



hrch news ³

Winter 2011

Welcome

to the winter edition of HRCH news, the newsletter for our staff, stakeholders and local community.

In this edition, we are particularly proud of the excellent feedback we've received from the independent regulator, the Care Quality Commission, about Teddington Memorial Hospital following an unannounced visit. Well done to all our staff.

We devote page 2 to our plans to become a NHS foundation trust which will give staff, patients and local residents a real opportunity to play their part in the future of local community health services. We are planning a public consultation in February and we hope that both staff and local people will want to become members of the new organisation.

We are also busy working with NHS Hounslow and West Middlesex University Hospitals NHS Trust on the development of an Urgent Care Centre at the hospital and we are delighted to have been chosen to run the Healthy Lifestyle Programme in Ealing. You can also read about our Integrated Community Response Team, an excellent example of the difference that can be made to patient care when the NHS and social services and other partners work together (see page 3).

Finally, I would like to wish you all a very happy festive season. Thank you to all our staff for their dedication and professionalism, and to our partners and stakeholders for their continued support. I hope as many of you as possible manage to relax and spend time with your friends and family.

Richard Tyler
Chief Executive



Trust receives praise for Teddington Memorial Hospital

Staff and services at Teddington Memorial Hospital have been praised by the Care Quality Commission (CQC) following a recent unannounced inspection. The hospital is run by Hounslow and Richmond Community Healthcare NHS Trust, and provides a range of services including two inpatient wards for up to 50 people, an NHS walk-in centre for minor injuries and illnesses, an x-ray department and various outpatient clinics.

The CQC carried out the review as part of its routine schedule of planned visits to all NHS trusts. It found the hospital was meeting all of the essential standards of quality and safety. In its report, the CQC said, "staff were kind, competent and kept patients well informed. People told us they were happy with the service they

received and felt able to raise concerns. Some of the things people said were, "this hospital is an excellent resource for local people", "they provide a very special service" and "the staff are always kind, approachable and knowledgeable".

Director of Quality and Clinical Excellence, Siobhan Gregory, said: "We are delighted at the findings of the CQC which confirm what we already know – that the quality of care that patients receive at Teddington Memorial Hospital is of an extremely high standard. I would like to congratulate our staff who deserve this recognition for the hard work they do each day in ensuring patients receive the best possible care."

You can read the report on our website at www.hrch.nhs.uk

Local people to have more say with our foundation trust plans

Staff and local people are set to have more say in how community health services are run with our plans to become a NHS foundation trust taking a step forward. We are planning a formal public consultation in February, which will run for 12 weeks in which we will seek comments from patients, the public, staff, MPs, local councils, other NHS organisations and members of the voluntary sector.

READ MORE ON PAGE 2 >>

NHS foundation trust – your questions answered

We are planning to become a NHS foundation trust (FT) by April 2013. We are applying to become a foundation trust because we believe this is the best way to maintain and develop local services and make sure that our staff and the Hounslow and Richmond communities have a greater say in how the trust is run. We hope the following information will help answer any questions you might have about foundation trusts and what they do.

What is a NHS foundation trust? Why become one?

All NHS trusts in England are required to become a FT by 2014. Foundation trusts are still part of the NHS and are regulated in the same way but are directly accountable to their patients, staff and the local community, instead of central government.

NHS foundation trusts are:

- Part of the NHS - they develop healthcare according to core NHS principles
- Free and not for profit
- Expected to keep to NHS standards and performance targets
- Inspected regularly by the Care Quality Commission

What makes NHS foundation trusts different from NHS trusts?

Foundation trusts are not directed by government so they have greater freedom to decide their own strategy and the way services are run. They can also retain any surpluses they may make to invest in new and improved services. NHS foundation trusts are more accountable to their local communities through their members and council of governors. They are also accountable to Monitor (the independent regulator) and to Parliament.

Who can become a member?

Anyone who is a staff member or lives in the area can become a member. Members then elect a council of governors who

hold the Trust Board to account. The council of governors is made up of representatives from staff, the public and also has appointments from key stakeholders/organisational partners.

We have not yet started recruiting for members but if you would like to register your interest please email communications@hrch.nhs.uk or call 020 8973 3143.

What is the timetable and process for HRCH to become a NHS foundation trust?

The first stage of our plans to become a foundation trust were formally supported by the Department of Health and NHS London in July 2011. A contract called a tripartite formal agreement was signed by Richard Tyler, our chief executive, which confirmed a timetable and the steps we will take to become a NHS foundation trust. Our foundation trust plans are rated "green" which means our plans are recognised as being robust and financially sound.

We plan to hold a three-month formal public consultation beginning in February 2012. Our foundation trust application is due in October 2012, after which time we hope to be granted FT status by April 2013.

What will becoming a foundation trust mean for Teddington Memorial Hospital?

Teddington Memorial Hospital has been a local NHS hospital since the NHS began in 1948. We are proud of the excellent NHS



services provided by our staff at the hospital. The local NHS has invested £13m in the hospital site over the past eight years. We want to continue this legacy and invest in the hospital to provide innovative health services dedicated to the needs of the local community the hospital serves. Being a foundation trust will allow us to do just that - we will be able to reinvest any surpluses we may produce to develop new services and make the hospital even better - all under the safeguards of the NHS.

We understand the value of the hospital to our local community. We are committed to maintaining and developing the hospital for generations to come.

We welcome questions about our plans. More information is available at www.hrch.nhs.uk/foundation-trust

Mission, vision and values feedback

As part of our FT plans, we recently asked our staff and local community what they thought of our proposed mission, vision and values. Thank you to everyone who gave feedback. The majority of respondents were supportive of our proposals and we had a particularly positive response to our proposed mission: *To provide care and services that we and our families would like to use.* At the time of writing, we were in the process of collating the feedback and a report will soon be made available on our website at www.hrch.nhs.uk.



Hounslow Integrated Community Response Team

In this edition we profile the *Integrated Community Response Team* (pictured), one of our new services in Hounslow designed to prevent people from being admitted to hospital when they could be better cared for at home. Jacki Hunt, head of service, tells us about the team and why it was set up.

1. What is the Integrated Community Response Team?

"We are a team made up of a GP, nurses, occupational therapists, physiotherapists, support staff, social workers, and a primary care mental health nurse. We all work for different organisations such as the NHS and the local authority, but work together to ensure that patients receive the right care from the right people at the right time.

"We are here to try to prevent patients from being admitted to hospital if they don't need to be, and ensure that if they do need to have a stay in hospital, that they are discharged as soon as possible to continue their care at home. This frees up hospital beds for the people who really need them.

"Our patients tend to be elderly as they are more likely to have multiple health concerns, reduced mobility, or have frequent falls and require rehabilitation."

2. How does the service improve care for patients?

"Most patients prefer to receive their care at home - they want to be in a familiar environment where they feel safe and comfortable. So our team is all about keeping patients at home, or helping the hospital discharge

patients and get them back home as soon as possible.

"Also, because of the breadth of professionals we have within the team, our patients really benefit from receiving a comprehensive assessment and package of care that looks at their health, social needs and mental health needs."

3. Why was the team set up?

"We were set up because it was felt that many patients being admitted to hospital - particularly those who needed rehabilitation - could receive their care at home if the right support was there for them. We were set up in June 2011 and are based at West Middlesex University Hospital. NHS Hounslow commission the service."

4. What are the benefits of a multi-agency approach?

"When agencies such as social services and the NHS work together, it ensures that everyone within the team has the same vision and the same plan for the patient.

"I think it's really important that we knock down some of those traditional boundaries that we have across organisations which may be impairing our freedom to really provide integrated care to patients. We expect to see more of this type of working in the future."

NEWS IN BRIEF

New Urgent Care Centre at West Middlesex Hospital

We have been chosen to pilot a new Urgent Care Centre at West Middlesex University Hospital. The centre is being built next to the current A&E and is due to open in early 2012. GPs and specialist nurses will assess people seeking treatment, and either treat them there, pass them on to the A&E department if they are seriously ill, or refer them back to their local GP or pharmacist if they do not require immediate medical attention. We have been given a year's contract to develop and run the service after which it will be subject to a formal tender process.



Out of hours GP at walk-in centre

A GP is now available at the walk-in centre at Teddington Memorial Hospital from 6.30pm-10pm weekdays and all days on weekends and bank holidays. This is for patients who need more urgent treatment when it is not possible to see your own GP. The walk-in centre treats more than 48,000 patients a year. It is staffed by experienced nurses and is open from 8am-10pm weekdays and 8am-9pm weekends and bank holidays. The centre has an x-ray department and pharmacy on site and also treats children. www.hrhc.nhs.uk/wic

Ealing healthy lifestyles programme

We are proud to have been chosen to run the Ealing Healthy Lifestyles programme, a new service for people at risk of developing cardiovascular and kidney disease, type 2 diabetes and stroke. A series of 12-week programmes began in November focusing on behaviour change with regard to physical activity, diet and stopping smoking. The programme is designed to empower people to make long term lifestyle changes. The service has been created in partnership with NHS Ealing. Referrals are only accepted via Ealing GPs, once an NHS Health Check has been completed. For more information email ealinghealthylifestyle@nhs.net

Better Services, Better Value

Better Services Better Value (BSBV) is a review of health services across the South West London region and is being led by clinicians including GPs, hospital doctors, nurses and other healthcare professionals. If you would like to get involved in the review, or for more information about Better Services Better Value, visit: www.southwestlondon.nhs.uk/Haveyoursay/BSBV

How we've made a difference

Here we print 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 so that they can be properly recorded.

*"To the **community neuro rehab team at Richmond Rehab Unit**: I just wanted to write to let you know how grateful I am for the support provided by your team, namely the occupational therapist, Beck; the dietician, Mary Brown; the physiotherapist, Sarah; and especially the Multiple Sclerosis nurse, Sue Duplock. I have many health problems, including and relating to MS, and since I was referred to the team, these have been addressed efficiently and compassionately. Your team, including the kind and efficient admin staff, have made a significant difference to my quality of life and I should be most grateful if you would pass on my appreciation to them."*

*"To all staff on **Grace Anderson Ward at Teddington Memorial Hospital**: Thank you all for looking after my mother, for taking care of her and being so kind to her. A special thank you to Tracy for the compassionate way dealing with mum's needs; thank you to Hope for all your laughter and care; a special thank you to Anya for being so gentle with the way you looked after mum; and for Sister Helen, I can't express what I feel towards you – but you were our rock to lean on and you helped us through the last few hours with mum. I will be forever grateful."*

New PALS leaflet launched!

Our Patient Advice and Liaison Service has a new patient leaflet. Look out for it in our health centres and clinics. For extra copies please contact pals@hrch.nhs.uk



Have a happy - and healthy - festive season!

With the festive season fast approaching, now is the time to think about how to stay healthy over the holiday period without missing out on the tastiest treats at Christmas.

However, we are here to help! Our specialist dietitians are keen to pass on their useful hints and tips about how to stay healthy over the festive season.

Alun Willis, Dietetics and Diabetes Clinical Service Manager says: "The traditional roast Christmas dinner is certainly one of the highlights at Christmas – but it can also be high in calories. However, with a bit of thought you can easily enjoy a healthy and nutritious Christmas dinner.

"For roast potatoes, cut the potatoes into larger chunks – they'll absorb less fat. Roast them in a small amount of unsaturated oil, such as sunflower oil, for a healthier choice."

"If you eat meat, turkey can be a good source of protein and, without the skin, is low in fat and if you remove it you can save around 40kcal per portion."

He adds: "Make sure you serve Christmas dinner with heaps of veg for a balanced meal which helps towards the target of at least five fruit and vegetables a day."

When it comes to snacks and treats, temptation is all around us at Christmas. But Alun has some great ideas to cut down on those calories at Christmas.

Alun says: "Try to eat breakfast on Christmas day as this will fill you up and you will be less likely to snack on Christmas choccies!"

He adds: "During the party season, it's easy to drink lots of sugary fizzy drinks but opt for water or fruit juice when you can or add a slice of lemon or lime to water.

"Most importantly, get active rather than slump on the sofa – take a brisk walk, play an indoor game or maybe just crank up the music and dance away those calories!"

Staff flu vaccination campaign a success

Our seasonal flu campaign has seen more than 300 frontline staff vaccinated against flu this year – a big increase from last year. Thank you to everyone who had the jab and protected themselves, their patients and family and friends against flu. **Well done!**



WE LOVE FEEDBACK!

We hope you enjoy our newsletter. If you have any comments or story ideas please tell us by emailing communications@hrch.nhs.uk or calling 020 8973 3143.