

Countess MATTERS

ISSUE FOUR - SEPT/OCT 2011

Countess of Chester Hospital **NHS**
NHS Foundation Trust

Everyone is invited
to attend our
Annual Members' Meeting
on the 4th October
DETAILS INSIDE



New Macmillan Centre Opens

Sign up now for the Santa Dash 'One Stop Shop' voice clinic
Fire safety with Reuben **New Macmillan Centre opens** Plus much more...

In Brief

📌 Congratulations to Carmel Healey who has recently successfully completed her Masters in Corporate Governance.

📌 Rachel Dawson, a member of the Clinical Coding team retires this month after 40 years working in the NHS. She first joined the NHS in 1970, working at The Queen Elizabeth Hospital in Birmingham as a cancer registry clerk. Upon moving to Chester in 1972, she started to work as a hospital activity analysis clerk at the Royal Infirmary and moved to the Countess site when it initially opened. Rachel commented that she has seen a lot of changes during her time as a coder, with a definite increase in patient admission and many new procedures being introduced during her time at the Countess. Her

Team Leader, Vania Samuels, said: "Rachel will be greatly missed by all her work colleagues as she has made a lot of friends within the Trust over the years. We wish her a very happy and long retirement".

📌 Dr. Edna Astbury-Ward, Clinical Nurse Specialist, Contraception & Reproductive Health Team at the Acorn Suite in the 1829 Building recently presented her PhD research at the world famous Bixby Center for Global Reproductive Health at University of California, San Francisco (<http://bixbycenter.ucsf.edu/>). The motto of the Bixby Center is "To advance women's health worldwide through research, training, policy, analysis and services". Her lecture took place in August at San Francisco General Hospital. Dr. Astbury-Ward presented her thesis (which won The

Lord Jones Chancellors Prize for Postgraduate research in 2010) "A qualitative study of abortion care: Perceptions of patients and staff" to researchers, social scientists and clinicians.

📌 PACS/RIS System Administrator Katie Mullock was one of more than 400 radiology professionals who took a survey on the Medica stand at UKRC 2011 in Manchester. The survey was conducted at four iPad stations and those taking part went into a draw to win an iPad.



Pharmacy Award

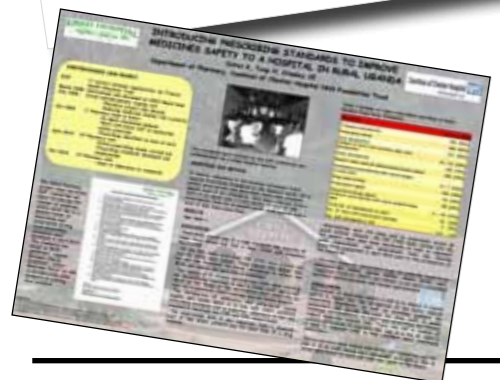
Pharmacy staff from the Countess have won an award at a national conference for their pioneering work with Kisiizi Hospital.

A poster by Joanne Crawley, Kate Oates and Haley Toop won the Best Poster award at the UK Clinical Pharmacy Association (UKCPA) / Guild of Healthcare Pharmacists national conference. The poster highlighted work carried out in improving prescribing through agreed standards and audit work.

The award was presented by Dr Chris Green, Director of Pharmacy at the Countess. He commented: "Since I'm the current Chair of UKCPA, there were a few suggestions that it was a fix but the feedback from the judges was

that it was an out and out winner." He added: "Clearly we are very proud of winning the award in Pharmacy, but in her acceptance speech, Jo Crawley made a point of saying that the award wasn't just for the authors or pharmacy, but for everyone involved in the project from the Countess and Kisiizi, and everyone who has supported it through fundraising activities and events."

In the picture, Dr Chris Green, Director of Pharmacy and UKCPA Chair presents the award to Joanne Crawley, Principal Pharmacist for Medicines Management and Kate Oates, Antibiotic/HIV Pharmacist. Haley Toop, Diabetes and Endocrinology Pharmacist and the third author, was by coincidence in Kisiizi at the time carrying out audit work to see if prescribing standards had been improved as a result of the work.



Lowering carbon future with Carbon Trust Standard

The Countess of Chester Hospital has been awarded the Carbon Trust Standard after taking action on climate change by measuring, managing and reducing its carbon emissions by approximately 11%.

The Carbon Trust is a not-for-profit company with the mission to accelerate the move to a low carbon economy, providing specialist support to business and the public

sector to help cut carbon emissions, save energy and commercialise low carbon technologies.

The Carbon Trust Standard recognises organisations like the Countess for real carbon reduction. Based on a rigorous, independent assessment, it certified

that the Countess has measured, managed and reduced its carbon emissions across operations, and is committed to reducing them year on year.

The Trust's Director of Nursing, Quality and Environment, Gaynor Hales, said: "We're delighted to have achieved the Carbon Trust Standard. It is a great way of showing that we are on the front foot when it comes to carbon management best practices, and gives us an opportunity to communicate our environmental credentials with integrity to those that matter."

The Trust's Head of Estates, Steve Deveney, added: "Cutting carbon is a priority for us as a business and delivers many tangible benefits. We have already cut our carbon emissions year on year for the last three years as part of the initiative and we are committed to making further reductions in the future. Going through the assessment process

to achieve the Carbon Trust Standard helped us to not only measure our carbon footprint, but also benchmark our performance and identify areas for improvement bringing significant cost savings across our operations. In the current climate it's essential that we remain competitive, and the Carbon Trust Standard is another way we can stay ahead of the game."

The Countess joins a group of just 500 organisations across the UK who have achieved the Carbon Trust Standard since it was launched in 2008.

Keep an eye out for more information on the Trust's War on Waste campaign, currently being launched!

War on Waste will help to reduce waste of DRUGS, ENERGY and PRINTING across the Trust



Cycle Chester Challenge

In March 2011, the Countess signed up as an organisation to take part in the Cycle Chester Spring Challenge, after the success of the October Cycle Challenge, where throughout Chester 615 cyclists got on their bikes to commute 27,000 miles.

Cycle Chester's aim was to see more cyclists than ever on the roads, taking advantage of the longer days and warmer weather. Staff at the Countess registered online and logged their journeys to work during the challenge – receiving a prize for participating.

Workplaces throughout Chester were grouped by number of employees and

the workplace with the most journeys won a prize. During this challenge staff at the Countess clocked up 3,400 miles and as a result of the enthusiasm and determination won two bikes.

The bikes were Raleigh Urban 2 commuter bikes and come with accessories. All staff who registered had their names put into a draw and Director of Nursing, Quality and Environment, Gaynor Hales, kindly carried out the draw for the bikes. Congratulations to the winners, Clare Edwards (Urgent Care Matron) and Lee Craggs (Porter).

The Trust is committed to increasing the number of staff coming to work on their

bikes, and improving facilities on site.

For further information please contact Sue Donaldson, Supply Chain Manager on x6698.



Fire safety

15 UK hospitals required the evacuation of patients, staff and visitors as a result of fires during the last 30 months.

It is with that shocking fact in mind that Reuben Bellis, the Trust's new Fire Safety Advisor, decided that there is a need to raise awareness of Unwanted Fire Calls (UWFCs) and the role and purpose of Fire Doors.

Causes of Unwanted Fire Calls

1. Steam from kettles, baths, showers
2. Fumes from cooking (e.g. toasters / microwaves)
3. Aerosol sprays
4. Smoking materials
5. Detectors and fire alarm systems being isolated when work taking place (e.g. contractors)
6. Mobile phones being used in close proximity to detectors
7. Smoke from external sources (e.g. rubbish burning, BBQ's)
8. Dust and particles collecting into nearby detectors
9. Candles and incense
10. Insect infestation

By recognising what activates smoke and heat detectors we can all play a part in driving down UWFCs, thus ensuring that the Trust and the Emergency Services get on with the

business of treating patients and dealing with genuine emergencies.

What to do when there is a fire

If it is safe to do so, check the origin of the fire or smoke (this should take you no more than 30 seconds). If it does appear to be a genuine fire, break the nearest 'break glass' call point and inform the switchboard on x2222 of your findings and follow the fire routine procedure.

The Role of Fire Doors

A survey carried out in 2007 called 'Kick the Wedge' questioned 100 Accredited Fire Risk Assessors or Fire Safety Officers. The following was revealed:

- 80% of fire doors were incorrectly fitted or damaged in areas where flammable or explosive materials are found.
- 80% of Fire Exits were obstructed during an inspection.

Fire doors hold back fire and combustion products enabling you and patients to escape and carry out progressive horizontal evacuation to a place of safety. They help contain and reduce "fire damage" enabling buildings to be re-instated more quickly. They also assist the Emergency Services in fire-fighting operations by containing the fire and providing a clear route to the scene of the fire.

Fire Doors can only do these things "if" they are not taken for granted and are not abused (wedged open / damaged or obstructed),

For more information about Fire Safety, please email Reuben at: reuben.bellis@nhs.net

Advancing quality is hitting the road... and coming to Chester!

Staff from the Countess are invited to attend a roadshow this autumn to learn about the latest developments in the Advancing Quality programme.

Advancing Quality (AQ) improves patient outcomes by focusing on adherence to key, evidence-based clinical interventions. It supports improvement by using robust measurement and benchmarking and a shared learning approach. The Countess is scored by how well the Trust performs in five clinical areas – heart failure, heart attack, stroke, hip and knee replacement surgery and pneumonia.

Several roadshows are planned throughout September and October across the North West and will be arriving in Chester on Wednesday 5th October at the Ramada Jarvis Hotel, Whitchurch Road.

The Trust's team, or any staff who want to find out more about the programme, are invited to attend one of two half-day sessions, 10am-12:30pm or 1.30pm-4pm, with lunch provided.

Full details of the AQ roadshows and how to register, including the alternative roadshow dates and venues, are available via www.advancingqualitynw.nhs.uk/roadshow.

One Stop Shop Voice clinic

A new clinic has been set up at the Countess to provide a 'one stop shop' for patients with voice problems, resulting in a better quality service.

Mr Jawed Tahery (ENT Consultant) and Claire Hankinson (Advanced Speech & Language Therapist) recently launched the joint voice clinic, which will see people who present with a dysphonia (voice problem).

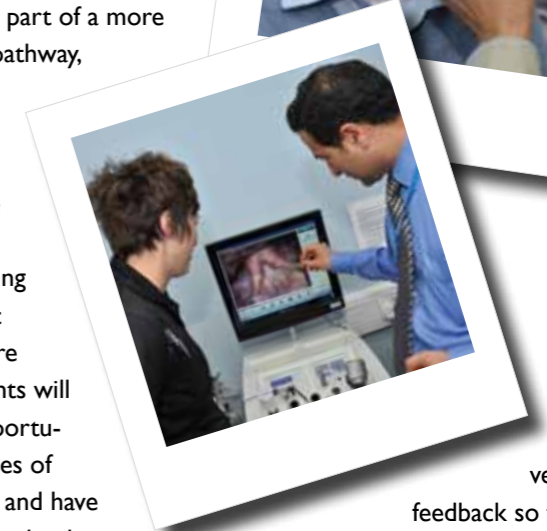
This 'one stop shop' service allows patients to be seen by ENT specialists and Speech and Language Therapists (SALTs) in one setting, allowing them to receive the appropriate treatment promptly.

Patient assessments take place at the specialist joint voice clinic, where the ENT Consultant and SALT see the patient together. The joint voice clinic provides an effective way of sharing knowledge and information on investigations and assessments to identify the

cause of a voice problem, to make a diagnosis, and to evaluate the appropriate courses of treatment.

As well as providing a better quality service as part of a more efficient patient pathway, the joint voice clinic also aims to make the experience more beneficial to the patient, by involving them in the clinic appointment more proactively. Patients will also have the opportunity to view images of their vocal cords and have information more clearly explained to them by both members of the team.

Mr Tahery and Claire Hankinson said: "We feel that this new clinic greatly benefits the patient as it is more structured and convenient as well as highly engaging and informative. We



have received very positive feedback so far and we hope to continue providing this innovative service to our patients."

For more information about the joint voice clinic, please contact either Jawed Tahery on x6322 (email jawed.tahery@nhs.net) or Claire Hankinson on x5235 (email claire.hankinson@nhs.net).

New passport and ID photograph service

Launched earlier this month, the new passport and ID photograph service in Medical Photography and Illustration has proved a big hit.

Taking advantage of a fully equipped photographic studio, you can purchase a sheet of 6 images - all meeting passport approved standards for £6.50.

The photographs are high quality, waterproof, do not tear and there

is no photobooth to contend with. Images can even be previewed before they are printed so you can be sure you are happy with them.

To book an appointment for yourself or a family member, please ring Medical Photography directly on: 01244 365431



Major refurbishment for Emergency Department

The Countess has completed a major refurbishment to its Emergency Department and patients will now start to see the fantastic developments that are taking place.

As part of a two million pound investment programme for Emergency Medicine, the Trust has undergone a refurbishment programme to the Emergency Department's Majors area which has added three cubicles and increased the resuscitation patient capacity from two to three.

The refurbishment work started in late 2010 and the newly refurbished Majors area and the new resuscitation facility recently became fully operational.

Debbie Bryce, Business Performance Manager for the Acute Directorate at the Countess, said: "This refurbishment will improve the Emergency Department's environment for patient care and for staff. The staff are extremely pleased with the results of the work so far."

The final phase of

the refurbishment programme was completed at the end of August. Debbie added: "We will see real benefits to the clinical environment for patient care and for staff who work in this extremely busy department."

Although patients are set to see the benefits of these new facilities, the Emergency Department is still keen to encourage members of the public to use the Emergency Department wisely over the coming months.

The Emergency Department (also known as A&E) is for life-threatening and serious conditions only. The NHS's 'Choose Well' campaign highlights local GPs, walk-in centres, pharmacists, and NHS Direct as just some of the alternatives to A&E which are available to assist with minor conditions and illnesses.

For more information, please visit: www.choosewell.org.uk.



Blood Donor day

To celebrate World Blood Donor Day, NHS Blood and Transplant (NHSBT) donated a flower bed at the front of the hospital directly opposite the main entrance.

This is the second year they have donated the flowers in this bed, in thanks for the continued pro-active support given to them by the Countess and also as a visual reminder to people of the importance of giving blood.

Trust meets essential dignity and nutrition standards for older people

A report by the Care Quality Commission (CQC) awarded the Trust with the highest compliance category possible for meeting essential quality and safety standards for older people.

The review was part of an inspection programme to assess how well older people are treated during their hospital stay. In particular, the inspection focused on whether they were treated with dignity and respect and whether their nutritional needs were met.

An inspection team visited the Trust's Medical Assessment Unit (MAU) and Ward 53 (Tower Ward), to observe how people were being cared for by speaking to patients and staff during the visit.

The investigation centred around two outcomes. The first outcome stated that 'People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run.' The second outcome stated that 'Food and drink should meet people's individual dietary needs.' It was

found that the Countess is meeting both of these essential standards.

According to the report, all of the patients who inspectors talked to said their needs were met and that they were given information and encouraged to take part in drawing up their plan of care and felt confident that if they didn't understand anything they could ask for further explanation.

The Countess of Chester Hospital's Director of Nursing, Quality and Environment, Gaynor Hales, said: "I am extremely pleased with the Trust's performance and this indicates the excellent standard of care provided by all members of staff to patients. We aim to treat every single patient as an individual with respect and dignity, as well as catering for basic needs and requirements.

"Thanks to the effort of our staff, this report demonstrates that we are among the best Trusts in the country for providing such care."



Ken Clemens, Policy & Campaigns, at Age UK Cheshire, added: "Every patient should be properly fed and treated with dignity as part of the basic care in hospitals, and the really good news for us here locally is that the Countess of Chester Hospital is one of those hospitals that has been clearly identified by the CQC as getting things right, the Countess received the highest compliance category in all the areas inspected and this should be acknowledged and very much welcomed by all here in West Cheshire."

Annual Members' Meeting

The Trust's Annual Members' Meeting is taking place on:

Tuesday 4th October 2011 from 5pm at the Trust's Education & Training Centre.

This is an opportunity to meet staff and see examples of the developments and achievements made during the last



The Macmillan Support and Information Centre

The Macmillan Support and Information Centre opened on the 17th May 2011 and is a joint initiative between Macmillan Cancer Support and the Countess of Chester Hospital.

The centre provides an easily accessible and informal space where people affected by cancer may either drop in or visit by appointment to discuss their situation in a friendly, confidential environment.

There have also been a number of enquiries from people with other long term conditions and this group of visitors are equally welcomed and supported.

Fourteen trained hospital volunteers support an experienced cancer nurse with the day to day running of the centre. In addition, 15 volunteers provide the 'Look Good, Feel Better'

programme and 7 Breast Cancer Care volunteers run the Headstrong service.

Literature on all aspects of living with cancer is available in a variety of formats including books, internet access, CD, audio tape and DVD. There is also specific literature about cancer screening, treatment and palliative care available for people with learning disabilities and their carers. Some of the written literature can be obtained in braille and can also be translated. Over 200 different books and leaflets are freely available within the centre and almost 500 have been distributed so far. In the first 8 weeks there were 595 visitors; of these just under 500 were first time enquirers.

Here are the top reasons why people use the service:

- Emotional Support 16%
- Person with cancer 33%
- Benefits and finance 12%

- Carer of person with cancer 58%
- Finding out about local services 11%
- Health Care Professionals 5%
- Treatment 9%
- Other enquirers 4%
- Specific cancer type 9%

Other services provided by the centre for local people

- Look Good Feel Better - a monthly skin care and make up session for ladies to boost confidence and address the appearance related effects of treatment.
- HeadStrong – weekly advice and support for people experiencing hair loss as a result of cancer treatment.
- Living Life After Treatment - a 5 week course for those who have completed treatment looking at the issues associated with moving forward.
- Living With Cancer – a monthly group in Ellesmere Port for anyone affected by cancer
- Referral or signposting to

other services such as complementary therapy, welfare benefits services and counselling are available within the centre.

The centre will be officially opened on the 30th September to link in with the Macmillan Cancer Support "Worlds' Biggest Coffee Morning".

For more information please contact Liz Taylor on 01244 364 948

Board of Directors' meeting dates for 2011

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Date	Venue	Time
Tuesday 1st November 2011 (held in public)	Boardroom	1.15pm

Board of Governors' meeting dates for 2011

Date	Venue	Time
Tuesday 6th December 2011	Lecture Hall, Education and Training Centre	5.00 pm

What our patients are saying

Here are some of the comments we've received from patients about the excellent service that our staff are providing:

"Excellent breastfeeding support from the midwives, health visitor, breastfeeding café and especially the lactation clinic."

"Staff were excellent, very professional and extremely hardworking."

"The quality and variety of the food was excellent."

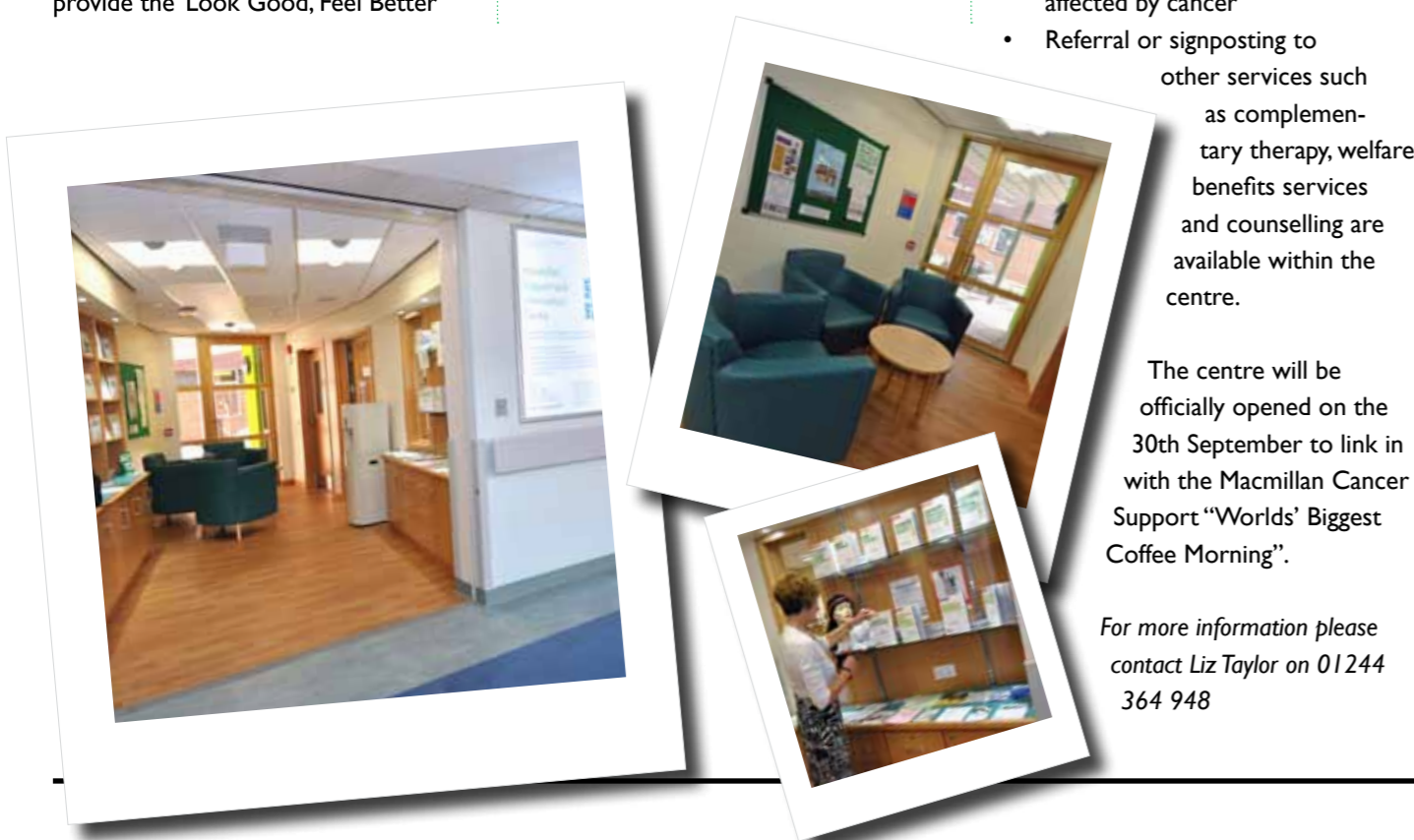
"If I was to go to a hospital ever again I would definitely choose the Countess of Chester."

"I could not have been treated any better by any member of staff."

"Every member of staff from domestic upwards were excellent."

"We are very pleased with the team in A&E, they were very professional and attentive with our separate needs as a patient and as parents."

The above are all real comments contained within our ongoing patient satisfaction surveys.





Join in the SANTA DASH

You can be part of something new and exciting this Christmas by taking part in Chester's first ever Santa Dash, where you can run or walk 4km to raise funds for two very worthy local causes.

The Chester Santa Dash – which takes place from 9.30am on Sunday 11th December 2011 - is a Fun Run which makes its way through Chester City Centre but participants can also walk the 4km route if they wish.

The Chester Santa Dash, sponsored by M&S Money, is open to all ages and costs £10 per person; your entry fee includes a Santa suit, (adults only) reindeer antlers (children only) plus seasonal refreshments and a unique souvenir to mark your achievement.

Money raised from this event will be used to purchase beds for parents of children being treated on the Childrens Unit at

the Countess and will also go to the Hospice of Good Shepherd's REFLECT Children's Bereavement Service.

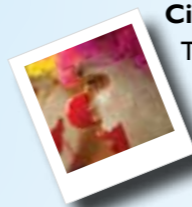
Events Co-ordinator at the Countess, Kathy Kenney, said: "The Countess previously organised the Santa Stroll events which were a huge success. By joining forces with the Hospice, we can make this an even bigger and better event and raise lots of money for two great charities. I would like to encourage everyone to get involved in launching this exciting new event."

The event also requires over 50 volunteers to help. So if you are able to spare a couple of hours to volunteer please indicate this on the registration form. The jobs where help is needed include registering walkers, giving out medals, marshalling the route and serving refreshments.

You can enter or find out more information online by visiting: www.chestersantadash.com Alternatively, please call the Countess of Chester Hospital on 01244 366 672 or the Hospice of Good Shepherd on 01244 851 811 for more information.



Fundraising Events



Circus Starr
To be held at Chester Racecourse. Limited number of reduced price tickets on sale at £7 each. In support of our Special Care Baby Unit, 29th September. For tickets contact Angie on 01244 366240



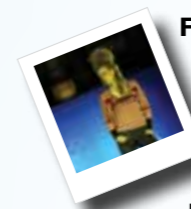
Quiz and Curry Night
To be held at The Ship, Handbridge. Teams of 4 at £10 per head. Takes place on 4th October. Tickets available in the fundraising office.



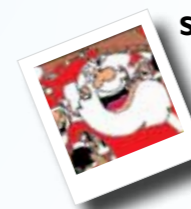
Think Pink Day
Chester FC – A great fun day in support of the Breast Care Unit. Reduced price tickets available and much more. Takes place on 29th October. Further information to follow soon.



C Factor
To be held at the Mollington Banastre with tickets priced at £12.95 including a hot pot supper on 11th November. Application forms to enter are available from the fundraising office at £7.50 per person. Tickets for the event also available from the Fundraising Office.



Fashion show
To held in the Long Room at the Eaton Estate. Fashion show and 3 course ladies lunch on 15th November. Tickets are £45. For more information contact Lynda Coulter on 01244 366416



Santa Dash
4km fun run through Chester City Centre, Takes place on 11th December. Application forms available at the Countess of Chester Hospital Fundraising Office or download at www.chestersantadash.com

Chairman presents to Chester University



Trust Chairman, Sir Jim Sharples recently gave a presentation to the Chester University of the 3rd Age (U3A).



U3A is a national network of educational and leisure activities organised for and by the retired and others with time to devote to learning and teaching. Over 150 of their members visited to hear about the work of the hospital. This was followed by a lively question and answer session and informal chats with Governors of the hospital.

If you would like to enquire about a presentation from the hospital for your group or organisation, please contact Claire Raggett on 01244 365816.

Its back! The 'C' Factor 2011!

After the success of the C Factor in 2010, there will be another chance for Countess staff members to reveal a hidden talent and be a star for the night in front of a packed crowd.

This year's event is again being organised in aid of Kisizi Hospital and is sure to be a fun night in aid of a good cause. Due to the demand for tickets last year, a bigger venue has been found and the contest will take place at the Mollington Banastre on Friday 11th November at 7pm

with tickets priced at £12.95 to include a hot pot supper and a glass of wine.

If you are a member of staff and would like to take part all you need to do is complete an entry form (available from the Fundraising Office) containing the details of your act and then return it - along with your entry fee - to the Fundraising Office by Friday 7th October. The entry fee is £7.50 per person.

If you want to come along for a great night's entertainment then get your tickets



asap to avoid disappointment from the Fundraising Office at the hospital. Further information is available on 01244 366240. Tickets can be paid by credit or debit card over the phone.

Annual Members' Meeting

The Trust's Annual Members' Meeting is taking place from 5pm on Tuesday 4th October 2011 at the Countess of Chester Hospital. This is an opportunity to meet staff and see examples of the developments and achievements made during the last year.

Learn about your local hospital

During the meeting there will be updates on topics such as quality, financial accounts, and service developments. There will also be time for people to speak with staff from across the Trust about the progress being made and to view display stands with details about a number of Trust services.

Trust Secretary, Stephen Cross, commented: "The Annual Members' Meeting is a great way for the public and Trust Members to meet with staff from their local hospital and learn more about the progress and improvements which have taken place over the last year. It also gives an opportunity to hear the views of Trust members and the public."

The meeting will be held at the Countess of Chester Hospital's Education and Training Centre and will start at 5pm. All are welcome, so please come along to find out about the progress your local hospital is making.

There is no need to register or book a place, just simply put the date in your diary and turn up on the day.

For further information about any aspect of the Annual Members' Meeting, please contact: claire.raggett@nhs.net or call 01244 365 816.

For people attending the event, there will be no charge for car parking.

How to contact your Governor

Feel free to contact your Governor by email or phone.

Chester and Rural Cheshire



Stanley Skyrme



Marilyn King



Helen Clifton



Richard Taylor



George Potter



Elizabeth Bott



Sue Elphick



Tom Bateman

Ellesmere Port and Neston



Pat Clare



Keith Higham



Stan France



Sue Kettle

Flintshire



Barry Harrison



Eleanor
Hornsby



Gordon Donaldson

Staff Governors



Sue Sheldon



Dr Richard
Nelson



Roger Howells

Email: council.governors@nhs.net or call 01244 365816



Countess MATTERS

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Tell us what you think!...

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Editor, ext 6381

Sue Elphick MBE: Governors' Editor.

Deadline for next issue: Friday 18th November 2011