

QE News

January 2016

Sporting hero opens world class path lab - page 3



News in brief

Campaign to make carers feel more welcome

Our wards are now even more welcoming to carers with the launch of Carers' Passports across the hospital. Carers can ask the ward staff for a Carers Passport so they can visit outside of visiting hours, while the wards will have signs saying 'CARERS ARE WELCOME HERE' to make sure they know that we want to work in partnership to care for their loved one.

We welcome our new hospital chaplain

Rev'd. Gareth Rowlands has been licensed as the Trust's new Lead Chaplain by the Rt. Rev'd Mark Bryant, Bishop of Jarrow. Gareth is replacing Jonathan Perry who retired in the summer after more than 25 years' service at the Queen Elizabeth. The chaplaincy team offer spiritual, religious and pastoral care for hospital staff, patients, their relatives and carers, of any faith or belief (or none).

Excellent care at new hospital unit

An outpatient unit at our Emergency Care Centre has won a national award for excellence. The Ambulatory Care team was presented with an award for 'Project Team Resilience' at the National Ambulatory Emergency Care Network (AEC) conference. Ambulatory Care offers patients access to urgent diagnostics and medical review without the need for being directly admitted into hospital.

Welcome to the January edition of QE News, your foundation trust membership magazine

Welcome to QE News

Firstly can I take this opportunity to wish all our members, governors, staff and patients a very Happy New Year from everyone here at QE Gateshead.

The last 12 months have been both very exciting and extremely challenging, but we can move into 2016 with confidence and some outstanding new facilities at the hospital.

Our new Emergency Care Centre (ECC) is now well established and I know that the improved environment, treatment and experience that patients receive there is proving incredibly popular with the local community.

The industry-leading Pathology Centre that we have built on-site is also attracting major attention from across the whole world with clinical teams from China, Israel, Australia, Germany, USA and the Middle East all coming to visit Gateshead to see the new equipment that we've put in place.

You can read more about the official opening of the lab on page 3 where we welcomed one of the region's best loved sporting figures to take a tour of the wonderful new building and meet the team working there.

The importance of getting quick, accurate test results is valued by both patients and doctors in helping to assess what may be wrong and how they can be treated to the highest possible standard. Bringing this expertise under one roof and using the very latest in specialist technology for pathology, has huge benefits for patients in this part of the North East.

We're extremely proud of this new centre of excellence and the potential it has for improving the way hospitals can access test results. In fact, this development has already attracted interest from other parts of the UK and the rest of the world because the specialist equipment is so cutting edge.

Staying with the theme of technology we have also become the first Trust in the North East to offer all our patients and visitors free WiFi access throughout the hospital. A recent government report has highlighted the importance of this service, so it's good that once again we're ahead of the game when it comes to patient experience.

We hope that enabling access on smartphones or tablets will help people keep in touch with their family, friends and loved ones during what can often be a stressful and anxious time. It will also provide a much easier way of finding directions, accessing healthcare information, getting details about public transport or just staying connected while waiting for an appointment.

However, this winter period has once again proved a major challenge to the NHS right across the county and our Trust is no different. The demand facing the whole healthcare system has been unremitting and at times we've faced unprecedented demands on our services.

Once again I'd like to thank all our staff and everyone involved in the QE for their continued hard work, commitment and passion during this time, because those unique qualities really shine through in the patient care we are able to provide.

Ian Renwick
Chief Executive
of QE
Gateshead



Sporting hero opens world class path lab

Our new, state-of-the-art NHS laboratory has been officially opened by one of the country's best known athletes, Baroness Grey-Thompson.

The £12m facility provides clinical testing to patients across Gateshead, Sunderland and South Tyneside, bringing world class technology to hospitals and GPs across the region.

Baroness Grey-Thompson, who now sits in the House of Lords, formally opened the new unit with the chairman of QE Gateshead Julia Hickey. Tanni Grey-Thompson is the winner of 11 Paralympic medals and has won the famous Great North Run eight times - more than any other athlete.



Julia Hickey with Baroness Grey-Thompson and Ian Renwick

When it comes to pathology most people instantly think of TV shows like *Silent Witness* or *CSI*, but in fact these services are a vital part of all healthcare with testing in labs involved in more than 70% of all diagnoses made by the NHS.

Some of the technology on show may remind people of those famous TV programmes because our lab is a new, state-of-the-art facility operating at the cutting edge of pathology testing services in the UK.

The specialist unit contains some globally recognised new technology that provides health professionals with all the medical testing needed to run a modern hospital and deliver fast, accurate results for patients.

Pathology services are an essential part of the efficient and safe running of a hospital, analysing the thousands of tests that are done for patients every day such as fertility tests, blood or urine analysis, tests for infection and diagnosing cancer.



Lab manager Chris Charlton giving a tour

Baroness Grey-Thompson said: "I was delighted to be asked to open the new Pathology Lab at the Queen Elizabeth Hospital. It is amazing to see such cutting edge technology brought to the North East and I am sure it can bring more benefits with it as the lab becomes more established."

“ It is great to know that it has garnered interest from around the world and I think that is testament to the Trusts getting together and making the new lab work, it can only be a good thing for the North East ”

Julia Hickey, Chairman of QE Gateshead said: "This fantastic pathology centre of excellence and our brand new emergency care centre will go on to serve the people of Gateshead, and indeed the wider North East for many years to come. These new buildings represent a real investment in Gateshead and show a determination by this Trust to provide the highest levels of care and treatment to our local communities."

Free WiFi for patients and visitors



Nursing staff demonstrate how to use the free Wi-Fi

QE Gateshead has become the first hospital in the region to offer free WiFi internet access for patients and visitors while they are on the wards or public areas of the building.

People can connect their smartphones and tablets wirelessly and free of charge while they are cared for in hospital or visit their loved ones. The move is part of the hospital's vision to provide an excellent patient experience and shape services around the needs of the local community.

Internet access is now an important part of modern life helping patients find directions, access healthcare information, get details about public transport and stay connected while they wait for appointments. It will also help patients who need to stay in hospital keep in touch with family, friends and loved ones during what can often be a stressful and anxious time. Allowing patients to easily surf the internet, communicate through social media or send and receive emails can help reduce the isolation that can build up during long or frequent hospital stays, while

the need to help patients 'stay connected with life outside hospital' is well recognised by clinicians.

“ Anything we can do to improve the patient experience is a good thing and can only have a beneficial impact on people's recovery. ”

The free WiFi will also be an important benefit to children who can access educational materials to keep up to date with school work while they are in hospital or just to have some entertainment

during waiting times. It will also help busy people visiting day clinics or outpatient appointments to keep in contact with work while they wait.

Hilary Lloyd, director of nursing at QE Gateshead said: "Anything we can do to improve the patient experience is a good thing and can only have a beneficial impact on people's recovery. Technology has moved on so quickly that we all take communications over the internet for granted but that can become difficult and frustrating when coming into the NHS for treatment. Staying in hospital can be an anxious, stressful and at times tiresome experience for patients so if we can help provide a way of keeping in touch with their friends, loved ones or support groups while they recover then that's a real boost for everyone."

Membership

Calendar of events

JAN
27 **Board of Directors' Meeting**
Education Centre, Queen Elizabeth Hospital at 9.30am

FEB
17 **Medicine for Members - Prostate Cancer**
Education Centre, Queen Elizabeth Hospital from 6.15pm to 8.00pm. Registration opens at 5.30pm where refreshments will be served
Come along to find out more about prostate cancer including symptoms, diagnosis, causes and treatment available at the QE

FEB
24 **Council of Governors' Meeting**
Education Centre, Queen Elizabeth Hospital at 10.00am

MAR
30 **Board of Directors' Meeting**
Education Centre, Queen Elizabeth Hospital at 9.30am

APR
20 **Medicine for Members - Dementia**
Education Centre, Queen Elizabeth Hospital from 6.15pm to 8.00pm. Registration opens at 5.30pm where refreshments will be served

Come along to find out more about dementia including symptoms, diagnosis, causes and treatment available at the QE

APR
27 **Board of Directors' Meeting**
Education Centre, Queen Elizabeth Hospital at 9.30am

MAY
25 **Council of Governors' Annual General Meeting**
Education Centre, Queen Elizabeth Hospital at 10.00am

JUN
15 **Medicine for Members - Organ Donation**
Education Centre, Queen Elizabeth Hospital from 6.15pm to 8.00pm. Registration opens at 5.30pm where refreshments will be served
Come along to find out more about organ donation

Membership Office contact information

The Membership Office can be contacted by post to:

FREEPOST NAT14353

Gateshead Health NHS Foundation Trust
Queen Elizabeth Hospital
Sheriff Hill
Gateshead
NE9 6BR

by telephoning:

0191 445 3713 (voicemail available out of working hours)

via email to:

foundation.enquiries@ghnt.nhs.uk

Send us your email addresses

Members can receive their copy of QE News either by post, by email or by accessing a copy on the Trust's website.

However, we are always looking at ways to improve how we keep in touch with members. To assist this, we would be grateful if you could send us your email address so that we can send future communications - including QE News - to you electronically.

Over 1,400 members have already supplied the Membership Office with an email address. However, a number of these emails are no longer in use. If you have supplied us with an email address and it needs updating, please let the Membership Office know.

If however, you would like to receive a posted copy of the newsletter and currently do not receive it this way, then please contact the Membership Office to request this.

Introduce a friend

Do you have any family or friends who would like to become a member? If yes, it's easy for them to join.

They can either complete the membership application form online at <http://www.qegateshead.nhs.uk/apply> or contact the Membership Office direct for an application form. This can be done by telephoning 0191 4453713 or sending an email to foundation.enquiries@ghnt.nhs.uk

Once their completed application form is received, we will confirm their membership and send out a membership card.

Go on - why not introduce a friend today!

Election Results

Following the close of the elections at the end of December 2015, seven of the ten were filled and the new governors began their terms of office on 5th January 2016.

Congratulations and welcome to Steve Connolly and Michael Loomer who were successfully elected for three year terms to represent the Central constituency.

Alan Dougall, public governor for Eastern and Jacqueline Lockwood, public governor for Western were both re-elected unopposed for another three year term.

We also welcome new staff governors Fiaz Ahmad, Anaesthetist/Intensivist, Joanne Coleman, Strategic Safeguarding Lead and Andrea Hayward, Legal Services Manager who were all elected

unopposed for three years in the elections which concluded at the end of December 2015. They bring a wide range of NHS experience to their new roles and are all very keen to ensure that staff are represented and that their voices are heard.

We would like to say thank you and goodbye to Sheila Gallagher, public governor for Central who didn't stand for re-election. We wish her the best of luck for the future.

Also thank you to Francis Kanu, public governor for Central who wasn't re-

elected this time round. Francis has served on the Council of Governors for three years.

All other governors remain unchanged. The Trust would also like to thank those members who stood for election but who were unsuccessful. We do hope that they will continue to support the Trust's membership and perhaps stand for election again in the future.

If you would like to contact any of the governors, please contact the Membership Office on 0191 4453713 or by email to governors@ghnt.nhs.uk



New governors left to right: Michael Loomer, Steve Connolly, Pam Dawson, Joanne Coleman, Andrea Hayward and Fiaz Ahmad

New Appointed Governors

The Trust has welcomed two new appointed governors to the Council of Governors.

Professor Pam Dawson, Northumbria University

Pam Dawson is the Associate Dean (Strategic Workforce Planning & Development) at Northumbria University.

Judith Doyle, Gateshead College

Judith Doyle is the chief executive and principal of Gateshead College.

She has over 20 years' experience in the Further Education sector and has developed a range of leadership skills during this period.

She is passionate about the positive force further education and skills development can be in transforming lives, communities and economic regeneration.

Your Governors - Working For You

Since the last newsletter, governors have been very busy. They have met twice as a Council of Governors and have attended the Barmoor Hub in Ryton and Gateshead Older Persons Assembly AGM. They have also been involved in a follow up way-finding session looking at the Trust's new signage around the hospital.

At the AGM in September, the governors received the Trust's Annual Report and Accounts for 2014/15 along with the Annual Management Letter 2014/15. They were also given routine assurance reports on finance and performance.

In September, a small number of governors attended a Regional Governor Event in Durham. This event allowed governors to learn more about the NHS in a local context, the role of governors in integration, governors and CQC inspections and sharing good practice in evaluating the effectiveness of the Council of Governors

At the Council of Governors meeting in November 2015, governors heard

about the Trust's "Think Safe" Project from Head of SafeCare, Nicola Stefanou. They also received assurance reports on finance and performance

At the meeting they also appointed a Lead Governor (see separate article), ratified the appointment of a new Non-Executive Director and approved amendments to the Trust's Constitution. A copy of the constitution can be viewed on the website here <http://www.qegateshead.nhs.uk/membership>

Papers for the Council of Governors meetings can be viewed on the Trust's website <http://www.qegateshead.nhs.uk/governor meetings>

New Non-Executive Director Joins The Board



Mr David Shilton joined the Trust Board as Non-Exec Director in Sept 2015. After qualifying he worked in a number of clinical areas before working as a nurse manager in both the NHS and independent sector. His most recent role was as Executive Nurse Director in South Tyneside, a post he held from April 1993 until his retirement in January 2012.

Join the conversation online

Social media is now a huge part of modern life and in Gateshead we want to embrace those changes to engage with patients and the wider public using the channels that suit people best.

For many people social media is a quicker, more convenient and accessible way of getting news, updates, information and more importantly having conversations about what matters to them most when it comes to healthcare and the NHS.

Open and honest communications are key principles in the way we operate as a foundation trust and social media is an important way of helping us do just that. We now use six of the biggest social networks including Facebook, Twitter and LinkedIn. You can keep right up to date with everything going on at the Trust by connecting with us on one of our social media channels. So why not search for us on your favourite social media site or check our website for more information: www.qegateshead.nhs.uk/socialmedia

Lead Governor Appointed

In November 2015 the Council of Governors formally approved the appointment of Jim Holmes as Lead Governor for a 12 month period.



Jim Holmes, who has been a governor of the Trust for ten years, was recently appointed to the role of lead governor.

The role of the lead governor is to facilitate direct communication between Monitor, the sector regulator for health services in England, and the Trust's Council of Governors. However, communication between Monitor and the governors would only take place when there is a real risk that the Trust is in significant breach of its licence.

Jim Holmes, Public Governor for Central and Lead Governor

Volunteering

At the QE Gateshead we recognise and value the contribution that volunteers make to our services.

Volunteers play an important role in complementing and enhancing the work of our staff. They fulfil a variety of roles at QE Gateshead but their main role is to enhance the patient experience. They do not perform any clinical roles, but they are able to experience what it would be like to work in a hospital environment.

We currently have a number of volunteering opportunities available.

- Dining Companions
- Emergency Care Centre Volunteer
- Meet and Greet Volunteer
- Maternity Volunteer
- Patient Experience Volunteer
- Jubilee Day Unit Support Volunteer
- Head-Dress Service Volunteer
- Chemotherapy Day Unit Volunteer

Anyone over the age of 17 can become a volunteer at the hospital.

Anyone interested will need to complete an application form in order for us to obtain your details and to ensure that we match you with an appropriate volunteering role.

Volunteers undergo a health check to establish fitness to undertake the role and to identify if any modifications are required to assist you to undertake the role.

Volunteers are also required to complete a Disclosure and Barring Service check. This is due to the nature of volunteering in the NHS and it is a requirement to undertake these checks on anyone working paid or unpaid on the premises in order to protect patients.

If you would like further information, please contact Judith Portlock, Volunteer Services Manager, via email judith.portlock@ghnt.nhs.uk or telephone 0191 445 2343.

“For the past sixteen years I have been a volunteer at the QE Hospital. It has been very fulfilling and rewarding, and I feel appreciated by the staff. I am made to feel part of a team, not just tolerated and that means a lot to me.”

Brian, Volunteer

Council Of Governors' Annual Report



The Council of Governors' Annual Report 2014/15 was presented to the Annual General Meeting in September 2015, and is now available to download from www.qegateshead.nhs.uk/governors.

If you would like to receive a printed copy, please contact the Membership Office to request this.

The report contains information on the work of the governors during 2014/15, their duties and future plans.

Volunteer Patient Library Service

The Trust is currently working on a volunteer led library service to be offered to all patients at the QE.

In order for us to establish an assortment of books we are reaching out for your help.

Do you have any books that are in good condition that you could donate to the library service? If you do have any books you would like to donate books to this worthwhile cause, please bring them in for us.

Please contact Judith Portlock, Volunteer Services Manager on 0191 445 2343 or email to judith.portlock@ghnt.nhs.uk to arrange a time to drop any books off.



Membership card

As a member you should have received a membership card.

You can use this card to receive discount in the restaurants at the Queen Elizabeth Hospital and Bensham Hospital.

If you haven't got a membership card and would like to request one please contact the Membership Office.



Charitable Funds



QE Gateshead Charitable Funds is the charity attached to the Trust, providing vital funds to improve the lives of our patients. From participating in events such as the Great North Run to organising family fun days and social evenings, the lengths our fundraisers will go to in their support of us is truly amazing.

If you'd like to enquire about making a donation you can contact the charity office on 0191 445 6451 or by emailing qcharitablefunds@ghnt.nhs.uk



Six year olds Lillie and Lewis ended up in our children's emergency unit recently and enjoyed looking at the developments we've put in to make the children's area more appealing and friendly for our youngest patients. The decorated mural helps the children to relax and distracts them - and it meant Lillie and Lewis could enjoy the story nurse Wendy Oliver read to them even more!

We were delighted to be asked by former England and Durham cricketer Graham Onions to attend the final event of his Benefit Year at Sedgefield Racecourse. Graham chose our Special Care Baby Unit as one of his four charities for his benefit year after the unit looked after both of his children when they were born. SCBU nurses Jackie and Denise appeared on At The Races TV talking about the unit and Graham and even got to sound the bell for the start of one of the races! Watch this space later on in the year for more information about how Graham's involvement will help our special care baby unit.



Paul Houghton had never run a 10k or a half marathon so really pushed himself to the limits when he chose to take on the Kielder Marathon in October! The race around the water took Paul four hours, 35 minutes and 10 seconds to complete and he admitted he had underestimated the challenge and ached for a long time afterwards.

He explained: "I did it for the Chemo Day Unit at the QE to say thank you for saving my mother-in-law Margaret's life. I'm quite pleased with how I did but it was hard - even the commentator said it looked like a painful finish and it was!"

Paul raised £950.

Focus On...Ward 23



This specialist hospital ward has introduced a range of innovative new measures to help create a more friendly environment for people with dementia.

More than £35,000 has been invested in Ward 23 on things like adapted lighting, new furniture, better signage and coloured cutlery to make a real difference for patients. The ward cares for people with complex and challenging mental and physical health problems, and patients are often confused or forgetful as well as very physically frail.

It also has dementia friendly signage which includes pictures as well as words to help reduce the confusion patients can experience when admitted to hospital.

One in 14 patients over the age of 65 currently has a diagnosis of dementia - around 850,000 patients in the UK and with an ageing population that is expected to increase further in 2016.

To help prevent falls in hospital the team has also changed the colour and texture of the flooring, doors, toilet seats and hand rails. They have also introduced chairs, coffee tables and a sofa to create a social space, but also to encourage patients to take frequent rests while walking around the ward.

It's not just the physical environment that has been improved because the unit now brings together skills from across the clinical and mental health professions to provide the best possible levels of care.

For example, Ward 23 now uses coloured

crockery, glasses and jugs to indicate that a patient may need extra help in taking on calories and fluids. It also ensures that staff are constantly checking that the patient's water is within easy reach.

“Our patients tell us that what they need from us is kindness, compassion, a smile, understanding and most importantly to be their voice when they are unable to speak.”

A dedicated Activity Facilitator has also been brought in to make sure patients are more active and engaged. Previously boredom was reported as being a key problem and this new role has enabled patients to be kept mobile and occupied during the long days in hospital.

Ward Sister Chris Fawcett says the investment has helped to create a calm, safe and stimulating environment for their patients: “This unique, multi-disciplinary team has really developed into something special after holding a listening exercise with patients and families to improve the



ward environment from their perspective. With capital investment from the hospital and also fundraising efforts from staff we have transformed a traditional ward into a dementia friendly environment to be proud of,” she explains.

One initiative has seen talented musicians brought onto the ward to entertain patients and help combat boredom and inactivity. Other key developments include:

- A large-faced clock which can be seen from the bed alongside an orientation board which reminds patients of time, place and day.
- Mood lighting in each room so that agitated patients can be calmed and also differentiate between day and night - which is often difficult for hospital patients.
- Separate, securely locked male and female areas to maintain privacy and dignity.
- Every day a nominated patient coordinator assesses referrals so that admission to Ward 23 can happen quickly. This can prevent confusion and delirium developing if the patient remains elsewhere.

Hilary Lloyd, director of nursing, midwifery and quality at QE Gateshead said: “Our patients tell us that what they need from us is kindness, compassion, a smile, understanding and most importantly to be their voice when they are unable to speak. Ward 23 is an excellent example of a new ‘dementia friendly’ unit.”



Gateshead best for trainee doctors

Find your PLACE...
in the North East
and North Cumbria

QE Gateshead has been highlighted as one of the country's best performing hospitals when it comes to hosting trainee doctors.

Gateshead featured an incredible eight times in the list of Top 10 Trusts in the United Kingdom based on the feedback of medical trainees.

These fantastic results were outlined in the General Medical Council's (GMC) National Trainee Survey which rated QE Gateshead as number one in the country for both overall satisfaction and creating a supportive environment for trainees on the first year of the foundation programme.

Dr Naomi Bradley, who is originally from Bristol, did her foundation training at QE Gateshead and has now decided to stay in the region to continue her career.

"The training is really well regarded and that was a big pull factor in choosing the QE. I would absolutely recommend the hospital to other people and it's the perfect place for a junior doctor to get experience. You get some brilliant exposure in terms of general and specific skills and there's always amazing support from the seniors.

"Because it's a bit smaller there's a really close-knit feeling and I've been able to build amazing relationships with consultants across the Trust," she explained.

Keith Godfrey, Medical Director at QE Gateshead said: "This is an outstanding result for the foundation programme at QE

“We are passionate about putting the patient at the centre of everything we do and I think this reflects the importance of training and development at the hospital.”

Gateshead and I think it speaks volumes about the level of support we're proving to trainee NHS Doctors.

This is an extraordinary and well deserved accolade for the trust and it's testament to the hard work of everyone working in our clinical skills and education centre, as well as all the consultants who support the foundation programme every day. It is recognition of the welcome and support that every single member of the Trust offers to our doctors.



Dr Naomi Bradley next to the sculpture 'Faith' in the Emergency Care Centre

We are passionate about putting the patient at the centre of everything we do and I think this reflects the importance of training and development at the hospital. We're playing a vital role in supporting and developing the future medical workforce at a time when there's a real issue with medical recruitment right across the country. These results will stand us in good stead so that we can continue to attract the very best trainees to the region to start a career in the North East."

Dr Jon Scott, Foundation School Director at Health Education North East said: "This is an exceptional performance. There is no doubt that the results indicate that Gateshead

Hospitals NHS Trust is the top performing Trust in the United Kingdom for the quality of Foundation Programme training as judged by trainee feedback in the National Trainee Survey."

QE Gateshead is now part of a new region-wide campaign to help promote the North East and Cumbria as a great place to train as a doctor.

The project, called Find Your Place in the North East & Cumbria, is designed to showcase the whole region to aspiring medical trainees in a bid to attract more junior doctors to local hospitals. You can find out more by visiting: www.nhsfindyourplace.co.uk

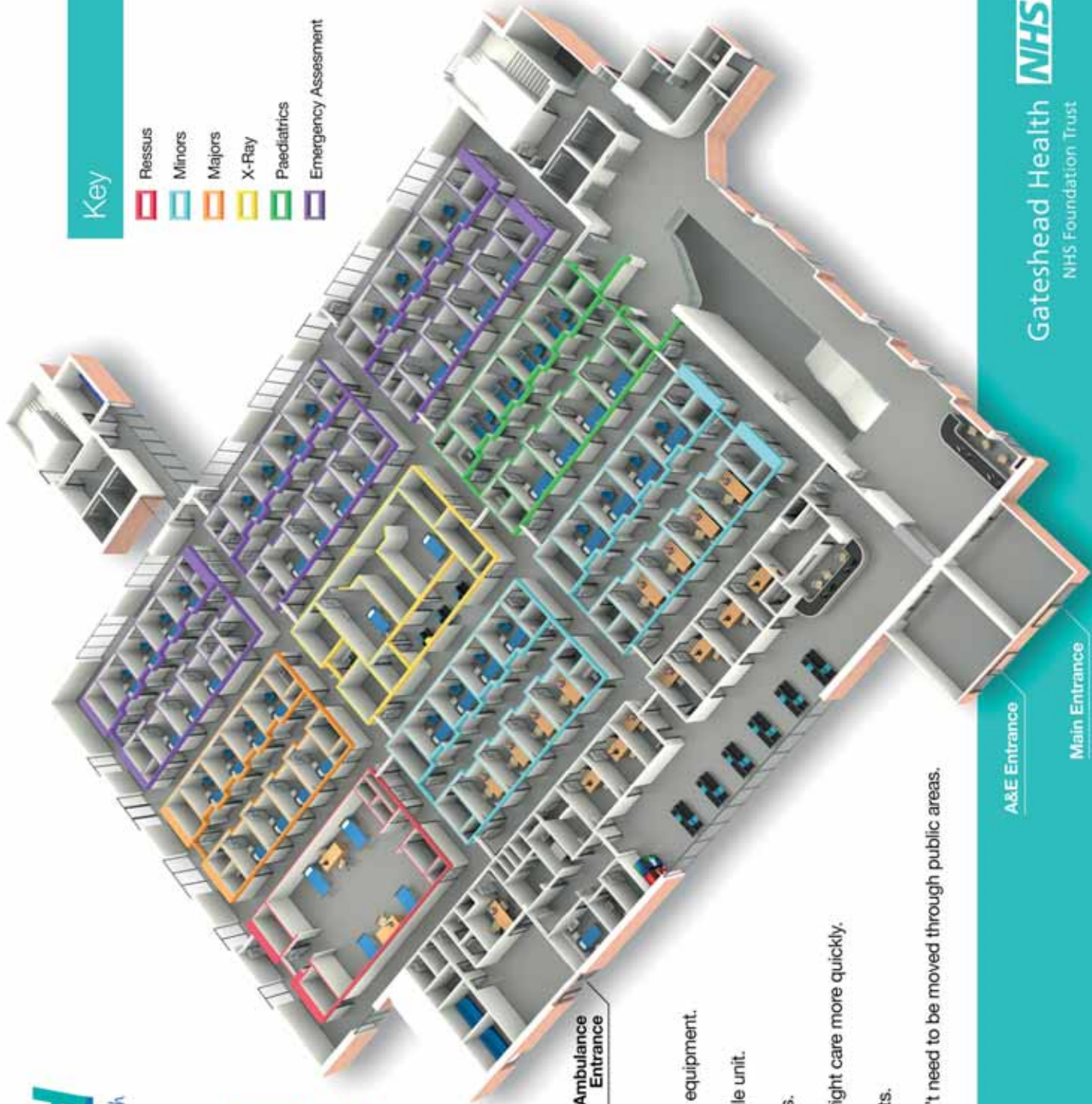
The hospital of the future

Emergency Care Centre

There when you need us the most

Key

- Resus
- Minors
- Majors
- X-Ray
- Paediatrics
- Emergency Assessment



Level 3

- 1 A state-of-the-art new building with the latest equipment.
- 2 All emergency care brought together in a single unit.
- 3 Access to hospital and other medical services.
- 4 A more efficient system that gets people the right care more quickly.
- 5 Single rooms with en suite facilities for patients.
- 6 Greater dignity for patients because they don't need to be moved through public areas.

A&E Entrance

Main Entrance

NHS
Gateshead Health
NHS Foundation Trust