



# hrch news <sup>1</sup>

Spring 2011

## Welcome

to the first issue of HRCH news, our newsletter for staff, stakeholders and our local community.

On 1 April 2011, we became one of only 16 community NHS trusts in the country, and one of only two in London. We are extremely proud of this achievement which is a direct reflection of the hard work of our staff and their commitment to providing high quality, innovative services to our local community.

Our mission is to improve the health and wellbeing of the populations of Hounslow and Richmond through the provision of high quality community health services. We want to transform these in the community closer to people's homes. A good example of this is our Respiratory Care Team, featured on page 3, who visit patients in their own homes preventing hundreds of hospital admissions every year.

One of our biggest challenges is to become more productive and efficient to improve the quality of care we provide to patients and improve the working lives of our staff. That's where our Working Smarter programme comes in. The programme, led by Director of Operations Jo Manley, recently featured in the Health Service Journal as an example of best practice. You can read more about this work on pages 2 and 3.

Community-based health services are fundamental to the success of an NHS that gives people more choice and control over their health care. We look forward to continuing to work with Hounslow and Richmond residents to ensure our services provide the very best care and treatment for each and every individual that uses our services.

**Richard Tyler**  
Chief Executive



Rehabilitation Assistant Miriam Murphy helps patient Hassan Sayed recover from a hairline fracture of the wrist

## Celebrating HRCH NHS Trust!

We did it! Thanks to the support of our staff, stakeholders and local community we're now a separate NHS trust dedicated to community healthcare, keeping people well and preventing them from going into hospital.

We specialise in delivering NHS care in patients' homes and in community settings and as an NHS trust we have freedom to be more innovative, whilst continuing to improve our services and enhancing our levels of engagement and involvement with our local community.

We employ just over 1,000 staff made up of nurses, physiotherapists, dietitians and many

other healthcare professionals. We serve a population of approximately 400,000.

### Our future

Now we are an NHS trust, the next step for HRCH is to become a Foundation Trust. This will give us even more freedom to decide our strategy and the way services are run. It will mean we can retain any surplus and invest in new and innovative services for patients. Foundation Trusts are accountable to their local communities through their members and governors. We will let you know more about our application to become a Foundation Trust in coming newsletters.

### HRCH IN NUMBERS

- Last year we saw **532,000** patients
- We have **1,015** staff
- Teddington Memorial Hospital sees approximately **375** inpatients every year
- The Hounslow stop smoking service helped **1,655** people quit last year
- Our health visitors see **6,630** babies each year

Find out more about us by visiting our website at [www.hrch.nhs.uk](http://www.hrch.nhs.uk)

# We're Working Smarter!

*Working Smarter is our programme that looks at our ways of working to improve quality and the experience of our patients. It's about ensuring we are as productive and efficient as possible, without compromising our high standards of care and professionalism. Here we feature several of our projects that are starting to see results.*

**Work Smarter**



*The Hampton and Teddington District Nursing Team is our lead team for the Productive Community Services programme*

## Text messages reduce patient "no shows" by 38 per cent

HRCH is preventing hundreds of pounds of wasted appointments a week through the introduction of a text messaging service which has cut the number of patients failing to turn up to blood test appointments in Hounslow by 38 per cent.

Nearly 1,500 patients receive blood tests every month in Hounslow but before the service was introduced, more than 200 of these were failing to turn up to their appointment. Now that number has dropped to 128.

HRCH's Kulvinder Jhita says, "Patients now receive a text reminder two days before their appointment. If the patient would like to cancel or reschedule, there is a number on the text they can call to rearrange. We can then use the vacant appointment slot for another patient.

"Blood tests are only ten minutes long and so people tend to think they're not



*Kulvinder Jhita, HRCH's single point of access manager and her team set up the text messaging service*

important if they miss them – however that's not the case: Every missed appointment costs the NHS money and it also means a patient who could've had the appointment misses out.

"We've had great feedback from patients and staff really like the new system too."

The service is also running in HRCH's diabetes, dietetics and podiatry services and there are plans to roll it out further across the organisation.

## District nurses take the lead

The Hampton and Teddington District Nursing Team is HRCH's showcase team for the Productive Community Services programme, which aims to empower staff to change their environment and routines to spend more time on patient care.

The team has implemented a range of new ways of working including transforming their store cupboard to easily find equipment so that time is not wasted searching for things. HRCH has a Productive Community Services lead, Suki Bhogal, who is supporting the work.

Chief executive Richard Tyler visited the team to find out more about the differences they were making:

"The store cupboard is a great example of how something simple can save a huge amount of time and make a real difference. I found it an extremely informative and interesting visit and I was encouraged by the work planned for this area," he said.

**Contact [suki.bhogal@nhs.net](mailto:suki.bhogal@nhs.net) for more information about Productive Community Services**

## Why do we need to work smarter?

**PATIENTS:** More productive services can reduce many of the frustrations patients experience such as waiting for a long time to be seen, having appointments cancelled or having to repeat the same information to different teams.

**STAFF:** Improving efficiency also addresses staff frustrations - resulting in more time seeing patients and less time on administration and travelling.



*District nurse Vicky Hodges shows off the new and improved store cupboard*



## Taking the angst out of admin

The administration team that supports our Hounslow Child Development and Audiology services has achieved the 18-week target and has stopped using bank staff since it made a number of changes to improve efficiency and productivity.

Manager Julie Hale takes up the story: "The way we were providing services was fragmented and inappropriate tasks were being undertaken by clinical staff. Many staff were working over their contracted hours yet we were using up to 60 hours per week on bank staff. Clinic letters were taking a long time to be typed and we had a lot of filing outstanding. The services weren't meeting the 18-week target and there was low morale.

"We undertook a number of Lean\* exercises that looked at our processes and ways of working. We identified where things were going wrong or taking a long time and as a result, we've eliminated the need for bank staff, we're not working over our contracted hours and letters are sent out within 10 working days. The 18-week target is also being maintained by both services."

PA Shirley Shillito, who led the project with Julie Hale, said:

"We feel happier at work and listened to, and feel confident about raising issues. The clinicians have said they also feel more supported and understand the function of the admin team better".

### \*WHAT IS LEAN?

Lean is an approach developed by Toyota. It is about getting the right things to the right place, at the right time, in the right quantities, while minimising waste and being flexible and open to change.

Source: [www.institute.nhs.uk](http://www.institute.nhs.uk)

## "We empower patients to take control of their condition"

*Prevention is the cornerstone of everything we do at HRCH. In this newsletter we showcase one of our teams – the Respiratory Care Team based in Richmond.*

We have all heard the saying prevention is better than cure and when it comes to managing long-term respiratory illnesses such as emphysema and chronic-obstructive pulmonary disease (COPD), specialist physiotherapist Julie Read has the same belief.

Julie leads the Respiratory Care Team, based at Centre House in Sheen. The team visits the homes of over 1,100 patients throughout the year, educating them on how to self manage and understand their illness.

Julie believes the shift towards self management is a step in the right direction for her patients' long term well-being.

"We are empowering patients to take control of their condition by giving them the support and the knowledge they need



*Patient Vincent Casserly is one of the 1100 patients that Respiratory Physiotherapist Julie Read and her team visit at home*

to manage it at home. Simple measures such as supplying patients with stand-by antibiotics means they can manage a chest infection at the first sign of any symptoms without needing to wait for an appointment with their GP," says Julie.

"Nobody wants to go to hospital and by working with patients on a self management plan and educating them on the signs to watch out for, we can help them avoid an unplanned admission to hospital," she said.

Julie works as part of a multidisciplinary team including another specialist physiotherapist, a specialist nurse and a therapy assistant. Each week the team runs three clinics, four primary rehabilitation classes, and makes over 50 home visits all in the aid of improving the health of their patients.

## Hearing screeners make a difference



*Melany Knight and Karen Frewin, HRCH's newborn hearing screeners, test the hearing of baby Harry Daniel McGahey*

Every year over 10,000 newborn babies have their hearing tested with a simple, quick and painless test in the boroughs of Hounslow and Ealing.

The Newborn Hearing Screening Programme is a national programme which offers all new parents the opportunity to have their baby's hearing screened in the first few weeks after birth. Since 2005 over 99 per cent of new parents have been offered screening for their new baby at both Ealing and West Middlesex hospitals - exceeding the programme's nationally set targets.

Around one in every 1,000 babies are born with hearing loss. Melany Knight is one of HRCH's newborn hearing screeners based at West Middlesex. Melany is passionate about her job and says early identification is crucial.

"Hearing plays a vital role in how a child develops socially, from their speech and language skills to their self confidence while interacting with others. If we can identify hearing loss early we can refer them to a specialist and also provide reassurance and support to the parents." she says.

# How we've made a difference

Our services receive many compliments but it is often complaints that get the most attention. Here we try to remedy this by printing some of the recent thank you letters our staff have received. If you are a staff member, make sure you send any thank you or compliment letters to our PALS service [pals@hrch.nhs.uk](mailto:pals@hrch.nhs.uk) so that they can be properly recorded.

*"I felt I must write you a line and say how simply great the Brentford district nurses have been to me. I have two bad knees and I am 90 and I went to friends in Hampshire for the day and leaving their house, I tripped and fell very heavily on my right leg. I saw doctors at the hospital where they dressed it and sent me to the Brentford Group Practice where I live. They have been so wonderfully good and kind and made my leg just perfect over a period of three months. I just thought it would be nice to know how caring they have been."*

JW

*"I would like to say what a marvellous no smoking clinic you have in Feltham. I have been a frequent visitor over the last three years and finally have no doubt in saying I am a no smoker all due to the work of the No Smoking team who never gave up on me. Thanks to them, I am a healthier, happier person."*

MS

*(To the Teddington District Nursing Team) "I am writing to thank you warmly and sincerely for all the professional, kind and indeed, loving care that you and your colleagues provided... the help and care that you and your colleagues provided were an exceptional tribute to the effectiveness of the NHS provision for care in the home."*

HP

## What's in a name?

We realise HRCH news isn't the most exciting name in the world. Do you have a better name for your newsletter? Please email [communications@hrch.nhs.uk](mailto:communications@hrch.nhs.uk)



Senior occupational therapist Wendy Hill tests the strength of patient Mahin Rakhshanfar's wrist



Physiotherapist Hayley Morgan monitors the form of Yasrab Karim during an exercise class at West Middlesex Hospital



Senior physiotherapist James Thomas with patient Sarah Pursey who is recovering from a shoulder injury

We hope you enjoy our first newsletter. Please let us know what you think by emailing [communications@hrch.nhs.uk](mailto:communications@hrch.nhs.uk)