



hrch⁴news

Providing care that we and our families would want to use

Welcome

to the summer edition of *HRCH news*, our newsletter for our members, staff and local community.

I would like to welcome and thank everyone who's signed up to be a member of the trust. We've had an overwhelming response to our membership recruitment campaign – we've already recruited 4,500 public members. As a member, you'll be able to actively shape our future plans and receive regular information about our work. See the story on this page for more details.

In this edition, we also provide a summary of what you told us during our public consultation which ended at the end of April. We received support for our plans from all our major stakeholders and from more than 90 per cent of people who responded. See page 2.

On page 3, we welcome our new medical director, Dr Rosalind Ranson and feature Oscar the dog who brings joy to the patients at Teddington Memorial Hospital. We are also pleased to be providing services including physiotherapy and podiatry from a brand new health centre, Whitton Corner, offering patients even greater choice.

We have also been busy preparing for the impact of the Olympics to ensure that we run business as usual during what will be a very exciting and busy time for London. We also feature some of the fantastic thank you letters we've received recently – thank you to those patients who have taken the time to write in, and to our staff for providing such fantastic care. See page 4.

And finally, I hope as many of you as possible manage to enjoy some rest and relaxation and (hopefully) some sun at some point this summer.

Richard Tyler
Chief Executive



Nurse, Nicole Williams with patient Baracca Cesar at the new Hounslow Urgent Care Centre at West Middlesex Hospital

Foundation trust plans take a step forward

Thank you to everyone who took part and had their say during our foundation trust (FT) public consultation which closed at the end of April. We have published our response to your feedback and you can read a summary of this on page 2.

We have had a fantastic response to our membership campaign from our local community and we've already had 4,500 members of the public sign up. Thank you!

Members of HRCH will have the opportunity to be involved in decision making on our future plans, receive regular information about the trust, be consulted on major changes that we

propose for our services and attend member events and open days.

Membership is free and open to anyone over the age of 16 who lives in Hounslow and Richmond or surrounding boroughs. It is entirely up to you how much time you wish to give to being a member. It can be as simple as receiving information or as big as choosing to become a governor. At this stage we envisage governor elections occurring sometime in early 2013, however this timetable may change.

For more information visit: www.hrch.nhs.uk/members or email communications@hrch.nhs.uk or call 020 8973 3143.

Annual Report 2011/12 – out now!

Our latest annual report is now available. If you would like a copy, please contact the communications department – details on page 4, or alternatively you can download a pdf copy from our website: www.hrch.nhs.uk

Foundation Trust consultation – your feedback

We have published our formal response to the feedback we received from our staff and members of the public during our NHS foundation trust (FT) public consultation

The report can be downloaded from www.hrch.nhs.uk/foundation-trust. You can read a brief summary of the consultation feedback and our responses below.

We received 224 responses from members of the public and stakeholders; held three public meetings and representatives from the Trust Board attended 18 stakeholder meetings to discuss our plans for the future and answer questions.

We are delighted to have received strong public support for the majority of our proposals, together with letters of endorsement from Hounslow Clinical Commissioning Group (CCG), Richmond Clinical Commissioning Group, both councils and local MPs including Zac Goldsmith and Mary MacLeod, and local patient representative groups and Richmond Council for Voluntary Service.

We asked you:

1. Whether you support our plans to form a foundation trust dedicated to community healthcare with strong democratic membership involvement?

One of the major benefits of becoming a FT is the change of governance structure which allows local people and local organisations to have more say in how the Trust is run.

92 per cent of respondents were broadly in favour of our proposals to become a dedicated community healthcare foundation trust; 5 per cent were broadly opposed; while 4 per cent chose not to answer.

2. Whether you support our plans to improve integration across health and social care?

We want to improve integration with health and social care by forming closer links with colleagues in social care across both boroughs.

94 per cent of respondents were in favour of our plans to improve integration; while only 4 per cent were opposed; and 2 per cent chose not to answer.

3. Do you agree with our plans for staff membership?

90 per cent of respondents supported our plans for automatic staff membership; 6 per cent opposed our plans; and 4 per cent did not answer. As such, our Board agreed for staff to automatically become members of our FT, unless they choose to 'opt-out'.

4. Whether you agree with our proposed public constituencies

80 per cent of respondents supported our proposed public constituencies; 8 per cent opposed our plans; while 12 per cent did not answer. Having considered this feedback, our Board agreed to have three public constituencies:

- London Borough of Hounslow
- London Borough of Richmond upon Thames
- A public constituency called "Neighbouring boroughs", which would include the boroughs of Ealing, Elmbridge, Hammersmith and Fulham, Hillingdon, Kingston upon Thames, Merton, Spelthorne and Wandsworth.

5. Do you agree with our plans for the number of governors and the makeup of the council of governors?

78 per cent agreed with our proposals for the number of governors and the makeup of the council of governors, while 12 per cent opposed our plans – and a further 11 per cent chose not to answer.

Some respondents proposed additional organisations to be partnership governors, however the decision was taken by our Trust Board for the council of governors to consist of 23 members, the structure of which will be as follows:

- 12 public governors (6 governors to be elected by members in

Hounslow; 5 elected by members in Richmond; 1 elected by members who reside in neighbouring boroughs)

- 3 staff governors
- 8 governors from partnership organisations

6. Do you agree with our proposed name for the new organisation, or have any alternative suggestions?

We asked for your suggestions as to our new foundation trust name. 57 per cent of respondents favoured our proposed name: 'Hounslow and Richmond Community NHS Foundation Trust'; 27 per cent preferred 'Hounslow and Richmond Community Healthcare NHS Foundation Trust'; and we also received 22 alternative suggestions – including 'West London Community NHS Trust', 'Community Services Hounslow and Richmond' and 'Richmond and Hounslow Community Foundation Trust'.

Our Trust Board carefully considered the feedback from this question, including the alternative suggestions. A requirement of the new FT name was that it must include the words 'NHS Foundation Trust' within the title and so the Board agreed for the name to be: 'Hounslow and Richmond Community Foundation Trust'.

You can read more about our plans at www.hrch.nhs.uk/foundation-trust

What next?

We are preparing for our application to be submitted to the Department of Health in the autumn of this year. The Department of Health and subsequently Monitor (the independent regulator of FTs) will review our application and make a decision. We hope to hold elections for the council of governors in early 2013 and become a foundation trust sometime in 2013.

Pets as Therapy for patients at Teddington Memorial Hospital

Volunteers from charity Pets as Therapy bring joy to inpatients at Teddington Memorial Hospital when they visit the hospital with their dogs.

Pets as Therapy is a national charity which provides temperament assessed/ vaccinated dogs with registered volunteers to hospitals - providing comfort, companionship and therapy for patients. Infection control issues are carefully considered and addressed with regards to these visits.

One of our Pets as Therapy volunteers, Victoria Reid says: "Stroking pets can be very therapeutic for patients and most people are really pleased to see Oscar the dog when we walk round the ward. And Oscar is really suited to it because he likes pleasing people and he gets so spoiled by the patients!"



Volunteer Victoria Reid with her dog Oscar and patient Eileen Wells at Pamela Bryant Ward, Teddington Memorial Hospital

For more information about Pets as Therapy, contact Linden Loader, volunteer coordinator. Tel: 020 8714 4087 or email: Linden.loader@hrch.nhs.uk

New HRCH services in Whitton

We are now providing services from a brand new local health centre in Whitton, which opened in June 2012.

Whitton Corner Health and Social Care Centre brings together local GPs, a dentist, children's services, social services and other community services in one location – providing a valuable health resource for the Whitton community.

Our clinic-based services from Whitton Corner include:

- Well Baby and Post Natal clinics;
- Podiatry clinics
- MSK physiotherapy clinics
- Contraceptive and Sexual Health clinics

These new clinics from Whitton Corner are in addition to the ones we already provide across Richmond. Patients will be able to attend clinics most convenient for them.

Our Richmond School Nursing Service, Integrated Health and Social Care Team, and Children's Community Nursing teams are also based at the new health centre – although these services will not be providing any clinics from Whitton Corner as they provide care in community setting such as schools and patients' homes.

Address and contact details for Whitton Corner:

Whitton Corner Health and Social Care Centre,
Percy Road,
Twickenham,
TW2 6JL
Tel: 020 3458 5333

For more information, visit: www.hrch.nhs.uk/Whitton-corner

NEWS IN BRIEF

Welcome to Dr Rosalind Ranson

We would like to warmly welcome our new Medical Director, Dr Rosalind Ranson, who took up the role from 1 June 2012 and replaces Dr Daniela Lessing who has retired. Dr Ranson is a GP with nearly 20 years experience.



Public consultation launched in north west London

A public consultation on the future of healthcare in north west London has begun. For more information visit www.healthiernorthwestlondon.nhs.uk

Siobhan Gregory – visiting professorship

We are delighted that Siobhan Gregory, our Director of Quality and Clinical Excellence, has been made a visiting professor at Buckingham New University. Siobhan will undertake this role in addition to her current work at the Trust.

Nurse completes two marathons in eight days!

Well done to Gurdeep Lota from the Bedfont District Nurses team for completing two marathons in eight days. Gurdeep successfully completed the Brighton Marathon on Sunday 15 April 2012 and then the London Marathon on Sunday 22 April 2012.

Staff commuter challenge 2012

Congratulations go to Colin Early, Associate Director of Information Management and Technology, who won our annual commuter challenge on his bicycle in June. The challenge involves our staff racing from St John's Health Centre to Teddington Memorial Hospital using various types of transport to prove which is the best method of commuting. Participants can use any type of transport they like – bikes, cars, motorcycles, bus, train or by foot. A big well done to all who took part!



How we've made a difference



Our PALS team: Jenny Flanagan and Anthony Power

Here we print some of the recent thank you letters our staff have received, demonstrating how we are fulfilling our mission – *to provide care that we and our families would want to use*. If you are a staff member, make sure you send any thank you or compliment letters to pals@hrch.nhs.uk so that they can be properly recorded. Thank you to our patients and their families for taking the time to write in.

"To the Wheelchair Service in Hounslow: I would like to convey my grateful thanks to Hounslow Wheelchair and Special Seating Service's Megan Ransley and Edward Earl for their thoughtful and efficient handling of my husband when determining the size and shape of a wheelchair suitable for him to experience out-of-bed comfort. With his stroke-related lack of speech communication, he beams with positive pleasure when being pushed around the park in his new chair and joins me in expressing our wholehearted appreciation for this service."

"To the Podiatrist and Foot Health Team in Richmond: I would like to congratulate you on the work Miss Pandher does at St John's Health Centre in Twickenham... the care she gives me is way above the norm, such as the information she also gives me about my diabetes, which is affecting my right foot. I hope to see Miss Pandher again on my visits."

Business as usual during Olympics

Our services will run as usual throughout the Olympic and Paralympic Games. We have plans in place to ensure we can continue to provide services and meet any increase in demand that there may be for our services. Some aspects of the Games and the impact on residents in Hounslow and Richmond will inevitably be out of our control. In particular patients and staff should be aware of potential travel disruption on their day to day routine, such as journeys to work or visiting friends and family in hospital.

From travel disruption, to choosing the right service if you do get ill - here's our run down of all you need to know to stay healthy during the Games:

Travel information:

www.getaheadofthegames.com

View the travel hotspots in an interactive map, check information on public transport, national rail, roads and get advice on how to make your journey easier.

Cycle events in Richmond

The Cycle Road Races (Saturday 28 and Sunday 29 July) and Cycle Time Trials (Wednesday 1 August) will pass directly through the borough of Richmond and surrounding areas, involving significant road closures and travel disruption. During these events, patients and

staff are advised to leave early for any journeys and to check the Transport for London website in advance to ensure you can get where you are going on time.

For more information about these events, and all other road events across the capital, visit: www.richmond.gov.uk/olympics

Hounslow

The M4 - A4 across the north of Hounslow will be part of the Olympic Route Network (ORN). The restrictions on joining and leaving this route are likely to increase congestion in Hounslow and the local area as road traffic attempts to avoid this route.

Choose the right service

If you are ill or injured during the Games, choosing the right service will mean that you will get the quickest and most accessible treatment.

1. For health information and advice choose NHS Choices
2. For face-to-face health advice and medication choose a pharmacy
3. For an illness or injury that requires immediate treatment choose a walk in service
4. For major accidents or serious illness choose Accident and Emergency
5. Find your nearest health service at www.nhs.uk/London2012

Follow us on twitter!!



The Trust has embarked into the world of social media with the launch of our official Twitter account.

If you use Twitter, why not follow us for the latest news and information about the Trust, our services, forthcoming events and much more.

You can also keep tabs on our latest Twitter posts directly from our website! Browse to:

www.hrch.nhs.uk/news-and-publications to get the latest Twitter updates.

We hope that Twitter will improve the way our patients and our local community interact with us. So get involved and follow us, ask a question, or tell us what works and what doesn't. By joining in the conversation you can help us to improve our services!

You can follow us @HRCH_NHS_Trust.

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.