



International Nurses Week

To celebrate International Nurses Week, members of the Trust's children's team visited four schools in the area to teach the youngsters about the work they do.

The pupils dressed up as doctors and nurses, met Fred the Skeleton, made finger puppets from Plaster of Paris and learnt how to wash their hands properly during the action-packed sessions.

Staff visited Welwyn St Mary's in Welwyn, Springmead in Welwyn Garden City, St Andrew's in Hitchin and

Ashtree in Stevenage.

Play specialist Marilyn Goodhew, who organised the visits, said: "Each year we celebrate by visiting different schools. It gives us the opportunity to let our team work with the children in their own environment and dispel any fears they have.

"And, of course, it's great to get involved in lots of activities and have some fun. You never know, we may even have inspired some future doctors and nurses."

Congratulations

Congratulations to one of our members, Andrew Lansley, who you may have heard was appointed the Secretary of State for Health following the recent elections!

See the back page for news of how his first days in office are impacting on the Trust.

VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS

8 out of 10 Trust employees are satisfied with the quality of work and patient care they deliver, according to the Care Quality Commission's staff survey 2009. See page 2 for more details.

998,640 KM

The distance that Lister hospital lifts have travelled in their 38 years of service. They are now undergoing refurbishment.

40 of the patients who have been treated for prostate, bladder and kidney cancer using urology robot technology were invited to try the equipment out. See page 4 for the full story.

VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS ... VITAL SIGNS

Staff SURVEY ...

More than eight out of ten Trust employees are satisfied with the quality of work and patient care they provide, according to the Care Quality Commission's staff survey for 2009.

The result (81%) places the Trust in the top fifth of organisations in the NHS for this aspect of the report - the national average is 74%.

According to the results of the survey, published last month, staff reported that they felt motivated and were performing at a higher level than the average for the NHS as a whole. They also described how they believed themselves to be under less work pressure than in 2008.

Again, these results placed the Trust squarely in the top 20% in the country.

However, the report did show that, while significant improvements were made around a range of health and safety issues, including work-related injuries and training, more needs to be done in these key areas.



The Lee Haynes Renal Research Institute

Colin Bell, manager of Letchworth Garden Square Shopping Centre, visited Lister Renal Unit on 11 May to present a cheque for £1,500 to Dr Paul Warwicker, lead clinician for renal medicine, and Sue Williams (pictured).

Sue was devastated when her son, Lee Haynes, died of renal failure at the

Lister on 31 May 2005, aged just 25.

To deal with her grief, she decided to start up a Nightingale Fund with *enhance herts* consultant, Paul Warwicker, achieve his goal of opening a research unit.

It is hoped that the *Lee Haynes Renal Institute* will open this year.

Members making a DIFFERENCE

Tell us about your interest

We recently asked all members who have previously stated an interest in becoming a governor to confirm that they would still like to find out more about the role as we move forward towards Foundation Trust status. Those who do not respond will not be sent further information about the role. If you have not stated an interest in representing your fellow members as a public governor before but would like to, it's not too late. Simply contact the membership office by email or telephone and we'll ensure you are kept up to date.

You can get involved too

If you haven't had any offers to get involved, perhaps it's because when you signed up you said you only wanted to receive the newsletter. Letting us know you want to be a more active member is easy – send us an email or call us and tell us your interests.

New members area online

For the first time members have a dedicated area on our website. The new pages will give you more information about what membership can offer. They'll be filled with latest member news, information on ways to get involved, opportunities to have your say and instant booking and personal detail amendment functions. Please take a look and let us know what you think of them. Ideas for future developments welcome....
Visit www.enherts-tr.nhs.uk/member-area/

Spreading the WORD

The power of word of mouth was proved in January after a member event about Hertford County hospital's urgent care centre. Forty of our members took the opportunity to find out more about the service at Hertford, talking to the doctors and nurses who run it and taking a look around the unit. Those who participated helped us to increase the numbers of people using the service locally. Iris Maggs, said: "I had no idea it was there and already working well. Hopefully, we will have other such centres in our locality and I will certainly spread the word. I look forward to other such events in the future."

Reader PANEL and PEAT visits

Many of our members are finding other ways to contribute to improving the quality of service we provide and materials we produce for patients and the public.

We wrote out to members who want to be involved often to ask for people to be part of the Trust's Reader Panel, which looks at patient and public information before it is produced. We had an overwhelming response to the call. The panel is now thriving and has a long waiting list of willing participants.

Members who have stated specialist interests have also been involved in recent PEAT inspections of our hospitals and have joined committees as lay representatives to give the view of the patient or relative using hospital services.

SAVE the DATE

A series of walking tours have been organised for staff and public members to find out more about the developments happening at the Lister Hospital first hand from the team managing the changes.

Members of the *Our Changing Hospitals* team will be taking groups on a 90-minute whistle-stop tour of the hospital grounds. Each tour will focus on the areas of greatest change, including:

- Surgicentre
- Multi-storey car park
- Maternity
- Tower block redevelopment
- Supporting infrastructure
- A&E and urgent care centre

Tours will be either morning or afternoon sessions. Morning sessions will leave at 10am, 10.30am and 11am. Afternoon sessions will leave at 2pm, 2.30pm and 3pm.

On each date three tours will be run, with a maximum of 10 members in each tour party. Places will be allocated on a first come, first served basis.

Please be aware that these tours may not be suitable for members with limited mobility.

You can book your place by emailing ftmembership.enh-tr@nhs.net or calling the membership office on 01438 781846.



Dates for the initial walking tours:

Monday 14th June AM
Monday 28th June PM
Friday 16th July PM
Tuesday 27th July AM
Monday 9th August PM
Tuesday 24th August AM
Thursday 16th September PM

Wednesday 29th September AM
Thursday 14th October AM
Thursday 28th October PM
Friday 19th November PM
Tuesday 30th November AM
Thursday 9th December AM
Wednesday 22nd December AM

You say, we do

Last year, we held two exclusive events for our public members: one at the Lister hospital, to highlight our renal, camera endoscopy and bowel screening services; and the other at Hertford County hospital, to promote our urgent care centre service.

At the first AGM in the Trust's history to be oversubscribed due to interest from our new public members, we heard that you'd like to hear from us more often and have more opportunities to get involved.

That's why, in 2010/11, we have committed to producing a newsletter which will now be sent to all of our members - staff and public - four times a year. We are also planning to double the number of exclusive member events. We will hold one on each of our hospital sites

on a quarterly basis. The first, held at the QEII in April, focused on emergency medicine.

We try to invite as many members as possible to take part in the member events we work hard to organise. However, we are limited by the capacity of our buildings and the resources we have to hold them.

As well as the above, in 2009/10 the membership office also found opportunities for involving interested individuals in a range of other ways:

- Four hospital development workshops
- Two open events in hospital departments; renal and pathology
- Four email surveys to improve services for patients and the public.
- Participation in PEAT inspections at our two main hospitals

- Membership of the Trust's Reader Panel to help improve patient and public information produced

With a growing membership of nearly 7,000 public members now, there are a huge number of people to engage with the Trust. But it's important to us to give you the chance to get involved in a way that suits you, whether that's simply being kept up to date with our more frequent newsletter or by finding more and more ways for you to have an input into service improvements.

To help us ensure we can contact you when opportunities arise, please ensure you keep us informed of changes in details and provide us with an email address if you have one.

A&E CONSULTANT tells our MEMBERS about setting up a pioneering hospital in NIGERIA

An A&E consultant based at the QEII has travelled to Nigeria to help set up a state-of-the-art teaching hospital to treat some of the country's poorest people.



Just before he went, Mr Sigmund Wilkey took time out to talk to members about the reasons behind his year-long sabbatical and what he hoped to achieve.

He was one of 19 Nigerian-born consultants worldwide to be head-hunted by the Chief Medical Director to work on the project, at the request of the Governor of Nigeria's Delta State.

He will be responsible for developing the emergency department at the Delta State University Hospital (DELSUTH) and training up doctors and nurses to use the new equipment.

Mr Wilkey, 52, who left on 1 May, said: "It is the only hospital of its kind as far as I'm aware. Of course, it's a drop in the ocean but I've always said that the longest journey starts with the first step.

"I've been away from the country for 19 years and was starting to get a bit of a guilt trip in my old age, so for me this was an opportunity to give



something back."

Mr Wilkey also spoke to members about his personal crusade to encourage the use of ultra-sound as a diagnostic tool in Nigeria and all of the Third World.

His vision is for doctors to carry small, portable scanners around with them to be used as 'visual stethoscopes', especially in more hard-to-reach, rural areas.

"Ultra-sound scanners are far cheaper than CT or MRI scanners and have a far wider range of uses than many people think," he said.



Former CANCER patients test drive surgical ROBOT that saved their lives

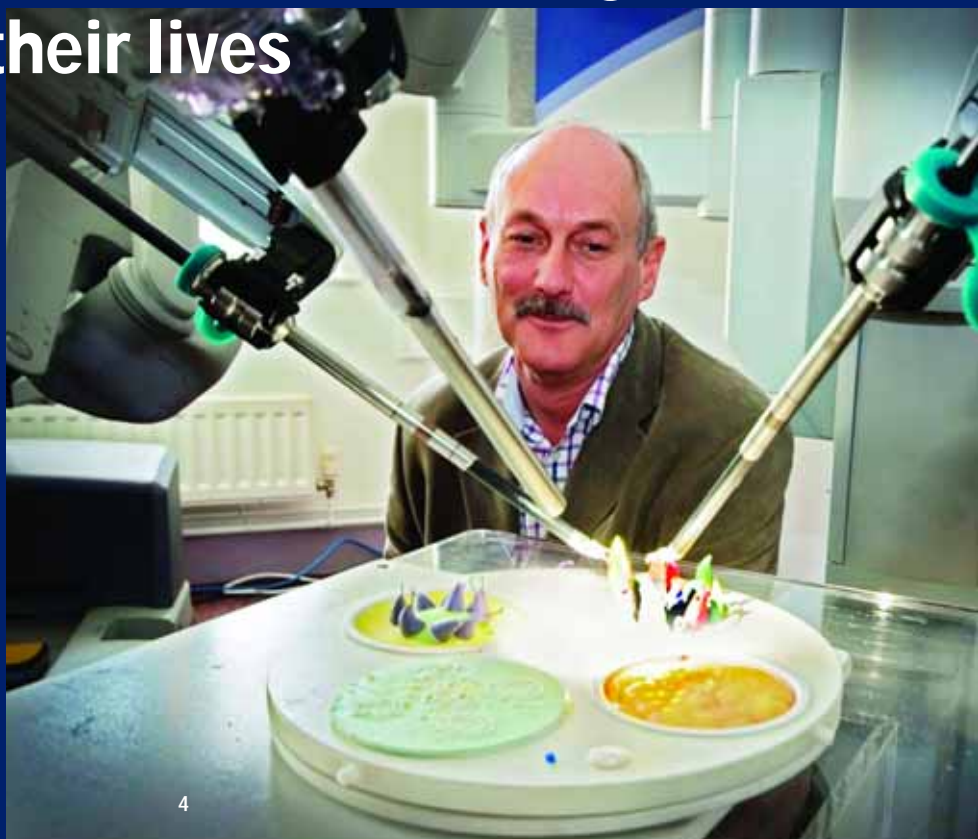
Former cancer patients have been given the rare chance to have a go on one of the cutting-edge surgical robots that saved their lives.

Around 40 people attended a special hands-on demonstration of the Trust's urology robot at the Lister hospital on 4 March, including those who had been treated for prostate, bladder and kidney cancer at the hospital.

The machine, called the da Vinci robotic system, allows surgeons to control hi-tech laparoscopic (key hole) instruments while sitting at a special console away from the patient's side.

The purchase of the da Vinci robot was made possible through donations made by two Hertfordshire businessmen, Stef and Stelio Stefanou.

Chris Watt of Kings Langley (pictured right) is one of the patients who has benefited.



OLDEST MAN in the UK to undergo OPEN AORTIC ANEURYSM surgery celebrates his 101st BIRTHDAY

Peter Kingsford was 95 when doctors discovered a section of his aorta - the body's main artery - was on the verge of bursting.

His only hope was for a surgeon to open him up, remove the aneurysm and replace the damaged section of artery with an artificial graft.

But there was a problem. The procedure had never been carried out in the UK on a man of Peter's age before. In fact, records showed that the only successful operation of its kind on someone of his age had taken place in Russia.

Mr Selvakumar, vascular surgeon at the Trust, gave Peter a 50/50 chance of survival. However, not only did the father-of-two survive, he made a full recovery, celebrated his 101st birthday on 22 November last year and was told that he no longer needs to return to the hospital for annual check-ups.

Peter, of Moffats Lane, Brookmans Park, said: "Ninety-five was definitely a risky age to have it and Mr Selvakumar told me I had a 50/50 chance of

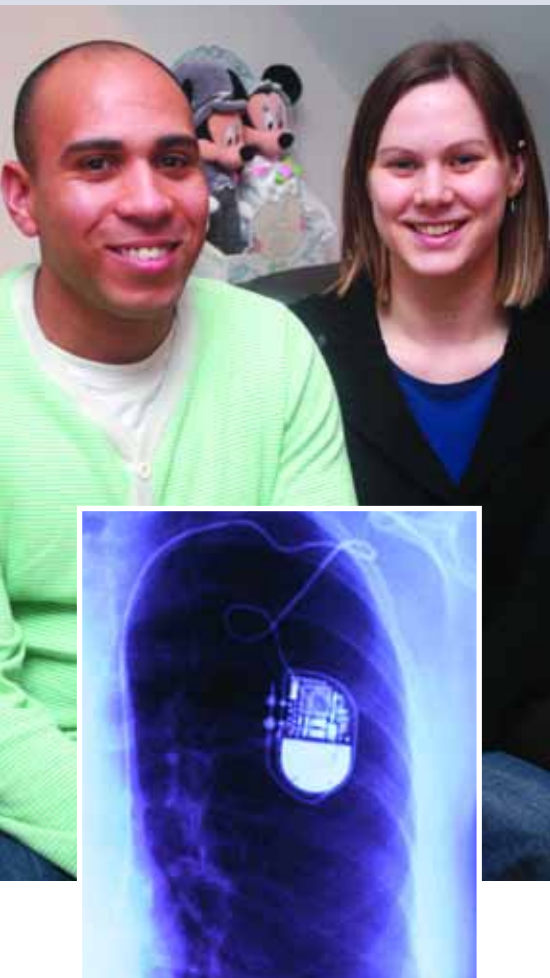
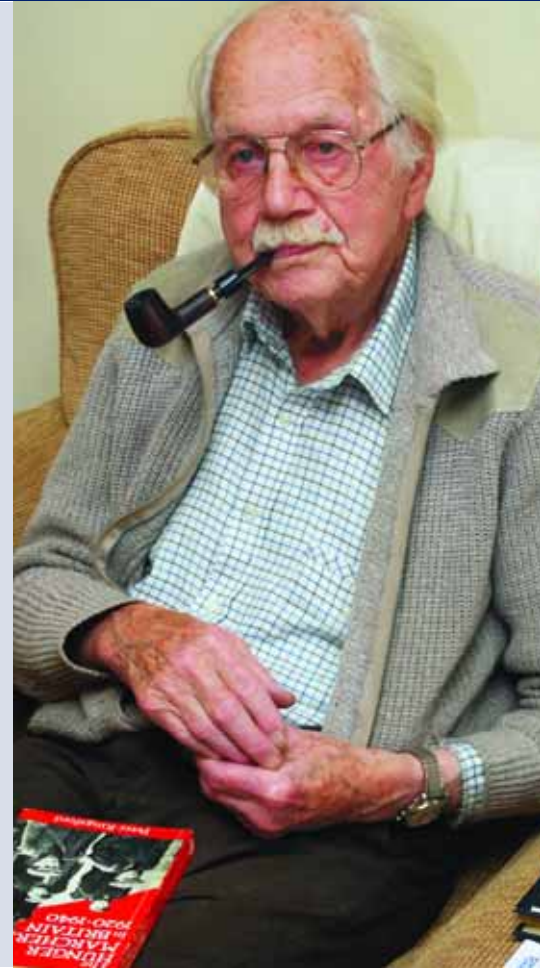
survival. But I had no option because if it had been left it would have burst and that would have been the end of me.

"I was put through some very elaborate procedures and preparations, testing my heart. I wasn't particularly frightened. I just thought I'd let things take their course.

"They looked after me very well and were very good, as I was a tiresome patient. I'm very grateful. I thank him every time I see him for giving me some more years of life."

Mr Selvakumar, who operated on Peter at the Lister hospital in Stevenage, said: "Because of his age and the complexity of the surgery, some of my colleagues thought I was mad to undertake the operation, but Mr Kingsford was keen and after several pre-operative tests I was satisfied that it was the best option for him.

"Six years on, he is doing so well and I am delighted to have been able to discharge him at his annual check-up this month and to have taken the decision to operate on him."



CARDIOLOGY team reaches European PACEMAKER target

The Trust's cardiology team has been revealed as one of the best in the UK for implanting pacemakers.

European guidelines recommend that 700 people in a million will need to be fitted with a pacemaker to regulate their heart beat every year. In the UK, the figure currently stands at 511.

However, the Heart Rhythm Devices National Report, published in December 2009, showed that the Trust was implanting pacemakers at a rate of 716 per million - one of very few trusts in the UK to hit the European target.

Dr Diana Gorog, consultant cardiologist and clinical director of cardiology at the Trust, said: "This is fabulous news. Our success is largely down to the fact that we have

a dynamic team of consultants, who see a large number of patients. Not only are patients seen by specialists but we also have a close relationship with GPs and other departments, including elderly care and A&E, who frequently cross-refer patients to us."

Pacemakers are vital to help patients deal with a number of conditions but are usually used to treat bradycardia (slow heart rate) and heart block, which is a problem with the heart's electrical conduction system.

Victoria Sealy (pictured), from Stevenage, is one of the many patients who has benefited from this technology.

She said: "I realised the difference it had made almost immediately. I've only had two days off sick since I had the pacemaker fitted."

Staff AWARDS celebrate dedication and COMMITMENT

The Trust's sterile services team treated themselves to a few well-earned glasses of bubbly after being named *Best team* at the Trust's annual staff awards.

The team, which ensures that clean surgical instruments are available at both Lister and QEII, were presented with the award at Knebworth Barns in March.

Commenting on the team's success, the Trust's chief executive, Nick Carver, said: "They stood out not just because of the quality of the service they provide to their clinical colleagues today, but because of just how they have improved over recent years."

Nominations for all the awards are made every year by members of staff and are then short-listed and judged by a panel comprising both management and staff side representatives.

Best team leader: Debbie Whittaker, senior nurse/matron, urgent care centres

One of the most important initiatives in east Hertfordshire last year was the creation of the two new urgent care centres at Hertford County and Cheshunt Community hospitals.

Introduced for the some two thirds of people who would normally choose to go to an A&E department with non-life threatening illnesses and injuries, the centres went live to patients from October. This was thanks, in no small part, to the tireless efforts of Debbie Whittaker.

Best innovation: renal home dialysis service

Last year saw the Trust's renal medicine team become amongst the first in the NHS to expand into a new form of home renal dialysis.

There are an estimated 20,000 dialysis patients in Britain, with only 1.1% being able to treat themselves at home currently. Patients are now being trained at the Lister to use the new service, thus reducing the numbers needing to come in to hospital for their dialysis.

Chief executive award: Lorane Fitch, consultant microbiologist

Lorane's contribution to the Trust's infection prevention and control efforts has been immense. Her support of her clinical colleagues, as well as the wider infection control team, has always been typified by a cool, calm approach that has helped to ensure effective outcomes.

In her time at the Trust, Lorane has been at the heart of a wide range of initiatives, including the introduction of isolation wards, the Trust's deep cleaning programme and, most recently, MRSA screening for elective patients. She retired in May.

Chief executive award: Louise Hobday and Joanna Gohil, chemotherapy sisters, Mount Vernon Cancer Centre

Louise and Joanna are the chemotherapy sisters at the cancer centre, who between them have managed their team through some very



Debbie Whittaker



Sterile services



Home Dialysis



Lorane Fitch



Louise Hobday and Joanna Gohil



Jane Wheeler

difficult changes whilst the new CRTT building was completed – it opened to its first patients in February this year. Louise and Joanna managed to keep the existing service going in temporary accommodation, whilst keeping a cheerful and positive atmosphere for both staff and patients alike.

Chief executive award: Jane Wheeler, nurse team leader, Lister fracture clinic

Jane has been the senior nurse in the Lister's clinic H – known more commonly as the fracture clinic – for much of the last decade. Having joined the Trust in 1976, she has worked in a number of areas – including elderly care, orthopaedics and, having completed her conversion course, A&E.

Talk to her colleagues and they will highlight Jane's outstanding feature being a real talent when it comes to plastering – limbs that is!

Jane has become an outstanding and inspirational role model for her colleagues, demonstrating a commitment and dedication in everything she does.



Never short of books in hospital

Poorly youngsters on the Lister's Bluebell ward will never be short of a good book to read - thanks to the generosity of pupils from a WGC school.

More than 200 new books, from colourful picture books to teen horror fiction, were donated by years eight and nine at Monk's Walk School.

A group of them dropped into the Stevenage hospital's children's ward to hand the books over.

Adam Lancaster, the school's librarian, said: "We think it's really important to help make sure our local hospitals have lots of good resources for the children who use them and this was a nice thing for the pupils to get involved with."

"They all know friends who have had to go into hospital, so it's nice to be able to give something back."

Adam said that the pupils had raised the money to buy the books by organising a variety of events like cake

stalls and raffles. They had also received contributions from a handful of publishers, he said.

Jo Sinnott, one of the Trust's dedicated play specialists, said: "We're really grateful to Monk's Walk for all these fantastic books and I'm sure the kids will love them. It's never nice for them being stuck in hospital, so a good book can be a perfect way to help them forget where they are for a while."

Race for Life challenge

Ten ladies from the Our Changing Hospitals team are preparing to pound the tarmac for this year's Race for Life in Stevenage on Sunday 11 July.

Barbara Jenkins, Philippa Graves, Sam Ellix, Kirsty Mains, Mandy Shoben, Wendy Scarr, Tracy Moore, Jane Speed, Jo Arthur and Hannah



Gledhill make up the enthusiastic team of runners who will be representing the Trust at the event.

All are putting in a big effort to improve their fitness, with many choosing to ditch their cars and walk, run or cycle to work instead.

And it's fair to say that some of them have really pulled out all the stops to prepare themselves for the 5km run, in aid of Cancer Research UK.

The team have a target sponsorship total of £500 but hope to raise much more.

They would appreciate any donations, however big or small. Visit their online sponsorship page www.raceforlifesponsorme.org/ourchanginghospitals

If you would like to take part in, or volunteer at, a Race for Life event this year, you can register at www.raceforlife.org.



Scanner donation

The Lister League of Friends has received a very generous donation from the Masons at Hooks Cross Lodge in Letchworth towards a bladder scanner for the hospital's urology department. The Lodge's Steve Fenn and Geoffrey Bulluck are pictured handing the cheque over to League of Friends chairman Martin Goodrich.

* Ted Holmes, also of Hooks Cross Lodge and who works at the Lister, is currently raising funds for baby transportation units at the QEII.

FT status progress report

The new Secretary of State for Health recently announced that all planned and future health service reconfiguration proposals need to be reviewed to ensure that they:

- Focus on improving patient outcomes

- Show consideration for patient choice
- Have the support of GP commissioners
- Are based on sound clinical evidence

The board welcomed the review at its meeting in May and looks forward to demonstrating how our reconfiguration

plans meet the four principles for change.

This process must be completed before the Trust is able to move forward with its application for foundation trust status. We will, of course, keep our members updated on progress.

Getting INVOLVED

There are plenty of ways to get involved as a member. Here are just a few ideas:

Volunteer

- We are on the look out for new welcomers to help orientate patients and visitors as they come to our hospitals.
 - You could join our clinical staff as a ward assistant. Your role would be to chat to patients, make drinks for relatives, distribute meals and generally help out on the ward.
 - Our medical staffing department needs two volunteers to help with various admin tasks. The above are just a handful of the range of volunteering opportunities on offer.
- For more information contact Janis Hall on 01438 781285.**

Recruit new members

Membership engagement manager Jo Arthur will be attending the Hitchin family health day on Saturday 19 June from 10am-3pm. If you can spare an hour or two to help her drum up new supporters by signing up new members, please get in touch.

Raise funds

Our Trust's charity *enhance herts* is always on the look out for new supporters to take part in activities to raise money for worthy causes at our hospitals. Whether it's cancer care, children, prostate cancer, renal, elderly care, cardiology or any other medical condition or department, you choose where your money goes. We still have 12 places left in this year's British London 10k. So if you can be race fit for Sunday 11 July and are willing to raise at least £30 to cover your booking fee, **contact Rebecca Cheesman to find out more on 01438 781682.**

Snippets of SUCCESS

Our renal team in the nation's top 10

The Trust's renal team is now officially in the top ten nationwide after this year's Renal Registry report revealed that it was providing the sixth best service in the country in terms of annual survival rates.

The report, which is published every year by the Renal Association, also showed that the rate of improvement seen by the Trust's team since 2002 has been higher than the national average.

Dr Paul Warwicker, renal medicine consultant at the Trust, said: "We are really proud to have made it again into the country's top 10 services."

Spot low blood sugar in time

A set of guidelines for treating diabetes patients in hospital, developed by one of the Trust's diabetes specialist nurses, has now been rolled out across the UK.

Debbie Stanisstreet was asked to create guidance for nurses and doctors to spot and treat hypoglycaemia - dangerously low blood sugar levels.

She presented the final document to a packed auditorium in Liverpool at the Diabetes UK annual professional conference in March.

State of the art cancer centre

Mount Vernon's £1.43 million CTRT (Cancer Treatment and Research Trust) centre officially opened in January.

It also welcomed its first chemotherapy trial patient, 55-year-old Sheila Moore - one the first patients worldwide to try a new drug called Oxi4503, which starves a tumour's blood supply by precisely targeting its blood vessels.

The state of the art facility is for patients undergoing standard chemotherapy treatment, as well as chemotherapy trials, and was funded through a partnership between the CTRT and the Trust's charity, *enhance herts*.



We're here to help

If you want more information about our efforts to become a Foundation Trust, you can contact us in the membership office:
email ftmembership.enh-tr@nhs.net
phone 01438 781846
visit www.enherts-tr.nhs.uk/member-area/