



Mainstream

www.colchesterhospital.nhs.uk/mainstream.shtml



"It's up to us"

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1985: QEII opens CGH

Thirty years ago this month, "Colchester District General Hospital" was opened by Queen Elizabeth II. At the time – 17 May 1985 – it had 283 beds.

1985 was when the year-long miners' strike ended, the first mobile telephone call was made and the Live Aid concert at Wembley Stadium to raise funds for Ethiopia.

Were you at CGH on the day? Do tell us your memories!

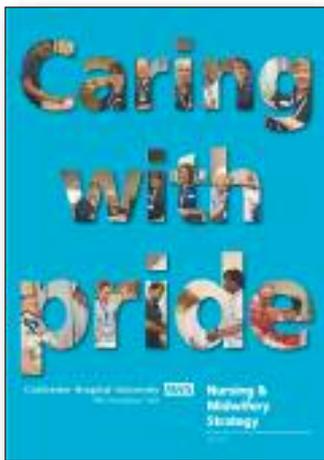


Dr John Symons with the Queen (see also page 9)



See more photos on Facebook: www.facebook.com/ColchesterGeneralHospital





Copies of the strategy – pictured here – are being distributed to all nursing and midwifery staff. If you would like a copy, please contact one of the matrons or the Director of Nursing and Quality on 01206 742842

Caring with pride strategy

A conference was held this month to celebrate the contribution that our nurses and midwives make to society.

It took place on International Nurses Day on 12 May, which is the date in 1820 when Florence Nightingale, the founder of modern nursing, was born.

The event at the Weston Homes Community Stadium included the launch of Caring with pride, the nursing and midwifery strategy for the Trust for the next three years.

The Nursing & Midwifery Conference was chaired by Barbara Stuttle (CBE), Director of Nursing and Quality, and the lead organiser was David Thorpe, Associate Director of Nursing and Allied Health Professionals (Surgery Division).

David said: “The Trust employs about 1,700 nursing and midwifery staff and the conference was an opportunity to celebrate the excellent work they do. The aim of the nursing and midwifery strategy that we’re launching is

to make the Trust a centre of excellence.”

More than 130 Trust nurses and midwives of all grades attended the event. Speakers included Chairman Alan Rose, Chief Executive Dr Lucy Moore and Lisa Llewelyn, Director of Nursing and Quality at North East Essex Clinical Commissioning Group.

Lucy said: “It was my very great pleasure to speak at the conference. There was a real buzz in the room and having spoken afterwards with some of the staff who took part, I know that the feedback was overwhelmingly positive – which is why I know we’ve already started to think about holding another conference next year.”

📺 [Watch the video on Youtube: https://t.co/AC029vjkQs](https://t.co/AC029vjkQs)

📷 [See the photos from the conference: https://flic.kr/s/aHskaGFELa](https://flic.kr/s/aHskaGFELa)



The conference was held at the Weston Homes Community Stadium

How social media is being used to interact with people

The Trust's Communications Team uses Twitter to engage more with users of the Trust's services.

Some Tweets about us:

[@kerryhipkin](#) [@BeverleyPicket8](#) [@ColchesterNHSFT](#) Excellent work for dying matters week #YODO

[@EADT24](#) Maternity Unit at Colchester General Hospital opens to the public for the day <http://tinyurl.com/m4fnhtx>

[@GICSGroup](#) Group Meeting 21st May at Colchester General Hospital, training rooms south starts at 6.30pm

<http://www.gics.org.uk> for details.

[@KikiLemmonLover](#) I was in the Sterile Services department, a great team of folks. I worked there 18 months a few years ago, proud to have served there.

[@ColchesterNHSFT](#) [@butNHS](#) will do [again! You had my mum in A&E a little while back - service then was equally fantastic] :)

[@KikiLemmonLover](#) All staff were marvellous. Took less than 3 hrs from start to scans to tests to out patients. Just waiting 4 MRI on Sunday

[@jordannevell](#) Quick break from campaigning to go and see my youngest supporter, 3 week old Hannah. Mum & dad full of praise for [@ColchesterNHSFT](#)

[@Baronessjenkin](#) [@bernardjenkin](#) thanks to A&E staff [@ColchesterNHSFT](#) for excellent service dealing with my broken elbow last night.

Follow us! If you don't understand Twitter:
<https://twitter.com/about>

Twitter



Three is the magic number



The Trust's corporate objectives for 2015/16, which were agreed at April's meeting of the Board of Directors, have three overarching strategic objectives:

- 1 Acting in the best interests of our patients
- 2 Valuing our workforce
- 3 Achieving financial sustainability and organisational resilience

Underneath each of these headings are objectives which are aligned to the Care Quality Commission's (CQC) five domains: safe, effective, responsive, caring and well-led.

Chief Executive Dr Lucy

Moore said: "Four posters containing more information have been emailed Trust-wide. I encourage you to read them and then reflect on how you and your teams can contribute to achieving these objectives."

The CQC have indicated that when they visit in September (see page 13) they will look for how teams are translating the vision and objectives into action and enriching it with their own visions for excellence in your areas of responsibility.

Posters are on our website:
www.colchesterhospital.nhs.uk/about_us.shtml



Congratulations Health and Wellbeing!

Head of Health and Wellbeing Sheila Boyle writes: "I'm very pleased to announce that our department has maintained its annual accreditation to show that we provide a Safe, Effective, Quality, Occupational Health Service or SEQOS, as its known.

"The initial assessment was undertaken in 2013 where 500 pieces of evidence were provided to the inspectors who visited the unit.

"Each year we provide evidence that we are maintaining our standards.

"This year the evidence submitted was from audits and the complaints received and the learning from them.

"I want to formally congratulate the team on its success on the revalidation of the SEQOS accreditation which I know takes a huge amount of work to get in the first place, and to maintain it is equally challenging.

"Very well done to everyone and my sincere thanks to the whole team for their excellent work."



Essex County Hospital Open Day

Displays and tours of the site, including some of the buildings not usually open to the public or staff.

An opportunity for members of the public, staff and patients – past and present – to record their memories of the hospital.

Saturday 13 June

Please use the
Oxford Road entrance

11am–3pm
Oxford Road
Colchester CO3 3NB



More information:
Email ECHtransfer@colchesterhospital.nhs.uk
Phone **01206 746495** during office hours
Website www.colchesterhospital.nhs.uk

Duty of Candour

Therese Elliott, from the Risk Management Team writes:

Duty of Candour requires being open and honest with patients when things go wrong. As well as a moral and ethical duty, we also have a contractual and statutory requirement to undertake duty of candour for patient safety reportable incidents.

A statutory duty of candour was introduced for the NHS in November 2014 following the recommendation in the Mid Staffs Inquiry Report. This enables the Care Quality Commission (CQC) to move directly to prosecution without first serving a warning.

Following a patient incident which has caused or is suspected to have caused moderate or severe harm or death (according to National Patient Safety Agency definitions), healthcare professionals are required to undertake duty of candour with the patient or relative.

Emotional support must also be offered throughout the process.

If a trust fails to comply with the contractual requirements, its Clinical Commissioning Group (CCG) can fine it £10,000 per breach for each case where duty of candour did not occur.

There is no contractual or statutory requirement to undertake duty of candour for “no harm” or “low harm” incidents. However, in line with the framework and principles of Being Open, discussions should still take place with patients who are involved in low harm incidents. This would usually be by the staff caring for the patient.

An e-learning programme will soon be available or you can request a face-to-face teaching session.

① *More on the intranet News page. For further information or assistance, contact Therese Elliott or Sarah Cauchi on 01206 746476 or 742854*

For more news, staff can go to <http://intranet.rde.local> and click on "News" or "Forums"

New roof

Sections of the main block at Colchester General Hospital are being covered with a new roof, including a layer of insulation. More information from David Cohen, Capital Project Officer, 01206 745219.

New to the Trust?

If you're new to the Trust, you may want to add more details to the PhoneBook on the intranet. Or if you've been here a while, you may want to check your details are up-to-date. Simply go to the intranet home page and click on My Profile. Add your extension, where you're based – whatever you feel will help colleagues.

Please pass any amendments to switchboard as their database is independent of the intranet phonebook.

Urological cancer surgery

In Essex, specialised urological cancer surgery is currently provided at Southend Hospital and Colchester General Hospital. However, NICE Improving Outcomes Guidance now recommends a minimum catchment population of one million people so NHS England will be looking for only one specialist centre in Essex. This was discussed at April's meeting of Essex County Council's Health Overview and Scrutiny Committee.

More news for staff, page 12

Nursing and Midwifery revalidation is coming

Revalidation is a new process introduced by the Nursing and Midwifery Council (NMC) that all nurses and midwives will need to engage with to demonstrate they practise safely and effectively throughout their career.

All nurses and midwives are currently required to renew their registration every three years. Revalidation will strengthen the renewal process by introducing new requirements that focus on:

- up-to-date practice and professional development
- reflection on the professional standards of practice and behaviour as set out in the Code, and
- engagement in professional discussions with other registered nurses or midwives.

Revalidation is about promoting good practice across the whole population of nurses and midwives. It's not an assessment of a nurse's or midwife's fitness to practise and it's not intended to address bad practice amongst a small number of nurses and midwives. We already have fitness to practise processes in place for this.

Step one: Nurses and midwives need to meet a

range of revalidation requirements designed to show they are keeping up to date and actively maintaining their fitness to practise. They should keep this evidence in a portfolio.

Step two: Nurses and midwives need to demonstrate to a third party that they have met the revalidation requirements. This is called obtaining confirmation.

Step three: Every three years all nurses and midwives will apply for revalidation. They will declare to the NMC that they have met the requirements and obtained confirmation. The NMC will undertake verification checks.

The process will start in spring 2016 but NMC registrants must start preparing now. A working group is in the process of being established at the Trust led by Jo Tonkin, Associate Director of Nursing and Therapies, Cancer and Clinical Support Services.

For further information, see the intranet News page, call Jo Tonkin on 01206 745990. Or visit the NMC website: www.nmc.org.uk

Cancer Centre Campaign

The Cancer Centre Fundraising Campaign has reached almost £800,000 and The Fundraising Team would be delighted to hear from anyone who wants to get involved in fundraising or has any ideas to share. We are asking everyone concerned about cancer to join us in our campaign to create a world-class new home at Colchester General Hospital for chemother-

apy, haematology and complementary therapies for all cancer patients and their loved ones. In April, Chief Executive Dr Lucy Moore was presented with a cheque for £2,200 by Pat Bartram, manager of the Range store in Colchester. Range store staff (pictured) raised the money through a sponsored walk and collections in store.

www.cohoc.org.uk



The cheque presentation

Ward refurbishment programme at Colchester General Hospital

As part of the Trust's continuing ward refurbishment programme, Nayland Ward has been relocated to Gainsborough Wing, as a Care of the Elderly ward, into the space that was Birch Ward, (it will be known as "Birch Ward".) Langham Ward has decanted patients, staff

and services into the space that was Nayland Ward. The space that was Langham Ward will be out of action until 6 June while building works and a deep clean are completed. Then Layer Marney Ward will move into Nayland Ward until 18 July, so that Layer Marney

Ward can be deep cleaned. Phone numbers transfer to the new areas.

For further information on the intranet or from Capital Projects Department, 01206 742775
debbie.allen@colchesterhospital.nhs.uk

People news

Car parking charges decision

The Executive Team has reached a decision on the proposed changes in charges for staff parking, taking into account among other reasons, the strength of feeling of staff and the timing of the change when staff have been under significant pressure.

Based on these issues, the Executive Team agreed to defer the implementation of the proposed changes but to revisit this in November, once further work had been completed.

Writing in an email to all staff Chief Executive Dr Lucy Moore said: "In the intervening period we will establish a group, including our staff governors, to look at alternative staff parking schemes. We do, however, also need to manage some of the worst excesses of unacceptable current parking practices. For instance, neither the inappropriate use of disabled bays (at any time) or parking on the pavements inhibiting safe pedestrians and wheel-chair user access, is acceptable.

We will take action with individual offenders who persist in this behaviour that brings the Trust into disrepute with our patients.

"As part of the improvements to the public parking areas the Trust will be changing from a 'pay on exit' parking system to a number plate recognition 'pay and display' system. Linked to this, we will look at controlling access to staff parking areas using the same technology."



Pavement parker



Blocking the ambulance entrance

Congratulations

Congratulations to Head of Information Governance and Health Records BARRY MOULT. Not only did he cycle over 300 miles from London to Paris, but he also raised £2,290.50 for the Trust's Cancer Centre Campaign and West Suffolk Hospital's Dementia Appeal. To support Barry, visit:

<http://uk.virginmoneygiving.com/BazzaMoult>

Congratulations to BECKY RAYNER, a new physiotherapist who has won first prize at an Association of Chartered Physiotherapists in Neurology annual conference for her research poster. Clinical Specialist Physiotherapist in Neurology Anne Glynn said: "This is a great achievement. Well done, Becky!"

Congratulations to VALL RASARATNAM, one of 67 finalists across 11 categories in the Environment & Energy Awards. His category was Energy Manager of the Year.

Congratulations to staff from Clacton Hospital's Outpatient Department who did a triathlon on 9 May to raise funds for a colleague who is undergoing treatment for breast cancer. Her chosen charities are Cancer Research and Macmillan. The nurses swam, cycled and walked along the seafront between Clacton Pier and Holland Haven and back, all on the same day. To sponsor them: justgiving.com/opd-clacton

Board update

JEFF CRAWSHAW joined the Trust this month as interim Director of Human Resources



Barry Moulton's triumphant arrival in Paris

and Organisational Development in succession to LYNN LANE. Jeff is an experienced HR Director who has worked in the NHS on many occasions over the years in similar roles countrywide. Lynn (who's home is in Oxfordshire) is taking up a new role with Oxford University Hospitals NHS Trust. Her last day at the Trust was 15 May. Lucy Moore thanked Lynn for her contribution, both as an interim and substantive director, especially in leading the Trust's drive to recruit nursing staff. ANN ALDERTON, who has been the Trust's interim Company Secretary since last summer, has been appointed to the role substantively.

Dr DAVID GANNON (right) is the new Divisional Director for the Urgent Care Division.

ROGER BAKER stepped down on 30 April as a non-executive director (NED) of the Trust. There are two NED vacancies because former Acting Chairman PETER WILSON also stepped down as a NED on 31 March. The recruitment process to replace them begins shortly.

See also page 12.

Welcome!

There has been a new appointment in Ophthalmology. Mrs RUPAL SHENOY joins as Consultant Ophthalmologist.

Meanwhile, CATHRYN DARBY Ophthalmology Medical PA to Mr Vivek Bansal, Mr James Sheldrick, Mr Chetana Patel and Mrs Bhamini Sellathurai has moved to the main Medical Secretaries office at Clacton Hospital with a new phone number (01255 201528) and fax number (01255 201584).

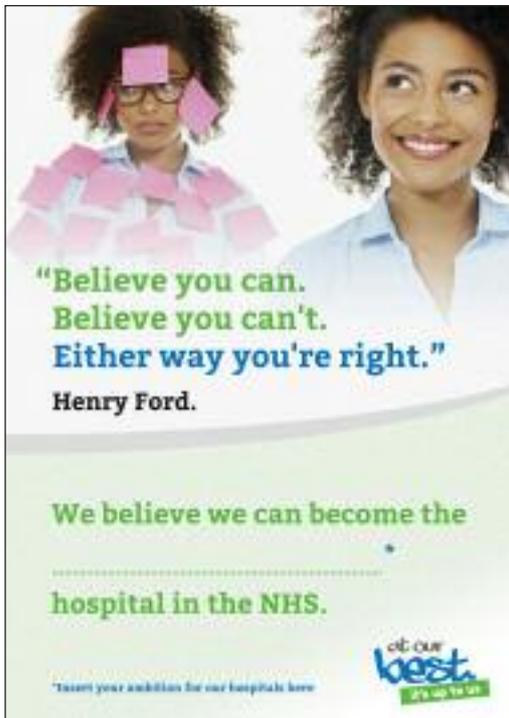
[More People News on the intranet under Info About > P > People News](#)



Dr David Gannon



COVER: Dr Lucy Moore speaking at the Nursing & Midwifery conference on 12 May (see also page 3)



"It's up to us" – register for a session in June

writes Chief Executive Dr Lucy Moore

As a Trust and as individuals, we have come through a really tough couple of years. Inspections, reviews, unannounced visits by regulators and constant scrutiny by the media have made life very difficult for us all.

Yet everyone who works here has shown so much resilience and determination. Feedback from our patients shows that when we are at our best our teams continue to provide exceptional care, as shown by the many staff who are nominated for the quarterly At Our Best Awards – over 960 entries in the past two years.

However we have a consistency problem. Complaints and other feedback show that our care for patients is not at our best all of the time. And the staff survey results show that we

don't always treat each other in kind, involving ways, either.

So what can we all do about this? I believe that the time has come for us to move on and take control, to stop looking back and to look forward. When I read through

the staff survey results, staff say they need to see that leaders at the Trust are putting quality first. Staff say they want to feel more supported by their line

manager. They want to feel safe to speak up when they see care, behaviour or decisions that are not "at our best". As an Executive Team, we want to support all staff to provide the quality of care we all aspire to and which patients expect. And so we are going to shape our positive future together, by breathing new life into the At Our Best values and behaviours.



Please register to attend an all staff workshop:

- Two-hour, creative discussions led by executive and divisional directors
- Nine sessions with up to 60 staff in each
- People from all staff groups, roles and divisions invited
- A chance to be heard, and play a part in shaping our future

Dates, time and location

Sessions at **8am, 10.15am or 2.30pm** on **11th, 12th 19th** June.
Postgraduate Medical Centre, Colchester General Hospital.



① To attend, please email your name and preferred date to itsupto.us@colchesterhospital.nhs.uk

Or phone 01206 745992 during office hours if you can't get to a computer (we prefer an email for ease of administration)

RIGHT: Dr John Symons (retired) with Trina Warner and Suzanne Pyke from Outpatients (see also page 2)

.....
Two sets of events

- Nine “all staff workshops” for around 500 staff to set out a vision to help us get back to being ‘at our best’ consistently. Any staff can register to attend and 235 have signed up already!
- I have invited every one of our leaders – around 750 people – to take part in a Leadership Masterclass. More than 477 have signed up so far.

Why? Because evidence shows that hospitals with staff who are engaged in their work provide higher quality, safer care. But our staff rate their engagement levels as amongst the lowest in the NHS.

I know it can be hard to commit time to attend these sort of events. But this is “crunch” time for the Trust and we need to listen to the voices of our staff and act now. I am asking line managers to be as flexible as possible in releasing staff to attend.

Please register for a two-hour workshop in June to help shape the future of the Trust.

Lastly, please complete our online survey, created to capture how we shape a positive future: www.surveymonkey.com/r/AOBitsuptous And look out for the return of the “graffiti boards” soon, for those without access to a computer.

Many thanks.

.....
 ⓘ Dr Lucy Moore emailed all staff on 30 April and again on 12 May

Smiling.
 The one infection we want to spread.

Researchers have found that when you smile at someone, their brain receives a positive boost equivalent of up to 2,000 chocolate bars.

at our best
 It's up to us

Visit the Intranet News page for more information

Teamwork
 saves lives

A 5% increase in staff working in 'real teams' is associated with a 3.9% drop in mortality. That's equivalent to 40 people, in the average hospital.

at our best
 It's up to us

Visit the Intranet News page for more information

Choose your words carefully...

Successful organisations consistently use 3 times as many positive words as negative words in meetings and emails.

at our best
 It's up to us

Visit the Intranet News page for more information

Kindness
 to colleagues is a clinical intervention

A 2010 BMJ paper showed that when staff are rude to each other, it impacts on cognitive function, and makes clinical incidents more likely

at our best
 It's up to us

Visit the Intranet News page for more information



A new type of surgery has been introduced at Colchester General Hospital to treat patients with hip pain and to help them regain an active lifestyle. Before the introduction of hip arthroscopy in Colchester, patients from north east Essex needing this type of treatment had to travel to Southend or Cambridge.

The service has been set up and is being led by Mr Nic Wardle, one of 12 consultant orthopaedic surgeons employed by the Trust. The Trust, currently one of only two hospital trusts in Essex to provide hip arthroscopy, has invested £70,000 in specialist theatre equipment.

Mr Wardle said: "Patients benefiting from this new service are commonly aged between their 20s and early 40s. Often, their condition is sports-related and they will present with symptoms such as hip pain, clicking, their hip giving way or restricted movement. Hip arthroscopy is a keyhole surgery technique which relieves pain by repairing tears and damage and enables patients to resume normal activities and a good quality of life. Although comprehensive outcome data is still immature, it is thought the procedure has the potential to delay the progression of certain conditions to osteoarthritis and the need for an early total hip replacement."

Demand for hip arthroscopy is rising, so one of Mr Wardle's consultant orthopaedic surgeon colleagues, Mr Jeremy Parker, is due to be trained in the technique.

Patient story: Simon Rae

"Life-changing" and "transformational" are two of the ways Simon Rae describes the hip arthroscopy operation he had at Colchester General Hospital in January.

Simon, who lives in Colchester, had a condition called femoral neck bone island, probably as a result of an accident he had in 2001 when a car hit his motorcycle while he was stationary at traffic lights.

He had torn tissues and a lump at the end of his left thighbone (femur) which rubbed against his hip socket, resulting in excruciating pain and meaning he eventually had to give up work in 2011.

During his 1½ hour operation, Mr Wardle shaved off the lump and removed the torn tissues.

Simon said: "As soon as I came round, I could feel the difference. There was a time when I thought I would be using crutches for the rest of my life but now I'm able to take the dog out for walks.



"I used to get pain spasms and the simplest tasks, like putting on socks, having a shower or getting out of a chair, were a challenge. There were times when the only way I could get up the stairs was on my hands and knees."

Simon has three children and a grandson Oscar, who will be two in July. He can now pick up his grandson and play with him whereas before he could only sit with him on his lap in a chair.

Read the full story on our website, under "Latest News": www.colchesterhospital.nhs.uk

Hospital leads the way in cancer trial

Colchester General Hospital has put more patients into a Cancer Research UK funded study than any other in the UK.

Dr Gavin Campbell, consultant haematologist, said it was an indication of the excellent track record that the Trust has for recruiting patients into blood cancer trials.

The patients taking part all have a type of non-Hodgkin lymphoma called lymphoplasmacytic lymphoma.

The trial involves comparing a standard drug treatment with a new combination of drugs and then following up patients regularly. In each case, the course of treatment lasts several months.

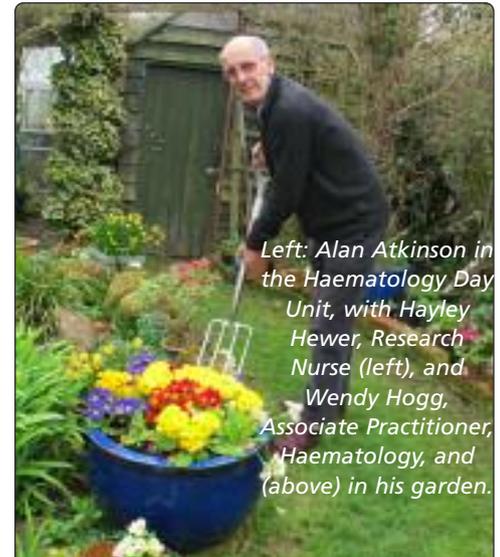
One of the patients involved in the trial is

Alan Atkinson, from Earls Colne, who agreed to take part soon after being diagnosed with lymphoplasmacytic lymphoma last autumn.

Although diagnosed more than six months ago, Mr Atkinson's condition has had only a minimal impact on his lifestyle (see picture).

Read the full story on our website, under "Latest News":

www.colchesterhospital.nhs.uk



Left: Alan Atkinson in the Haematology Day Unit, with Hayley Hewer, Research Nurse (left), and Wendy Hogg, Associate Practitioner, Haematology, and (above) in his garden.

Maternity services update

The Trust has been awarded £371,758 to make improvements to maternity services throughout north east Essex. The money will be used to appoint additional members of staff, including three senior midwives and a consultant obstetrician, and to buy additional equipment, such as a £60,000 ultrasound scanning machine. The Trust was awarded the money after making a successful application to the NHS Litigation Authority. It was one of the 67 successful bids out of a total of 243. The money was held in the Sign up to Safety fund, which takes its name from a national patient safety campaign launched last June. The Trust has signed up to the campaign which aims to strengthen patient safety in the NHS.

Meanwhile, the Trust and North East Essex Clinical Commissioning Group both agreed a recommendation in March, made after a public consultation that ran October-December last year, that the maternity units at Clacton and Harwich maternity units remain as "on demand" units. This means that any woman who is about to give birth "out-of-hours" contacts an on-call midwife and meets the midwife at either unit where the birth takes place. Antenatal and postnatal care will continue at both units.

Mindful Employer

Health and Wellbeing have introduced a new resource as part of a national initiative to help manage stress and anxiety in the workplace. Mindful Employer started in 2004 and is about increasing awareness of mental health, helping to deliver the business requirements, providing support networks and information, and making it healthier to talk about mental health. Organisations that have signed up to being a Mindful Employer have found that managers feel supported in dealing with mental health. The Mindful Employer has published resources that the Trust will use to support staff in dealing with mental health issues:

Managers' Resource – a guide for managers in providing practical information and guidance on how to support staff who experience stress, anxiety, depression or other mental health conditions.

Keeping Well at Work – a practical guide for staff experiencing stress, anxiety or depression.

Feeling Stressed, Keeping Well – a personal workbook providing practical common sense approach to overcoming distressing symptoms arising from harmful levels of stress.

The above resources complement support that is available for staff:

■ **Health and Wellbeing Team** Villa 3, Colchester General Hospital, Monday-Friday, 8.30am-5pm
01206 745284 or occupational.health2@nhs.net

■ **Confidential Care helpline** To discuss any issue in confidence, call free 24 hours a day to speak to a counsellor or information specialist. Freephone 0800 085 1376.

① *Much more on the intranet under Info About > H > Health & Wellbeing. See also page 4*

Supporting carers in Essex

A single source of help and advice for all unpaid carers started on 1 April. Supporting Carers in Essex is a partnership of registered charities, led by Action for Family Carers, working together to support unpaid carers of all ages across the county. It provides a single contact point for carers via a single telephone number or email address and a central point of reference for professionals. It is for any unpaid carer looking after someone who lives in Essex who needs support. More on the website: [livingwellessex.org website](http://livingwellessex.org)

National pay settlement

Important information for staff on the national pay settlement for Agenda for Change 2015/16 was emailed to all staff on Friday 1 May. It can also be seen on the intranet News pages.

NHSP have changed their number

NHS Professionals have changed their ward manager service centre number to 03330 143 775.

New lymphoedema service launched in NE Essex

A new single lymphoedema service has been launched across north east Essex which aims to offer an improved service to the thousands of people who suffer with this condition. The new service is being provided by community healthcare provider, Anglian Community Enterprise (ACE), which has been awarded the contract by North East Essex Clinical Commissioning Group.

Lymphoedema can occur when the lymphatic system is damaged and can cause swelling anywhere in the body but most commonly in the arms and legs. In the past, patients have been treated by one of two services run at the Oaks Hospital and at St Helena Hospice, both in Colchester, and at its day-centre in Clacton.

The new ACE Lymphoedema Service launched on 20 April and offers patients a fully inclusive, more seamless service and individualised care plans.

GICS update

GICS, the Gastro-Intestinal Cancer Support Group meet on the third Thursday of every month at Colchester General Hospital. GICS offers support to patients, carers, friends and family for those with gastro-intestinal cancers including oesophageal, bowel, stomach and pancreas. The June meeting starts at 6.30pm on the 18th. Guest speaker is Gill Seymour-Pugh from the Macmillan HOPE Programme. The familiar format of an informal chat and refreshments will be followed by an introduction of our guests and a group discussion.

More information: www.gics.org.uk or email info.gics@gics.org.uk

Briefly for staff

Continued from page 6

Care Closer To Home

The Trust has not applied to be the lead provider for North East Essex CCG's Care Closer To Home, but is working with the three providers bidding for that role. They include Anglian Community Enterprise (ACE), with which Dr Charles Bodmer, Divisional Director for Medicine, is spending some time to help shape its bid. The CCG announces its preferred bidder on 3 July.

Annual leave policy

Staff are reminded about the need to be compliant with the Trust's annual leave policy and, in particular, to ensure that there is appropriate staffing for all areas, at all times, especially during holidays and bank holidays. Line managers are responsible for considering annual leave requests from staff against service needs. It is granted at the discretion of the manager who has to consider service needs and the needs of the individual. The annual leave policy is available in the intranet's e-library under Human Resources.

Bike shelters not smoking!

Staff are reminded that the bike shelters at the Trust are not smoking shelters. Security staff are including these areas in their patrols and will gently remind any staff they find smoking there of this.

From Alan Rose, Chairman



Thank you to all for welcoming me to the Trust as your new Chairman. I would like to thank Peter Wilson for the exceptional and professional way he performed the role of Vice Chair and then Acting Chair and the contribution he made to the Trust over this time. In my opening weeks as Chairman, I have enjoyed meeting a number of staff in many roles and joined the executive team at meetings with Monitor, the Care Quality Commission (CQC) and NHS England. I am beginning to get to know the range of service facilities on the main site and have visited Essex County Hospital too. I am meeting governors one-to-one and this month joined them in committee work and the Council of Governors on the 12th. I have also started the gradual process of meeting a range of other stakeholders in our communities, including many of the

parliamentary election candidates, and fully intend to ensure these linkages are kept vital and positive.

As you all know only too well, the challenges faced by the Trust are significant, and include many dimensions: consistency of care, workforce, finances, estates and facilities, partner collaboration and more. Initially, I will focus on:

- Completing the assembly of a fully substantive director team to form a cohesive and strong leadership of the organisation. Great credit goes to Lucy Moore and other colleagues for the great strides already made in this area. I aim to have this process complete by the end of 2015.

- Supporting the organisation to build on the positive leading indicators of improvement, to turn these into enough of the processes and performance "outcomes" that will allow the Trust to be taken out of special measures later this year. I already see signs of the growing confidence this is engendering and am feeling positive about the way,

as this is achieved, this will percolate through our staff, stakeholders and the communities we serve.

- Supporting the evolution of an open, listening and engaging culture amongst all of us, which will help facilitate better care, a better working experience and a happier, positive and more sustainable Trust; one that can hold its head up in the health and social care economies we are part of.

I envisage our five divisional directors and the caring services they lead will increasingly become a core part of our Board's thinking and acting – enabling us to look and feel like a truly clinically-led part of the health service. I strongly believe this will assist in the improved flow of ideas and engagement up and down the organisation that has not been as strong as it could be.

Thank you for your welcome. I feel privileged to be supporting the resurgence of the Trust back to a place of strong delivery of excellent caring services for residents.

 Chairman	 Chief Executive	 Deputy Chief Executive & Chief Operating Officer	 Director of Human Resources and Organisational Development	 Director of Finance	 Director of Nursing & Quality	 Medical Director
 Non-Executive Director	 Non-Executive Director	 Non-Executive Director	 Non-Executive Director			
 Divisional Director Surgery	 Divisional Director Medicine	 Divisional Director Urgent Care	 Divisional Director Women & Children Services	 Divisional Director Cancer & Clinical Support Services	 Company Secretary	 Transformation Director

The Board

The governance of our Trust comprises a membership, a Council of Governors, and a Board of Directors (left). Our Board of Directors comprises the Chair, non-executive directors, executive directors and divisional directors. The work of our Trust Board is supported by a number of subcommittees, all of which report directly to the Board.

📌 **Organisational structure:**
www.colchesterhospital.nhs.uk/org_structure.shtml



How long will I wait?

Apr-Mar '15 (Apr-Mar '14 in red):

- ▼ Outpatients attending hospital for first time 142,292 (151,618)
- ▼ Follow-up outpatients 299,767 (303,133)
- ▲ Outpatients attending for a procedure year-to-date 56,088 (50,122)
- ▲ Non-face-to-face appointments year-to-date 24,407 (24,165)
- ▼ Day case spells 41,163 (43,560)
- ▼ Elective inpatient spells 7,112 (7,129)
- ▼ Non-elective inpatient spells 42,464 (43,029)
- ▼ Regular day attends 772 (2,301)

In Mar 2015 (in Mar 2014):

- ▼ A&E attendance 5,406 (6,470)
- ⊖ Patients seen, treated or discharged against the four-hour standard is 78.92% (94.60%). Target is 95%
- 18-week referral to treatment for admitted and non-admitted patients not reported in March while data validated following migration from PAS to Portal
- ⊖ % patients waiting six weeks or more for a key diagnostic test 3.15% (0.30%). Target is <1%
- ⊖ Urgent suspected cancer referrals (those meeting two-week maximum wait from GP urgent referral to first outpatient appointment) 75.0% (95.1%). Target is 93%
- ⊖ MRSA 0 cases in the month (0) 0 cases year-to-date (1) (ceiling is 0 for 2014/15)
- ⊖ C Diff 7 cases in the month (3) 32 cases year-to-date (17) (ceiling is 20 for 2014/15)
- ⊖ Hand hygiene compliance 95.85% (97.22%). Target 95%

① Visit "How long will I wait": www.colchesterhospital.nhs.uk

Our next formal CQC inspection announced

The next formal inspection of the Trust by the Care Quality Commission (CQC) will take place on 15-18 September. A large team of inspectors, clinicians and "Experts by Experience" who will assess whether our service overall is safe, effective, caring, responsive to people's needs and well-led (the CQC's five domains).

There are bound to be unannounced inspections too.

Following the visit, the Trust, and both our hospitals will each receive an overall rating. Currently, the Trust is rated "Inadequate", Colchester General Hospital "Inadequate" and Essex County Hospital "Requires Improvement". Additionally, the eight core services

will also be rated.

Executive Team members met CQC representatives on 14 April, including the Deputy Chief Inspector of Hospitals for England. The CQC team were broadly positive about the work carried out so far at the Trust and gave some helpful pointers which will be discussed directly with the appropriate staff groups.

The CQC team also gave very explicit indications of what they would be looking for in the domain of "well led". This will apply to executive, nursing and divisional operations leadership.

① [Look on the intranet News for more information](#)

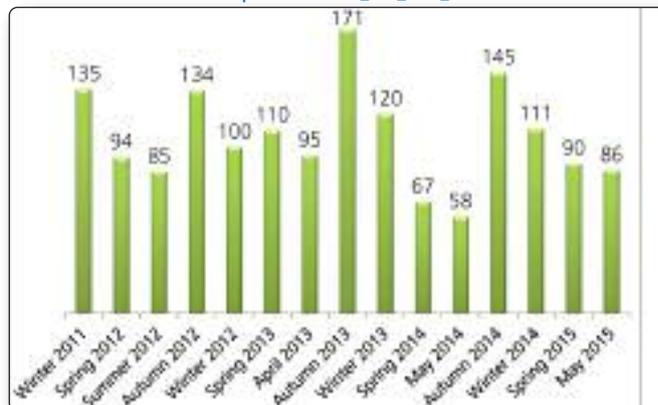
THIS MONTH'S GRAPH



Since 23 February there have been 86 valid entries for the Trust's 15th At Our Best Awards.

Nominations closed on Monday 4 May, with a lunch ceremony on 22 May.

More: www.colchesterhospital.nhs.uk/at_our_best_awards.shtml



IN THE DIARY

All events at [Colchester General Hospital](#) unless otherwise stated. **Members are invited to attend public events with their friends or family.** Details from Membership Helpline on back page. Staff should look on the Trust intranet's Forums under Events at: <http://intranet.rde.local>

June to September

"Exec Team's" Staff Briefing

The Executive Team briefs senior managers. **These meetings are open to any member of staff* who wishes to attend, subject to their line manager agreeing it.** Key messages are then cascaded to all staff by their line manager. If you do not receive the cascade, email: info@colchesterhospital.nhs.uk

- Tue 23 Jun 10am-11am Training Rooms South
 - Tue 14 Jul 12noon-1pm Training Rooms South
 - Fri 14 Aug 11am-12noon Postgraduate Centre
 - Wed 16 Sep 2.30pm-3.30pm Postgraduate Centre
- *For more information, visit: <http://bit.ly/briefing>
Email: info@colchesterhospital.nhs.uk or call ext 2348 (during office hours)

May to September

Public event!

Council of Governors & Board of Directors meetings

The Council of Governors works closely with the Board of Directors to influence decision-making and strategic planning. The public and staff are represented by their governors. Meetings are "held in public".

- Thu 28 May Board of Directors meeting
- Thu 25 Jun Board of Directors meeting
- Thu 2 July Council of Governors meeting
- Fri 11 Sep Annual Members' Meeting
- Thu 30 Jul Board of Directors meeting
- Thu 24 Sep Board of Directors meeting

Download agendas and papers, with venues and times, a week in advance from our website (look for "Board meetings", or contact the FT Membership Office on 01206 742733). www.colchesterhospital.nhs.uk
We also Tweet in advance of all meetings and put them on our Facebook Page – see back page and page 4.
After each Board meeting, meet the Executive Team, for briefing and Q&A session (4.30pm)

Tuesday 9 June

Public event!

Physiotherapy Open Day

Come and join us! Learn about the different services we provide, discuss rotations, training and development and ask questions to different members of staff. To confirm your place, phone: 01206 742530 or email: maria.massidda@colchesterhospital.nhs.uk
Registration at 8.45am. Speakers 9am-12noon. Lunch will be provided. Department tours 12.30pm onwards.

Thursday 11 June

Public event!

Essex County: its story

7.30 pm at Essex County Hospital's Nurses' Home, (use

Continues on page 15



- ▶ MICHELE FIGG, ALLAN COOKE, ANGEL SHRESTHA (left to right)
- ▶ COLCHESTER GENERAL HOSPITAL
- ▶ BUSINESS INFORMATICS SENIOR TEAM
- ▶ 34 YEARS' INFORMATICS EXPERIENCE

Describe your job

Informatics covers a wide area based on key activity figures, such as patient admissions, discharges, number of operations, outpatient attendances. We also monitor and report on key performance indicators (KPIs), ensuring key staff are aware of the Trust's performance. We provide analytical support to the services with business needs, such as demand and capacity modelling and business planning.

How does your role improve patient care?

We support patient care by providing information and intelligence to service managers and clinicians. We are improving the informatics we provide with the implementation of self-serve reports to ensure operational leads do not need to wait for key information. Our goal is to have the right information, at the right time, for the right people.

What would you change in the Trust?

Limiting the amount of duplication which occurs – correct use of systems, recording data once, ownership of the data which is input – ensuring data is “right first time”. This will free up the end-user to carry out their role efficiently.

Best part of your job?

Being able to improve processes, supporting clinicians to make better decisions. The ability to innovate and explore new reporting methods. Providing key pieces of information which enable operational teams to carry out their roles efficiently and effectively. Working with an enthusiastic and energetic team ready to take on the challenges presented.

.....
 ⓘ *More on the intranet:*
<http://bit.ly/PeopleN>

From the Chief Executive



I would like to thank the team who organised the highly successful recruitment day for nursing, mid-wifery and allied health professionals at Colchester General Hospital on 25 April. This has added to our confidence about being able to recruit high quality staff to work on our front line.

Our improved daily performance against the A&E four-hour standard (for the past month over 90% seen, treated, admitted or discharged in under four hours) is helped in part by a supply of good quality agency nurses who, working closely with our own staff, are also beginning to have a positive impact on the wards. At the same time we are now seeing a steady stream of new staff nurses joining the organisation.

We are also beginning to see the real benefits of our new patient administration system, the clinical Portal, which is one of the many factors contributing to our improved A&E performance. The wards are now developing a Portal-based system to accurately assess where patients are on their journey and if they are ready for discharge. The Trust's Investment Group has agreed further expenditure of more than £600,000 on IT, which will make the way we work smoother and better.

One of things I am keen for the Trust to do is become an excellent partner. As part of this

strategy, the Trust wants to develop its relationship with Macmillan, which is why I and colleagues have had a very productive discussion with its senior development managers this month. We talked about how we might work together jointly, both in terms of fundraising for the Cancer Centre Campaign (page 6), and in designing and redesigning cancer pathways and buildings in a way that will bring real benefits for patients. It was another example of how being more outward-looking and working in partnership with others is good not just for the Trust, but patients too.

I'm encouraged by the progress of the At Our Best - It's Up To Us initiative (pages 8-9). More than 470 of our 750 leaders have already registered to take part in one of the five Leadership Masterclasses. The initial response to the “all staff workshops” has also been encouraging.

Finally, the Executive Team agreed that we want to offer all staff an extra day's leave – to be taken by 31 March 2016 – as a gesture of goodwill in recognition of the dedication and commitment staff have all demonstrated during a very challenging period for the Trust, continuing to deliver for our patients. [More on intranet News.]

.....
Dr Lucy Moore | Chief Executive | ext 2840 lucy.moore2@colchesterhospital.nhs.uk

Letters | Emails

Your views

Learning lessons

One of our challenges is to ensure that lessons are learnt from incidents and complaints. This has been highlighted by both the Keogh visit as well as the Care Quality Commission (CQC).

We are trying to do all we can to support staff in learning the lessons from incidents and complaints which have happened in their area.

All wards and departments have received a divisional learning lessons folder containing the following:

- a list of definitions of serious incidents (SIs) and other important definitions and reporting requirements
- a revised core list of never events
- a signature sheet
- Serious Incident (SI) summary sheets.

As a multi-discipline approach is required to progress this very important initiative, I would be most grateful if you would ensure that you and all of your staff from all disciplines read the information, familiarise yourselves with the contents and then sign the signature sheet to confirm this exercise has been undertaken.

Doctors, nurses, porters, cleaners and anyone else who is involved in caring for our patients.

I would be most grateful if you would also ensure that you discuss this with your teams and colleagues.

Dr Lucy Moore
Chief Executive

Children's Diabetes Team

Last year the Children's Diabetes Team set up a charitable fund with the aim of raising money to organise and fund events for our patients. Our first fundraising

 WRITE TO: Mainstream Editor
Trust HQ, Colchester General Hospital

 EMAIL: info@colchesterhospital.nhs.uk

event was a sponsored walk last June in which the children and their families raised £1,033.

As planned, some of this money has recently been used to fund two tenpin bowling events in Colchester and Clacton for the children.

Having diabetes as a child can be very isolating and such activities are not only fun but give the children an opportunity to meet with others who also have the condition.

Both events were an overwhelming success and the team are now planning for the next event.

Natalie Jordan
Lead Children's Diabetes Nurse

"Everyone was professional and kind and patient"

I just wanted to write and say how impressed and grateful myself and my partner were with the care of our 18-month-old this weekend (26-27 April).

From the A&E waiting time and the A&E staff to the children's ward, everyone was professional and kind and patient with her.

There were two staff in particular that my daughter fell in love with and were so good with her.

I am aware of the publicity the hospital is getting at the moment and feel it's a shame the positives are being overlooked, so, if my comments can help in any way, please use them as you see fit, excluding personal details obviously.

Anyway a huge thank you to everyone involved in her care. If all the staff are like this, then they are a credit to the hospital.

NM by email

Your views

► IN THE DIARY | FROM PAGE 13

Oxford Road entrance). Archivist Colchester Medical Society and retired consultant anaesthetist Dr Fabrizio Casale gives a presentation about the hospital, ahead of its open day (see below). For more information and to reserve a place, call Becci Hurst on 01206 746495 or email: ECHTransfer@colchesterhospital.nhs.uk

► Saturday 13 June

Public event!

Essex County Hospital Open Day

See page 5 for full details. All welcome!

► Wednesday 17 June

Grand At Our Best and Long Service Awards ceremony

The Trust's fourth grand awards is at the Weston Homes Community Stadium. It is to celebrate the best of the best Trust employees, give recognition to long-serving staff at the Trust, recognise the work of our volunteers and have fun! More <http://bit.ly/AOBawards>

Public event!

► 17th-18th June

National Men's Health Week

17th, Senses Restaurant 12noon-2pm. 18th, canteen at Essex County Hospital, 12noon-2pm. Come along for a mini health check to kick start a healthy summer!

► Saturday 27 June

Public event!

Starlight Walk

See April edition, page 10 or visit: www.cohoc.org.uk

► Wednesday 1 July

Essex Biomedical Sciences Institute (EBSI) Conference

12 noon-5pm. Postgraduate Medical Centre. Networking lunch. Keynote speaker, Dr Tim Crooks, Consultant Medical Oncologist. Presentations highlighting successful ongoing collaborations between academics and clinicians in the EBSI. Showcasing emerging research areas where future collaborations could be formed. Open to all staff. Registration closes on 16 June. To register for this free event, visit: <http://bit.ly/1dfhtzM>

► Saturday 11 July

Public event!

Tending Show

Every July, our Trust brings together 25 or so stands and 100 staff in a 100ft marquee to show people at the Tending Show that the future of their health is in their hands. Last year, our marquee won "Most Informative & Educational Trade-Stand" for the fourth time in a row! Visitors can find out about a wide range of health issues from stroke awareness to Abdominal Aortic Aneurysm (AAA) scans, as well as about advances in health treatments and more. More information from Paul Searle, Head of Communications. See foot of back page.



Please consider donating online:
www.dec.org.uk/
 £25 can provide clean water for four families for 1 month.
 £50 can feed a family for two weeks.

Nepal Earthquake Appeal



Dr Colclough in Nepal with her daughter Helen, in the front

Meet Bhim Niyong and his colleagues and friends. Bhim (pictured holding the centre bucket) works in our restaurant at Colchester General Hospital and is originally from Nepal. They have been raising money for the Nepal Earthquake Appeal, following the two recent massive earthquakes.

Bhim writes: "Not only have the earthquakes affected the people living in Nepal but also people abroad, many of whom

have lost their loved ones back home such as the members of the Nepali community in Colchester, which largely comprises ex-British Gurkha settlement.

"In such times of despair, people all around the world have come together to share our pain and provide help and support such. Joining the campaign to help and support Nepal, staff have come together to collect donations and raise awareness. Collection buckets were set up

around Colchester General and Essex County hospitals. In addition, we have set up a personal collection at Colchester General Hospital Reception."

As of 12 May they had raised £2,343.48.

Meanwhile, Dr Angela Colclough, a retired Trust consultant pathologist, was in Kathmandu for the birth of her granddaughter and was caught up in the earthquake. Dr Colclough's daughter

Helen and Nepali son-in-law Nir both work for international development, and the family were forced to live in a tent for four days after the 7.8 magnitude earthquake struck.

The EADT reported her story on 30 April:

<http://bit.ly/1H3MQHb>

Dr Colclough is keen to encourage people to donate to this fundraising website: uk.virginmoneygiving.com/team/rebuildngruralnepal

Follow us on **twitter** @ColchesterNHSFT

Find us on **Facebook** Colchester General Hospital Essex County Hospital

Membership Helpline: **0800 0 51 51 43**
 Email: **ft.membership@colchesterhospital.nhs.uk**
 Write to: Chief Executive, Colchester General Hospital, Colchester, CO4 5JL

- ▶ EDITOR: Paul Searle, Head of Communications, 01206 742348. Send your photos, news or articles to: info@colchesterhospital.nhs.uk
- ▶ DISTRIBUTION: 2,000 copies delivered monthly to Trust sites (6,600+ to Public members in April, July, October and January).
- ▶ ONLINE: Get free monthly copies via: www.colchesterhospital.nhs.uk/mainstream.shtml ▶ NEXT EDITION'S DEADLINE: end of this month.