

Members' newsletter, July 2015

Dear members,

I'm writing this midway through a very eventful year for our hospital, more about which you can read in this latest newsletter.

Exciting advances have been made in our integrated care plans, which received national backing earlier this year, when our hospital became an NHS England Vanguard Site.

Fantastic work has also been done to improve our patients' experience here at Yeovil, with a second CT scanner being installed last month and a new range of steamed meals for patients on the wards being launched to great acclaim.

Finally, we'd like to draw your attention to this year's AGM, on 30 September. We hope to see many of you in person to further update you on the progress we have made in so many important areas across our hospital and, more widely, in the local healthcare economy across South Somerset and beyond.

Yours faithfully



Paul Mears
Chief Executive

Annual General Meeting, 30 September 2015, 5.30-7.30pm

Planning is underway for our Annual General Meeting (AGM), which will take place on the evening of 30 September, in the Academy at Yeovil Hospital.

We intend to build on last year's success and make 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.

We will confirm which topics the stands will cover in the very near future, but if there are any areas of particular interest which you would like us to consider please email Samantha.hann@ydh.nhs.uk with your suggestions.



The evening will also feature a talk on the work of our Symphony Hub, whose pioneering work has attracted national interest. More about the Hub can be read in the article later in the newsletter.

For more information about the AGM and to confirm your attendance, please contact Jade Renville, Company Secretary on jade.renville@ydh.nhs.uk or 01935 384 348.

Council of Governors election results 2015

Elections for the Trust's 2015 Council of Governors were held earlier this year within the Dorset, Greater Yeovil, South Somerset (North & East) and staff constituencies. The newly appointed governors are:

Constituency	Elected Governor
Dorset	John Park
Greater Yeovil	Philip Tyrrell
South Somerset (North & East)	Sue Brown
Staff	Michael Fernando Yvonne Thorne Nicholas Craw*

*A third vacancy became known in May 2015 part-way through the election process. The Trust's constitution states that when a seat falls vacant, we can co-opt the next highest polling candidate to fill the place until the next annual election when the seat will need to go back out to election.

We would like to thank all the candidates and the 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/>

Yeovil leads the way in shaping future healthcare

South Somerset's new approach to managing and providing care for the local population received national backing earlier this year, when the area became an NHS England Vanguard Site.

A partnership of organisations, called the Symphony Project, led by Yeovil Hospital, with Somerset Clinical Commissioning Group, local GPs, and Somerset County Council, submitted a bid to NHS England outlining a range of innovative developments that will make it easier than ever before for local patients to receive the care and support they need.



At the heart of the partnership's aspirations is an integrated and coordinated system of care, with closer working between GPs, the hospital, community staff, and social workers. Staff will share expertise, resources and information to provide easier, swifter access to the right care, and help avoid unnecessary admissions to hospital. The plans could also see the development of a single-budget and a single approach to commissioning care for the population of South Somerset.

Somerset's older population is already significantly higher than the national average which places a greater demand upon services. Local research indicates that 50 per cent of NHS resources are used to care for just four per cent of the local population, so the partnership's plans will see specialist networks of services developed to care for those with the most complex needs.

As a Vanguard site, the local project is among just 29 projects in the country which are leading the way in the development of a more effective, more collaborative, and more patient-centred NHS led by hospitals and GPs.

A special Symphony Programme Board, including representation from the hospital, has now been set up and is working closely with local health and social care providers and staff to progress the plans further, ensuring patient care is at the very heart of the developments.

Patients to benefit from state-of-the-art second scanner

Patients at our hospital are set to benefit from reduced waiting times for a CT scan, thanks to a successful fundraising campaign for a second scanner.

Until recently, patients had to wait for a scan if the existing scanner was in use, or being serviced.

The state-of-the-art machine is now in place and was opened at an official ceremony on 1 July, by ex-BBC chief news correspondent Kate Adie.

According to Medical Director Tim Scull, the scanner is set to make a huge difference to patients: "We did 10,000 CT scans last year alone and our existing CT scanner is in constant use by stroke, cancer and trauma patients in particular. We wanted to make sure that patients had the least possible wait for a scan in what can often be a stressful time, and to make sure that there is always a scanner available for patients who need it."

Dr Katalin Fernando, Consultant in the Emergency Department, agrees: "For time-critical emergencies like major trauma and stroke thrombolysis, immediate availability of a CT scanner is essential. A second one will minimise any disruption and delay, meaning that we can make quicker decisions and start treatment earlier."



The hospital has received considerable public support for the fundraising campaign. “Our patients and the wider community have been extremely generous and raised the initial £150,000 we needed in just six months” says Dr Scull. “However, the true cost to the hospital is much higher than that, and we would like to buy certain add-ons to the scanner if we can raise enough money so fundraising efforts continue.

“We’d particularly like to thank the Friends of Yeovil Hospital, Friends of South Petherton Hospital and the Kay Kendall Leukaemia Fund, without whose help our appeal would have taken a lot longer. We are truly grateful.”

New initiative launched for carers

June saw the launch of the Trust’s carers’ information scheme. Some of you may have seen the carers’ charters, setting out our pledges to carers, and posters with details about the scheme which are displayed in wards and public areas such as reception and the canteen. We have built a specific area on our trust website, with a wealth of information on what support we can offer carers coming into our hospital, as well as lots of useful links to external organisations:

www.yeovilhospital.co.uk/patients-and-visitors/carers/

We actively invite carers to introduce themselves to a member of the ward staff and talk about how involved they wish to be in the patient’s care. They will be given a sticker, issued daily by the nurses, to identify them as being able to visit outside of visiting hours. The stickers also provide an opportunity for carers and nurses to discuss any issues with the patient’s care or wellbeing.

Carers will also be given a carers’ pack, containing a carers’ information leaflet, other useful leaflets to external services and a feedback form on the support service. If carers are actively involved in caring for a patient and are doing so for more than three hours, they may be entitled to free parking, subsidised meals on the ward and the offer of overnight accommodation, either in the existing flat in Convamore (for a nominal fee) or, if space allows, on a Z bed in a side room.

We very much hope that this scheme will formalise our pledge to support carers and recognise the valuable work they do. We also hope, in turn, that by ensuring we include carers in patient care as far as possible, it will provide additional support for our staff at ward level.

Trust wins £10,000 of community funding from Aviva

We’re delighted to report that our project ‘Special Sundays’ has won £10,000 of community funding from the Aviva Community Fund.



The results were announced at the end of June.

Yeovil Hospital joined four other winners within the category to receive the full funding of £10,000.

The award is donated by the Aviva Community Fund, a national initiative which offers the chance to secure funding of up to £25,000 for community causes. The Trust's entry, 'Special Sundays', will offer older patients in the hospital the chance to participate in a variety of special activities and events, one Sunday every month.

More than four million votes were cast to find the winners of the competition, with 45 projects alone in our category 'supporting the older generation'.

Janine Valentine, Nurse Consultant in Dementia, said: "This project will mean so much to our older patients and will give us the chance to bring a bit of brightness and interest into their day. Encouraging someone with dementia to do something creative, some gentle exercise or take part in an activity helps them to realise their potential, which improves their self – esteem and reduces any feelings of loneliness."

Thank you to everyone that voted – we couldn't have won without you.

Delicious steamed meals for patients

The hospital has teamed up with Medirest, part of Compass Group UK and Ireland, to bring award-winning, nutritious, plated meals to patients throughout our hospital.

The meals, which have been served throughout the hospital since mid-May, are provided by Steamplicity, whose unique system uses a patented steam-release valve and a combination of steam and pressure to deliver superior, fresh, wholesome food. It regulates temperature throughout the cooking process, keeping the food in optimum condition so that nutrients are retained and food keeps its colour and texture.

Patients now benefit from the choice of 18 different dishes, giving patients freedom to choose from a wide range of hot, cold and snack options, along with starters and popular desserts. Menu choices range from delicious roast beef to traditional shepherd's pie and even fish and chips, with special dietary requirements also catered for. The system is proven to increase food consumption and reduce wastage, as well as needing less time and space to prepare. The system also allows meals to be cooked quickly, so patients have more flexibility around when they order and eat their food.

Helen Ryan, Director of Nursing, said: "We are very excited to be working with the team at Steamplicity. The new meals will offer patients a great choice of food, which they will be able to order only a couple of hours before they eat it, regardless of



when they arrive in hospital. It also means that there will be a lot less waste, as we can order one meal per patient. Our dieticians have been working closely with Steamplicity to develop the menus and we are confident that the change will go down really well with our patients.”

Yeovil Hospital champions diabetes

A consultant from Yeovil Hospital has joined a select few as a diabetes ‘champion’ after facing stiff competition in a national search for experts in the field by charity Diabetes UK.

Alex Bickerton, Consultant in Diabetes and Endocrinology, is one of only 16 Diabetes UK Local Clinical Champions across the UK, whose role will be to act as catalysts for change to improve the quality of diabetes care locally.

Part of the champions’ job will be to work with commissioners and providers of healthcare at all levels to improve the quality and consistency of diabetes services. A key aspect of this task will be continuing to integrate care services so that they can work together to provide patient-centred support to diabetes sufferers, in the right place, at the right time.

Dr Bickerton said: “I am delighted to have been chosen as a local champion. I feel very strongly that people with diabetes should have the best possible experience and quality of care. Despite the challenges we face within the NHS at present, I believe that by doing things differently we can ensure a more positive experience for those with diabetes at no extra cost – there may even be the potential to save money, which we could then re-invest to improve services further.

“Prevention is far preferable to treatment of any medical condition. As part of my role I aim to work with public health colleagues to look at how we can stop the rise of type 2 diabetes in Somerset. This is a key theme of the work of both Diabetes UK and the NHS and one which I am looking forward to developing in the coming months.”

Update on car parking improvements at YDH

The introduction of the new P2 car park in December 2014 has been extremely well received and has provided much needed capacity for patients and visitors. It features some dedicated blue badge bays, along with Kingston Wing bays and a bay for electric vehicles to use the recharging point.

However, the feedback from patients and visitors since the launch of ParkingEye, and the use of automatic number plate recognition (ANPR) technology, has not been positive and the Trust has taken a number of remedial steps as a result. Firstly, we added larger, bolder and more colourful signs to the initial signage placed around the



car parks by ParkingEye, to help users understand what they were required to do. Secondly, and more significantly, we moved P1 and P2 over to attendant-patrolled car parks and removed the payment stations and use of ANPR, resulting in a more straightforward pay and display system.

The plans for the new multi-storey car park have now been through staff and public consultations and were submitted to the local council in June 2015. Subject to these being approved, construction of the new car park and link road through to the A37 (north of hospital roundabout) should begin in January 2016 with an estimated 12 month build phase. This will ultimately provide 650 spaces over four floors, plans for which can be viewed here <http://www.yeovilhospital.co.uk/patients-and-visitors/new-car-park/>. Any questions about the new car park should be emailed to newcarpark@ydh.nhs.uk

Walk for Wards

Walk for Wards is a fantastic fundraiser being organised by Yeovil Hospital Charity to raise money for Yeovil Hospital. Individuals, families and friends can take part in a one or three mile walk around the picturesque grounds of Sherborne Castle on 12 July 2015. Registration is completely free, but we are asking entrants to raise a minimum of £10 in sponsorship for their chosen area, ward or department, or for the hospital in general.

To find out more, or to register for Walk for Wards, go to www.yeovilhospital.co.uk/walk-for-wards or call Sarah Cherry on 01935 383 020.

The Friends of Yeovil Hospital

Each year the Friends of Yeovil Hospital generously provide much-needed funds to enable us to continue improving patient care and the patient and visitor experience. From January to June of this year they have donated an incredible £81,272, which has allowed us to purchase a wide range of valuable resources for use across the hospital.

This has included £26,142 for patient headboards; £26,796 for 20 Stryker patient transport wheelchairs; £905 for one vital signs monitor for the paediatric ward; £1,088 for a space-saving chair with carpet base for the rehabilitation gym on ward 9B; £7,421 for a saturation monitor for YDH's community children's team; £3,116 for mobile customised storage for endoscopy equipment and a procedure chart; £658 for a diaphanoscope for transillumination for babies and infants; £18,719 for an intra-oral impression scanner and £3,106 for sofas, chairs, coffee table and meeting room chairs with tablet desks.



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.

Yeovil Abseil Challenge – 21 June

Sunday 21 June saw over seventy people abseil down a 100 foot vertical wall from the top of Yeovil Hospital for Yeovil Hospital Charity. There was a great range of participants, with children as young as 12 taking part, all supporting various areas of Yeovil Hospital. We also had several members of staff taking part, including Director of Nursing Helen Ryan and Company Secretary Jade Renville.

Yeovil Hospital Charity raises funds to improve Yeovil Hospital's facilities and to buy new equipment. The money raised is going to make a huge difference to patient care here at Yeovil. So far, over £16,500 has been raised for the charity.

