

## Members' newsletter, February 2016

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 the hospital on local television, in the newspapers and on the radio, with me and colleagues discussing the impact which such high demand has upon us, and describing the work we are doing to ensure we can continue to provide safe, high quality care.

One of the most important projects is the creation of our new modular ward – an innovative building which has been built on the roof of our main reception and outpatients. This was a creative way of adding more beds to our hospital without needing to increase the 'footprint' of our site.

Elsewhere, our partnership with a local care home provider is enabling us to discharge patients more quickly and safely than ever before. You can read more about both of these projects below; what they show is that we are tackling the challenges facing our hospital – and indeed the entire NHS – head-on.

I'd also like to use this newsletter to welcome Paul von der Heyde into his new post as Trust Chairman. I look forward to working closely with Paul, whose appointment followed the Peter Wyman's departure to become Chairman of the Care Quality Commission (CQC).

Yours faithfully



Paul Mears  
Chief Executive



### New Chairman

The Trust welcomed its new Chairman Paul von der Heyde to the post on 4 January. Paul is already an experienced non-executive director, having joined our Board in June 2012, and served as Vice-Chairman.

He is also a Fellow of the Institute of Chartered Accountants, is Chairman of the British Furniture Confederation and Chairman of the Swedish Chamber of Commerce in the UK. Paul was in practice in London for almost 30 years specialising in business development following which he has led the UK arm of an international group for 11 years.

At such a busy and exciting time for our Trust we are delighted that our Board will continue to have such skilled and thorough leadership.

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### Annual General Meeting update

Our Annual General Meeting (AGM) took place on the evening of Wednesday 30 September 2015 in the Academy at Yeovil Hospital. We built on last year's success and made the AGM more interactive, with a number of stands providing attendees with an opportunity to discuss the latest key issues and 'hot topics' with hospital staff including:

- A keynote speech on plans to integrate health services so care is more seamless for patients
  - A variety of information stands; including stroke services, organ donation, hospital chaplaincy, new technology, patient experience, fundraising, volunteering, hospital governors and our new inpatient meal service
  - 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:

- South Somerset – South and West (one seat)
- Dorset (one seat)

In addition, we will also be electing two staff governors.

These new governors will take up their posts from 1 June 2015 and more information will be distributed in early spring. If you would like more information, please get in touch with the membership team on [membership@ydh.nhs.uk](mailto:membership@ydh.nhs.uk)

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### Hospital welcomes new modular ward

December saw the craning into place of our innovative new modular ward, to help tackle the increasing demand on our hospital services. The number of people attending our hospital is increasing each year and this ward will provide us with a valuable extra 24 beds.

The ward will become our new Emergency Assessment Unit (EAU) and is now situated on the fourth floor, above our Outpatients Department. An EAU is a vital part of a safe and effective acute hospital, providing a dedicated space where clinical staff can assess the care and treatment needs of patients who have arrived by ambulance or independently through our emergency department. The ward opened on 8<sup>th</sup> February 2016.

This new EAU also means we can establish an escalation space elsewhere in the hospital for accommodating patients during particularly busy periods.

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### Innovative partnership with nursing home tackles winter pressures head-on

Early December also saw the launch of our six-month partnership with local nursing home Cooksons Court. The venture opens up an additional 18 beds to help alleviate pressure in the system and make sure that inpatient beds are conserved for patients that really need them.

Places at Cooksons Court are offered free of charge to two specific groups of patients who are medically fit to leave hospital: those waiting for a place in a nursing or residential home, or a package of care before returning home; and those needing a period of short-term intensive reablement therapy before returning to where they usually live.

Cooksons Court is a brand new care home run by Somerset Care, a leading not-for-profit organisation which runs a number of care homes across the county. Residents at Cooksons Court benefit from modern, single, en-suite rooms, as well as IT facilities such as Skype and Wifi.

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### Launch of new medicines helpline for patients

Patients at Yeovil Hospital can now access a dedicated helpline if they have questions about the medication they received in hospital. The telephone helpline, launched in December, is initially open from Monday to Friday, 2-3pm and can be contacted on 01935 383121. Patients can email [medicines.information@ydh.nhs.uk](mailto:medicines.information@ydh.nhs.uk) outside these times and the query will be answered the following working day.

The service is free, confidential and staffed by our team of experienced pharmacists who can answer any questions patients, their relatives or carers might have.



Examples of questions which might be asked are:

- When and how often should I take my medicine?
  - Are there any possible side-effects?
  - I think there is a problem or error with the medicines I have been given?
  - Can I take other medication at the same time?
  - How do I get more supplies of my medicines?
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### **Car parking & new access road**

We have now begun work on our new multi-storey car park, which will provide 656 parking spaces in a modern, accessible development across the road from our main reception. 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 currently 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.

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### **Patients to benefit from greater control over their appointments**

Yeovil Hospital patients will have greater control over their appointments from December, thanks to a new online- and text-based appointments management system.

Each year, around 5.4m\* hospital appointments are missed by patients across the country, at a cost of more than £700m to the NHS. Many of these appointments (referred to as 'did not attends') are missed because a patient simply forgets to attend or because something changes within their personal life.



Now, Yeovil Hospital patients will have the choice of making, cancelling and managing appointments from the comfort of their own home or on-the-go. The system will run alongside the current paper- and telephone-based system, to widen the choice available to people of how to get in touch.

Tim Scull, Medical Director for Yeovil Hospital said: “Coming to hospital for an appointment can be a worrying experience, and it can also be difficult to fit in appointments around a busy work or home life.

“This is a simple way of using technology to improve the experience for all of our patients. With just a few clicks on a computer our patients will be able to take control of their appointments at Yeovil Hospital, 24 hours and day, seven days a week.

“If you are able to make an appointment at a time that suits you, you’re far less likely to need to cancel it or forget to attend. In turn, that means our consultants, doctors, nurses, therapists and other clinical staff can plan and use their time as effectively as possible to care for more people.”

Making the most of the new system is easy for patients; all they need to do is provide either their GP or Yeovil Hospital with their email address and mobile phone number which can then be used to allow online and text based services.

Yeovil will be one of only a handful of NHS Trusts to implement the vision set out for the NHS and make services accessible through electronic means, providing an alternative method of healthcare engagement, greatly improving access for the people of Somerset and North Dorset.

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### The Friends of Yeovil Hospital

The main committee of The League of Friends of Yeovil Hospital, known more familiarly as the Friends, meets every other month at the hospital. Their agenda includes fundraising plans, financial reports, the running of the hospital’s shop and the purchase of essential equipment to ensure that we can offer our patients the best care possible.

One of the major fundraisers for the Friends is The Friends’ Shop, located in the main entrance on level 3. The shop is extremely well run by manager Nili Foo, and has its own shop committee, which constantly reviews customer needs and keeps an eye on consumer trends.

The shop is staffed by an eager team of around 70 volunteers, who work a busy 7-day week (9am-8pm Mon-Fri, 2-4.30pm and 6-8pm Sat and Sun) and also provide a daily Trolley Shop service every weekday to the wards. There is also a 7-day newspaper delivery service.

The shop generates about £70,000 a year in profit, which enables the Friends to provide some first-rate equipment and services to the hospital.



Some of the items provided during 2015 have included:

- 20 Stryker patient transport chairs, which transform patient comfort and safety around the hospital. They are ergonomically designed with big wheels and very easy to push around
- An intra-oral scanner for the Orthodontics department, making image taking of children's teeth a more pleasant experience, with the added benefit of digitally recording all results
- Two trauma mattresses for the emergency department, ensuring minimum disturbance during assessment and treatment for traumatised patients.

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.

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### Yeovil Hospital cycles for sepsis

Congratulations to the team of eight nurses and doctors at YDH who completed a 150 three-day cycle ride from YDH to Westminster earlier this year. The team have raised nearly £1,900 so far for the UK Sepsis Trust and donations can still be made online: <https://www.justgiving.com/cycleforsepsisyeovilteam/>

Sepsis is a life threatening condition that happens when the body's response to an infection injures its own tissues and organs. Sepsis leads to shock, multiple organ failure and death especially if not recognised early and treated promptly. Over 900 people in Somerset alone suffer from sepsis every year, and an estimated 300 people in the region die each year from the condition. Sepsis is frequently under-diagnosed across the country and faster diagnosis and treatment could prevent a third of these deaths, saving the local NHS almost £6 million.

Well done to the team for all of their efforts and for raising awareness of sepsis on the way by stopping in different hospitals. More information can be found online: <http://sepsisinfographic.co.uk/>

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### Charity update

#### Yeovil abseil challenge – Sunday 22 May 2016

Registration for our next abseil challenge has now opened. You can abseil to raise money for any area of the hospital, or the hospital in general. It is open to anyone over the age of 12 and there will be up to three ropes, so you can abseil with a friend or family member at the same time. Registration is £15 and we ask you to raise a minimum of £75. The last abseil raised over £15,000 for various wards and departments, with just 70 participants. For more information please email [Sarah.Cherry@ydh.nhs.uk](mailto:Sarah.Cherry@ydh.nhs.uk) or call 01935 383020. To register online please go to: [www.yeovilhospital.co.uk/yeovilabseilchallenge/](http://www.yeovilhospital.co.uk/yeovilabseilchallenge/)



### Wing walking – Saturday 16 July 2016

Have you ever wanted to take part in a wing walking experience? Yeovil Hospital Charity has just the opportunity for you. The event will take place in Compton Abbas Airfield, with the only Civil Aviation Authority-approved company to offer a wing walking experience to the general public for fundraising purposes. The event is open to everyone between 18 and 75 years of age and there is a weight restriction of 12 stone 2lbs, increasing to 12 stone 10lbs from April 2016. We are offering an early bird registration fee of just £79 if you book before the 1 March. Minimum sponsorship of £599 is required for this event. For more information please call Sarah Cherry on ext. 3020 or email [Sarah.Cherry@ydh.nhs.uk](mailto:Sarah.Cherry@ydh.nhs.uk)

### 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 with a minimum sponsorship of £40 required. 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. more information please contact Sarah Cherry on ext. 3020 or email [Sarah.Cherry@ydh.nhs.uk](mailto:Sarah.Cherry@ydh.nhs.uk)

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### Governor section – organ donation

Dear Members,

As part of my Governor responsibilities at Yeovil Hospital I chair the Membership and Communications and Organ Donation Committees, and I would like to take this opportunity to bring the two together.

Although Yeovil Hospital does not undertake organ transplants it does retrieve organs and tissue for use in other hospitals, and whilst the number of organs we retrieve in a year is small, they truly do change people's lives.

October 2015 was a record month in the UK for organ donation and transplantation with donation from 143 deceased donors and 365 organ transplants, but the number of potential donors on the Donor Register has been falling. Even though about a third of the population have joined the register, less than 5,000 people a year die in circumstances that allow their donated organs to be used.

This means it is even more important for as many people as possible to talk about donation and join the register so no donation is wasted.

If you are already registered thank you, and for those of you who may wish to consider registering, below is information which you may find helpful. Further information is available at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)



### What is Organ Donation?

Organ donation is where a person donates their organs for transplant. There are two types of organ donation: living and deceased. Donated organs are given to someone who has damaged organs that need to be replaced. An organ transplant may save a person's life or significantly improve their health and quality of life.

Most people waiting for a donated organ need to have a kidney, heart, lung or liver transplant. One donor can help several people as they can donate a number of organs, including; kidneys; liver; heart; lungs; small bowel; pancreas.

Tissues that can be donated include: the cornea (the transparent layer at the front of the eye); bone; skin; heart valves; tendons; cartilage.

**All donors can choose which organs and tissues they wish to donate.**

### The need for donors

Between April 1 2013 and March 31 2014, 4,655 organ transplants were carried out in the UK thanks to the generosity of 2,466 donors. But there are always significantly more people waiting for an organ transplant than there are suitable donors. There is **no upper age limit** for joining the register and recording your wish to be a donor. If you die in circumstances where you could potentially donate, specialist healthcare professionals decide which organs and tissues are suitable based on a number of factors, including your medical and travel history. Tissue from people in their 70s and 80s is often transplanted successfully, although organs are only selected from those under 80 years of age.

### How to donate

The NHS Organ Donor Register is a confidential national database that holds the details of around 21 million people who want to donate their organs when they die. Adding your name to the register and telling your family and friends that you want to be a donor will make it easier for them to agree to donation in the event of your death.

You can join the register in a number of ways. For example, you can:

- complete an online form available at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)
- call the free NHS Donor Line on 0300 123 23 23 – lines are open 24 hours a day, 365 days a year
- text SAVE to 62323

Thank you for taking the time to read this letter and please remember to discuss your decision with your family so they are aware.

Best wishes

Hala Hall  
Public Governor Mendip

