Welcome from the Chairman

It is proving to be a busy summer and this edition of FT Focus brings news of very positive developments for patients in the opening of the new Acute Medical Unit. The emphasis is on improving the experience for patients who are referred directly to hospital by their GP. It is also very encouraging to see the recent assessments by the Patient Environment Action Team (see below) where the scores on environment, food and privacy/dignity were all categorised as either excellent or good.

Improving the patient experience, clinical outcomes, and access to the very best care is at the heart of the work between ourselves and Poole Hospital NHS Foundation Trust, in seeking to establish a merged organisation. This work is gathering momentum and we all believe that this model for the future will ensure safe and sustainable services for local people.

Finally, I would like to draw your attention to the work of the many volunteers for the Trust (see feature on page 4). We are enormously grateful to all those who give so many hours to assist our hospitals. Perhaps you would consider joining us in some capacity? Volunteers always tell me that they really enjoy working within our hospitals and that it is a very rewarding experience. Even if you cannot be a volunteer, your support as a member of the new merged organisation will be invaluable to ensure that the views of local people are represented in all that we do.

Wishing you a happy and healthy summer.

Jane Stichbury, Chairman

PEAT team rates RBCH highly

An assessment by the Patient Environment Action Team (PEAT) has rated the Royal Bournemouth and Christchurch Hospitals as ‘excellent’ in three areas and ‘good’ in a further three.

Assessments are carried out by NHS staff including nurses, doctors, catering managers, directors and dieticians. Governors, patient representatives and members of the public are also part of this assessment process.

The assessment provides a framework for inspecting standards which demonstrate how well individual healthcare organisations believe they are performing in key areas, including: food, cleanliness, infection control, patient environment (including bathroom areas, lighting, floors and patient areas) and privacy and dignity.

<table>
<thead>
<tr>
<th>Site Name</th>
<th>Environment Score</th>
<th>Food Score</th>
<th>Privacy and Dignity Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christchurch Hospital</td>
<td>4 Good</td>
<td>5 Excellent</td>
<td>4 Good</td>
</tr>
<tr>
<td>The Royal Bournemouth Hospital</td>
<td>4 Good</td>
<td>5 Excellent</td>
<td>5 Excellent</td>
</tr>
</tbody>
</table>
Merger update

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust (RBCH) continues the process to merge with Poole Hospital NHS Foundation Trust (PH).

You can keep up to date with the merger process at www.rbch.nhs.uk/healthyfuture

Proposed Board Appointments

Recruitment for the proposed Board of Directors, should the merger be approved, is now complete. The process has involved governors from both hospital trusts and/or external advisors. The appointments are announced as:

**Chairman:**
Jane Stichbury

**Non-Executive Directors:**
David Bennett
Pankaj Davé
Michael Mitchell
Steven Peacock
Alex Pike
Angela Schofield
Nick Ziebland

**Chief Executive:**
Tony Spotswood

**Executive Directors:**
Helen Lingham, Chief Operating Officer
Karen Allman, Director of Human Resources
Dr Mary Armitage, Medical Director
Paula Shobbrook, Director of Nursing
Richard Renaut, Director of Strategy
Stuart Hunter, Finance Director

The appointments are made to support the planning process and ensure a smooth transition of responsibility if the merger proceeds.

The Council of Governors of the new merged organisation will need to approve the appointment of the Chairman, Non-Executive Directors and the Chief Executive, should the merger be licensed/authorised.

The Boards of both Trusts are committed to the proposed merger and believe it is in the best interests of staff and patients in east Dorset. The merger creates the potential to develop centres of excellence by bringing together skills, expertise and technology, promoting safe and sustainable services.

The Trusts remain separate legal entities until the date of the merger is licensed/authorised.

Office of Fair Trading

The Office of Fair Trading (OFT) has a duty to review foundation trust mergers and to establish whether there is a significant lessening of competition as a result of the Trusts merging.

If the OFT decides there is, it will then refer the merger to the Competition Commission, which will undertake a more detailed review of the merger.

A joint draft business plan has been submitted to the OFT. Both Trusts will be working with the OFT over the next few months before it reaches a decision on whether to approve the merger or refer it.

Merger consultation

Public consultation on the governance arrangements for the proposed merged organisation concluded in April. The feedback provided during the consultation process has been reviewed and considered by the Governors and Boards of Directors of both Trusts. A summary of the feedback has been provided to all those who responded to the consultation and can be found at www.rbch.nhs.uk/healthyfuture or by contacting 01202 704271.

Membership focus

Each Trust will be contacting its existing members to see if they would like to become prospective members of the proposed merged trust and new members of the Trusts will automatically become members of the new organisation. Those who want to will also be able to become a member of the new organisation only. Application forms will be available online and from the Governor Co-ordinator, Dily Ruffer, by emailing ftmembers@rbch.nhs.uk or calling 01202 704246.

To ensure that the new foundation trust is as representative as possible of our local communities we would like existing members of both Trusts and other people living locally to become members of the new trust. Those involved with the hospitals as volunteers or as patients already understand a lot about the Trusts and what we do, but you can learn more by becoming a member.

Remember as a member of a foundation trust you will receive:

- A quarterly newsletter
- Invitations to health talks and other events in the area where you live
- An invitation to the Annual Members’ Meeting
As a member you will also be eligible to stand for election to become a public Governor and the elections for public Governors of the proposed merged Trust are scheduled to take place in the autumn.

Find out more

You can read more about the merger, including some frequently asked questions about what it could mean for you at: www.rbch.nhs.uk/healthyfuture

Email the communications team at communications@rbch.nhs.uk or call us on 01202 726172.

If you have a question let us know. Others will more than likely be asking themselves the same question so you can help us update the frequently asked questions for everyone.
Benefits for all ages when volunteering

Young people are benefitting from experience and skills through volunteering opportunities at the Royal Bournemouth and Christchurch Hospitals (RBCH).

Volunteers at RBCH give their time, free of charge, to improve the hospital experience for patients, to complement the work of paid staff and to help visitors to the hospital. The hospital has over 210 Blue Coat volunteers and people can offer their time from the age of 18 in roles such as befriending, meeting and greeting patients, and finding out about patients’ experiences so that improvements can be made.

Josh is 23 and volunteers alongside his paid job at the hospital. Josh helps with surveying patients about their hospital experience, making sure the Trust has continual feedback to make improvements.

Josh said:

“Bournemouth Hospital has done so much for me - I am very happy to give some of my free time to support them.”

Anyone, over the age of 18, can volunteer at the hospitals. To find out more, get in touch on 01202 704161, or email: voluntary.services@rbch.nhs.uk.

Patient Experience stakeholder event

A Patient Experience Stakeholder event in May brought together patients, governors, Trust members, staff, patient advocates and partnership organisations.

This event was the first of its kind held by the Trust, and aimed to find out what is important to the patients and public we serve and what we can improve on. We will now take this feedback forward as an action plan and develop a patient pledge to further improve the patient experience at the Trust.

The event saw a presentation from Paula Shobbrook, Director of Nursing and Midwifery, and Ellen Bull, Deputy Director of Nursing. A facilitated workshop ensured that all attendees had the opportunity to contribute. This work will culminate in us working together to improve the patient experience.

Governor Constituency Health Talks

The following governor constituency talks will be held in the autumn.

**Focus on Diabetes - “Medicine and the New Media”**

Tuesday 18 September 2012 2.30pm (doors open at 2pm).

Professor David Kerr, Consultant specialising in Diabetes.

**Council Chambers, Civic Centre, Bridge Street, Christchurch BH23 1AZ.**

Parking is available in the pay and display via Stony Lane South - signposted to the Leisure Centre

**Focus on Stroke**

Thursday 27 September 2012 7.30pm (doors open at 7pm).

Dr Damian Jenkinson, Consultant Stroke Physician. The Arnewood School, Gore Road, New Milton, Hampshire BH25 6RS.

Parking is available on the premises or in nearby streets.

**Focus on Gastroenterology - Gut Feelings**

Tuesday 6 November 2012 11am (doors open 10.30am).

Dr Ray McCrudden, Consultant Gastroenterologist.

Salvation Army Hall at Latimer Road, Winton BH9 1JY. Parking is available in a nearby pay and display car park.

Please contact us if you would like to attend as places are limited. Contact Dily Ruffer, Governor Co-ordinator on 01202 704246, or ftmembers@rbch.nhs.uk
New Acute Medical Unit opens its doors

Emergency admissions to the Royal Bournemouth Hospital (RBH) became more streamlined in May as the new Acute Medical Unit (AMU) opened its doors to direct patient admissions.

The new unit means that patients who are referred to the hospital by their GP will be brought directly to the unit either by car or ambulance. They will be seen by one of the medical team and have their initial investigations and treatment started on the unit.

The Trust became a national leader in establishing the Acute Medicine speciality under the leadership of Consultant Tanzeem Raza, when it opened an Acute Admissions Unit (AAU) in 1997. The speciality deals with the immediate and early treatment of adult patients who come into hospital as emergencies.

The AMU looks after very unwell patients who have a range of medical conditions and who are clearly too unwell to be managed at home. This could be anything from pneumonia and meningitis to angina and cancer. The ability of the AMU to take direct referrals from local GPs means that patients receive high quality care from a team of experienced healthcare professionals in an appropriate environment - so they get the right decision about their care at the right time.

The unit, which has 42 beds and ten new monitored assessment beds, will have at least 50 patients passing though a day. More than 40 per cent of patients will go home directly from the unit after their initial assessment, usually within 72 hours.

Patient surveys

Putting patients first is a priority at the Royal Bournemouth and Christchurch Hospitals. We aim to provide services around the needs of patients, so involving patients, their carers and the public in what we do is part of our thinking.

An important way you can help shape and improve services is by giving us your feedback as a patient or visitor.

Patients can give feedback by:

- Calling or texting 01202 726272
- Emailing comments@rbch.nhs.uk
- Completing a survey via the Hospedia system by each bed
- Completing one of the patient experience cards available on each ward and from the Patient Advice and Liaison Service (PALS) office
- Asking for a one-to-one patient experience interview with the Head of Patient Engagement
- Taking part in the real-time patient feedback programme

- Completing a survey on the Trust’s website, www.rbch.nhs.uk
- Calling, writing or emailing the Head of Patient Engagement, Sue Mellor (sue.mellor@rbch.nhs.uk or 01202 704253).
- Coming along to the Trust’s Open Day. See www.rbch.nhs.uk for details
- Leaving a comment on the NHS Choices website
- Contacting the Trust’s PALS office on 01202 704886
- Joining one of the Trust’s patient focus groups (ppi@rbch.nhs.uk)
- Completing CQC Picker Institute postal surveys if you receive one when these are sent out at least once a year
- Taking part in specially designed questionnaires, from our audit team

Website: www.rbch.nhs.uk Tel: 01202 303626
‘Putting Patients First’ in action around the Royal Bournemouth and Christchurch Hospitals

The time-honoured phrase ‘time spent in reconnaissance is never wasted’ which guided much of my business career, sprung to mind as I recently embarked on my first Governor walkrounds at the Royal Bournemouth and Christchurch hospitals, together with a group of my fellow Governors.

These informative, guided tours of a variety of hospital departments were designed as an innovative way to help new and longer-serving Governors better understand the comprehensive range of hospital services available now. They highlight the inner workings that help the hospital run smoothly each day and give a privileged behind the scenes view, offering us all a chance to learn more about the practicalities of how each hospital department conducts their daily routines and responsibilities.

For many of us who have only the rare contact with hospital for occasional illness or accidents, these Governor walkrounds are a huge eye-opener. As we dash about our daily lives, often caught up with our own work or family responsibilities, most of us give little thought as to how our local hospitals function, are professionally managed, governed and successfully meet their very real challenges every day, throughout the year.

Arriving early, suitably attired in our trainers for comfort and short sleeves for hygiene reasons, our long Governor walkrounds have so far included information-gathering visits to the following departments at the Royal Bournemouth Hospital: the Derwent Unit (hip and knee replacement), the new, specialist Stroke Unit, pathology, research and development, radiology, haematology, immunology, microbiology, catering and specialist food preparation, security and CCTV, Housekeeping and the wide-ranging duties of the front-line Porters, who literally keep the hospital moving smoothly every day. A similar tour of Christchurch Hospital covered dementia care, day therapy and the elderly care and the rehabilitation units.

We are always accompanied by the department heads and their staff, meeting consultants, doctors, clinical leaders, nurses, executive staff, medical and IT experts of every description along the way. Questions from the Governors, who come from health, public services, defence, educational and also business backgrounds, are positively encouraged and lively discussions take place. This leads to many interesting insights as the clinical experts seek to enlighten us with their particular expertise.

What impressed me most was not only the wealth of experience and in-depth knowledge demonstrated by everyone we met but also their genuine enthusiasm for their specialist subjects. Also admirable was their positive determination across the board to improve the patient hospital experience and consistently put patients’ needs right at the forefront of their activities - every day and in every department.

Judith Adda, Public Governor, Bournemouth and Poole

Annual Members’ Meeting

The Annual Members’ Meeting will be held on Tuesday 9th October at 10:30am in the Education Centre at the Royal Bournemouth Hospital.

The agenda will include:

- An address by the Trust’s Chairman
- A presentation of the 2011/12 Annual Report, Quality Report and Financial Accounts
- A look forward to 2013 and beyond
- A report from the Deputy Chairman of the Council of Governors
- An update on the progress of the Membership Development Strategy
- Confirmation of the results of the election and appointment of Staff Governors
- Chief Executive’s update on current news
- An opportunity for members to ask questions
- Patient experience story

After the meeting there will be a presentation on Early Supported Discharge from members of the clinical teams and an opportunity for members to meet the Governors and members of the Board of Directors.

Please contact Dily Ruffer (see contact details below) if you wish to attend and also if you require a parking space as these will only be available by request in advance of the meeting.

If you would like to get in touch with your local Governors please contact, Dily Ruffer, Governor Co-ordinator on: 01202 704246 or ftmembers@rbch.nhs.uk. You can also visit www.rbch.nhs.uk.