes. Despite the pressures on our system and services, our hospital has seen some important and exciting developments over the past six months, including our new multi-storey car park, which is due to open in March. I hope you will enjoy reading about these projects.

As members, each with a personal interest in the hospital, I hope you will continue to share these positive developments with your communities.

Lastly, I would like to thank all our staff for their tireless hard work commitment to our hospital and the patients we serve.

Yours faithfully



Paul Mears
Chief Executive



Annual General Meeting update

Our Annual General Meeting (AGM) took place on the 8 September 2016 at The Manor Hotel, Hendford, Yeovil. Following feedback from previous AGMs, we held the event in the afternoon. Building on last year's success there were a number of stands providing attendees with an opportunity to discuss the latest key issues and 'hot topics' with hospital staff including:

- An overview on Symphony Healthcare Services, a new type of healthcare organisation putting patients first – providing 'the right care' in 'the right place'.
 - A presentation on patient services, including catering and private accommodation.
 - A variety of information stands; including stroke services, dementia services, organ donation, clinical research, TrakCare (electronic health record system), patient experience and volunteering, hospital membership and governors, YDH Charity and fundraising and the League of Friends.
 - A mini health-check and the chance to have blood pressure taken
 - Details about plans to improve facilities, including the development of a new multi-storey car park and new ward.
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Advance notice of upcoming governor elections

We are seeking public governors in the constituencies of:

- Greater Yeovil (one seat)
- South Somerset – South and West (two seats)
- South Somerset – North and East (two seats)
- Dorset (one seat)
- Mendip (one seat)
- Rest of Somerset and England (one seat)

In addition, we will also be electing one staff governor.

These new governors will take up their posts from 1 June 2017. If you would like to nominate yourself for election, please refer to the included post card with your newsletter or contact the membership team on membership@ydh.nhs.uk

Who's who – Council of Governors

The Council of Governors is made up of public and staff governors elected by the membership and appointed governors from Clinical Commissioning Groups and local authorities.

Trust governors are the individuals that bind a trust to its patients, staff and local stakeholders. They are your representatives and work with the Board of Directors to produce the Trust's future plans, ensuring that the voice of members and partners are used to inform decisions.



Further information about individual governors can be found on the Trust's website at the following link: <http://www.yeovilhospital.co.uk/about-us/whos-who/council-of-governors/>

Current Public Governors	Constituency	Current Public Governors	Constituency
John Park	Dorset	Monica Denny	South Somerset (North and East)
Jeremy Hughes	Dorset	John Hawkins	South Somerset (North and East)
Mary Belcher	Greater Yeovil	Sue Brown	South Somerset (North and East)
John Webster	Greater Yeovil	Sue Bulley	South Somerset (South and West)
Philip Tyrrell	Greater Yeovil	John Tricker	South Somerset (South and West)
Hala Hall	Mendip	Tony Robinson	South Somerset (South and West)
Alison Whitman	Rest of Somerset and England	Judith Lindsay-Clark	Staff
Michael Fernando	Staff	Yvonne Thorne	Staff
Paul Porter	Staff	Fiona Rooke	Staff

If you wish to contact your governor please email YDH.Governors@ydh.nhs.uk or write to your governor care of the Management Suite, Level 1, Yeovil District Hospital NHS Foundation Trust, Higher Kingston, Yeovil BA21 4AT.

Somerset Sustainability and Transformation plan (STP)

Yeovil Hospital, with our neighbouring Somerset NHS organisations and the County Council published the county's Sustainability and Transformation Plan (STP) in November 2016.

The plan set out the challenges we are facing as a care system and describes why we need to change the way health and social care services are structured and delivered in order to meet the future needs of our local population.

These strategic, five-year plans have been produced across the country and aim to create services that work better for people and staff, are financially sustainable and have much greater emphasis on prevention of illness and injury.

Our STP sets out a vision for Somerset's care system, rather than fully-developed proposals. Over the coming months there will be discussions with staff, patients, service users, carers and other interested groups to shape and develop these proposals for high quality, sustainable services.

The summary of the STP is available here: <http://www.yeovilhospital.co.uk/wp-content/uploads/2016/11/2-STP-An-Overview.pdf>

The full version of the STP is available here: <http://www.yeovilhospital.co.uk/wp-content/uploads/2016/11/Somerset-STP.pdf>

Feedback

Having read the plan, if you have any initial comments or queries, please share them using the email address, telephone number or Freepost address below:



Email: STPfeedback@somersetccg.nhs.uk

Telephone: **01935 385240** (Monday to Friday. 9.00am to 5.00pm)

Post: (No stamp required)

Somerset Sustainability and Transformation Plan (STP)

Freepost RRKL-XKSC-ACSG

Yeovil

Somerset

BA22 8HR

You can also use these contacts to request a paper copy of the plan.

Choose well this winter and pick up our free medical help card

Every year accident and emergency departments across the UK see thousands of patients who could be treated more appropriately somewhere else. This year, the pressure on our services has been greater than ever before, a situation replicated across the country, owing to a rising proportion of older people and those suffering from chronic conditions requiring hospital care.

A visit to a busy district hospital A&E is not necessary for minor ailments; however many people still remain unclear about what a medical emergency is and what level of treatment they really need.

There is a wide range of NHS services and facilities available in Somerset to help people if they become ill during the winter months.

If your injury is not serious you can get help from your nearest community hospital's Minor Injury Unit (MIU) rather than a district hospital A&E department. By doing so you allow A&E staff to concentrate on the people with serious and life-threatening conditions and save yourself a potentially long wait.

Your **NHS** in Somerset

**Medical
Help Card**

Find the right service for you

To help clarify the options available to you in Somerset, we've developed a handy, credit-card sized medical help card, which gives details of MIUs, walk-in centres, NHS 111 and pharmacy/GP services.

You can pick one of these up at many pharmacies in Yeovil, including Boots, Tesco and Superdrug. The information is also available online:

www.yeovilhospital.co.uk/patients-visitors/choose-well



Research and development department celebrates 21 years at Yeovil Hospital

Yeovil District Hospital's research department celebrated being open for 21 years with an open day on Monday 3 October. The open day was an opportunity for members of the public to find out more about research.

The research unit was first opened in 1995 with just two research nurses. The department has now expanded and includes 19 members, including 14 research nurses.

Joanna Allison, Manager of the Research and Development department said: "The department has been running for 21 years and has grown from running only three studies with a handful of patients to over 100 studies open at any one time and recruiting nearly 700 patients per year. For a small hospital, this is far above expected and demonstrates a really active research ethos from all clinical teams. The clinical research unit host all types of studies from simple blood tests and questionnaires, to drug and device studies. This includes studies in cancer, diabetes, Parkinson's disease, surgery, orthopaedics, heart disease, children's care and stroke.

Yeovil Hospital shortlisted for prestigious national health award

Yeovil Hospital's innovative approach to reviewing a patient's 'journey of care' through the hospital was shortlisted for a national award by the prestigious Health Service Journal (HSJ) publication.

The hospital was shortlisted for the Acute Sector Innovation category in the annual HSJ Awards, which received hundreds of nominations across 23 categories.

Yeovil's project, "This is not just patient flow, this is YDH patient flow", was developed over a series of months in order to try and streamline hospital processes which can have an impact on how long patients have to stay in hospital, and to involve the whole workforce in helping make the patient experience of care the best it can be.

The project has at its heart the aim of improving the patient's 'journey' through their stay in hospital; making sure that they get the treatment they need, such as a scan or referral, in a planned and timely way. Not only does this mean that patients have a better experience of care; but also that they do not stay in hospital longer than they need to. This, in turn, will mean that people arriving at A&E can be treated with minimal delay, with beds available for those patients who really need them.

Simon Sethi, Director of Urgent Care and Long Term Conditions at Yeovil Hospital, said: "I am very proud that the hard work and dedication of our team here in Yeovil has meant that this initiative has been recognised by the HSJ in the shortlisting for their awards.

"Our challenge has been to involve every one of our staff in helping the patient journey be as smooth and efficient as possible. To do that, we developed themed days of the week, such as 'Morning Monday', where staff focus on helping patients get home before noon, and 'Next Step Tuesday', where the focus is on the next steps needed in a patient's care, and trying to remove any barriers to that next step happening immediately.



“We’re particularly happy that our efforts in this area have led to a 16 per cent reduction in the number of patients staying in hospital for longer than 14 days, as part of ‘14-day Wednesday’.

“We know that hospital can be a stressful environment for some people and that generally, they are much happier recovering at home, in a familiar setting. Our job is to make sure that we can give our patients the best possible experience of care while they are in hospital, and this shortlisting is testament to the daily hard work and commitment of all our staff in making our care the best it can be.”

Yeovil Hospital celebrates Paralympic success with photographic exhibition

Yeovil Hospital is hailed Team GB’s success at the Paralympics in Rio with an exhibition of photographs.

The games saw Paralympic fever sweep the country and the hospital’s outpatients’ department joined the celebrations with the help of talented photographer Sam Rose.

The inspiring images show nine Paralympians competing in their sport and were on display for patients, visitors and staff to enjoy before touring other gallery spaces. Featured athletes include Holly Neil from Chantmarle and Paul Blake from Dorchester, as well as Jonnie Peacock, David Weir, Georgie Hermitage, Sophie Hahn, Hannah Cockroft and Richard Whitehead, with Joe Allen from Bridport also included.

Photographer Sam lives in Bridport. He takes photographs in his spare time, in between being a dad to two boys and his full-time job looking after the Jurassic Coast World Heritage Site.

Speaking about the exhibition Sam said: “These athletes are true athletes in every sense of the word, and have inspired me to put together this collection of photos in collaboration with Yeovil Hospital. The exhibition is to raise awareness of disability sport in a different context – a hospital setting – and by ‘showing off’ these athletes in the same way as you would show athletes without disabilities. The London 2012 Olympics and Channel 4 have done a huge amount to raise the profile of these athletes and sports, but there is so much more to be done.

“I hope that those viewing the images will be inspired, be surprised, and be in awe.”

Art Co-ordinator Caroline Barnes is delighted by the images: “Having these images on the hospital walls celebrates their success and normalises their varying disabilities.

“The images are truly beautiful and I hope that visitors to the hospital will enjoy and feel uplifted by them.”



New multi-storey car park opening March 2017

Building of our new multi-storey car park is almost complete and the car park is scheduled to open to the public in March. The new link road, connecting the hospital to Higher Kingston, opened in November, making the stretch of Higher Kingston Road from the turning point to Roping Road onwards into a one way system.

Our new multi-storey car park will make it easier than ever before for patients and visitors to access our site by car, providing more than 600 spaces for parking. It is the result of many months of planning and design with colleagues from our estates partner, Interserve Prime, and was unanimously supported through the planning process by the local authority.



More information is available on our website: www.yeovilhospital.co.uk/patients-visitors/car-parking-and-how-to-find-us/new-car-park

Pioneering dementia music installation opens at Yeovil Hospital

The end of 2016 saw the opening of a pioneering new music installation at our hospital, which aims to raise awareness and deepen insight around living with dementia.

The installation is the brainchild of composer-in-residence, Marc Yeats, a leading contemporary composer and visual artist.

The work forms an integral part of the Refound Sound project, a collaboration between Yeovil and Dorset County Hospital and the Arts Council of England to bring music into hospitals.

It features pre-recorded vocal music on six different stereo channels playing concurrently and continuously in a designated space where people can explore Marc's compositional response to his research and experiences of speaking with people who live with, or care for those with, dementia.



Marc said: “This installation comes from a different angle from anything that’s been done before in a hospital setting, in terms of an artistic response to dementia. Rather than being of direct therapeutic benefit to patients, it represents a personal, artistic, intuitive response to the experiences I’ve encountered with dementia over the past months here as composer-in-residence.

“The choral piece plays continuously over six different channels and will be broadcast in hospitals, at art exhibitions and arts and health conferences.”

Janine Valentine, Nurse Consultant for Older People, said of the project: “We are very excited about this installation as we see this as a unique opportunity to raise awareness about dementia from a completely different angle. It will be both evocative and provocative and certainly get people talking about dementia.”

Trust makes light work of infection control

Yeovil Hospital has become a leading light in the fight against infections, with the purchase of the latest in ‘bug-killing’ technology.

Our hospital is the first in the South West to deploy an *Ultra-V* machine which uses UV-C light (usually filtered from the sun by our atmosphere) to permanently destroy the DNA of germs. It takes less than an hour for the machine to eradicate pathogens from a hospital room and bathroom following a general clean, without the use of bleach or other harmful chemicals.

This means the rooms can be made safe and ready for the next patient more quickly than ever before.

Viruses and infections can pose a major risk for patients in hospital, leading to dangerous complications in those who are seriously ill or undergoing treatment.

Hospitals are facing a constant challenge to make beds available for new patients; being able to remove germs swiftly and effectively is absolutely vital.

Since its introduction late last year, the machine has swiftly become an essential and commonly-deployed weapon in our infection-control arsenal.

Rachael Grey, Nurse Consultant for Infection Control, said: “Everyone in our hospital works hard to keep our hospital clean and germ-free, but maintaining this, particularly when we are very busy, can be a lengthy and labour-intensive process.

“Now, one of our trained staff can quickly set up the *Ultra-V* system in one of our side-rooms and eradicate germs within just 45 minutes.

“This means rooms are ready for the next patients in a more timely way.

The machine can be maneuvered and operated by one member of staff and features a range of safety features, including movement sensors which automatically switch off the machine if anyone is detected in the treatment area.



The Friends of Yeovil Hospital

The Friends of Yeovil Hospital have had another active year and have been able to donate £184,092 to the hospital. This money will provide extra services and equipment not normally available on 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.

Some key donations include a Thera-Trainer Exercise Bike for the physiotherapy team to aid patient rehabilitation at Cookson Court Reablement Unit; 4 high flow nasal tracheostomy and masks for the Intensive Care Outreach Team, 3 Viking XL hoists for the Special Care Baby Unit and a contribution to the Arts Co-ordinator's salary.

Our fund raising this year has included the even more successful annual Chris Parker Quiz, an Easter Chick and Christmas Santa's 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 £70,000/80,000 this year which adds to our funeral donations and other major benefactors who give generously to The Friends. The Friends Coffee Shop also opened in the Emergency Department this year wholly staffed by volunteers.

Our 80 – 100 volunteer team who run the shop work hard, but are always looking for more volunteers. Please contact Margaret Spurr if you are interested in becoming a volunteer in the shop please call 01460 241181 or come into The Shop. If you are interested in becoming a committee member for The Friends of Yeovil Hospital, please contact Anne Bennett on 01935 823271.

Thank you for your support – we really appreciate it!

Charity Update

Yeovil Hospital Champions

Become a *Hospital Champion* by donating to Yeovil Hospital every month. Income from regular-givers means we can buy what is needed, whenever it is needed. This means that more local people will benefit from a better equipped hospital with better facilities and services. As a *Hospital Champion*, you will be invited to attend a 'Behind the Scenes' tour of the hospital. Call James on 01935 383020 or email james.kirton@ydh.nhs.uk.

Leaving us a gift in your Will

Leaving a legacy gift is easier than you think and you don't need to choose between the hospital and your loved ones. It's a unique opportunity to make a lasting difference. Just like the hospital's doctors and nurses, you will be helping people at a time when they need it the most. Call James on 01935 383020 or email james.kirton@ydh.nhs.uk.

Sunday 26 March – Yeovil Half Marathon

Yeovil Hospital Charity has places in this year's Yeovil Half Marathon at a reduced entry fee of £15. To join our team of 60 runners, you just need to pledge to raise at least £30 in sponsorship. To register go to www.yeovilhospital.co.uk/yeovil-half-marathon.



We are also looking for volunteers to help marshal on the day. Please email Sarah.Cherry@ydh.nhs.uk or call her on 01935 383020.

Sunday 21 May – Yeovil Abseil Challenge

Our annual abseil is taking place from the roof of Yeovil Hospital from 10am. Registration is £15 and we ask you to raise a minimum of £75 in sponsorship. You can support any area of the hospital. To register or find out more information please go to www.yeovilhospital.co.uk/yeovil-abseil-challenge.

Sunday 11 June – Yeovil Marathon

We have places in the annual Yeovil Marathon. Registration is £25 with a minimum sponsorship of £50 for Yeovil Hospital Charity. Email Sarah.Cherry@ydh.nhs.uk or call 01935 383020.

Saturday 29 July – Wing Walking

If you've been looking for that next fist-pumping, adrenaline-fuelled challenge this is it! Join our Wing Walk at Compton Abbas Airfield on Saturday 29 July. Registration is £79 with a minimum of £599 in sponsorship for Yeovil Hospital Charity. For more information and to see the terms and conditions, please go to www.yeovilhospital.co.uk/wing-walking

Sunday 24 September – The Great Inflate-a-Race

Our bouncy fun run is taking place in the picturesque cross country ground of Aldon Park for the second year. Our 5km fun run with inflatable obstacles raised an incredible £50,000 last year for Yeovil Hospital Charity. Registration is now open for this year's event. Registration is £20 with a minimum of £40 in sponsorship money. For further information or to register please go to www.yeovilhospital.co.uk/the-great-inflate-a-race

Unwanted gifts needed!

Yeovil Hospital Charity needs unwanted gifts that can be used as tombola prizes for an event taking place in June. Please call Sarah Cherry on 01935 383020 or email Sarah.Cherry@ydh.nhs.uk.

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

