



hrch news

AUTUMN 2012 **5**

Providing care that we and our families would want to use

Welcome

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

In this newsletter, we provide you with an update on our foundation trust plans. Our Trust Board has agreed a revised timetable for the submission of our application - leading through to our eventual authorisation as a foundation trust. We are now planning to have our application submitted to the Department of Health in June 2013. The hold-up is due to a number of new requirements we, and other Trusts going through the same process, have to meet. Our plans to become a foundation trust are still firmly on track - and we are committed to ensuring that our members are well informed and involved in all the work we're doing.

To that end, I am pleased to welcome our new members and to announce that we have now reached our target of 5,000 public members. This brings us to 6,000 members including our staff, which is a fantastic achievement. Thank you for your support and interest.

On page 2, we feature the work of our unsung heroes - our volunteers - and also feature some of our staff who took time out of their usual routines to volunteer at London 2012. Well done to Judith Kay and Lynne Watson, and Hazel Cox and Verity Upton, for their brilliant work at London 2012, and a huge thank you to all our volunteers who work at our sites.

On page 3, we feature our new healthy lifestyle service LiveWell Richmond, and on page 4, we are extremely proud of our community matron Carmel Reed, who has been nominated as Nurse of the Year and our specialist respiratory physiotherapist, Julie Read, who has been accepted on to the prestigious Darzi Fellowship. Well done!

Richard Tyler *Chief executive*



Our front of house staff across the Trust have a new look! Teddington Memorial Hospital support services staff are seen here modelling their new uniforms - (left to right) Jean Riley, Jacqueline Davey, Caroline Renow and Jane Noone.

Associate director of support services Jill Downey said: "It is important that people have a good experience of our services and one of the ways we can do this is to make a good first impression. We hope the uniforms will make it easier to identify our staff and enhance our reputation for quality and service."

Integration of adult health and social care explored

The Trust has joined forces with Hounslow and Richmond upon Thames councils and Clinical Commissioning Groups (CCGs), to explore options to integrate adult health and social care in both boroughs. We believe there is an exciting opportunity to create a simpler way for residents to access health and social care services. A feasibility study has begun and the conclusions of the study are due later this year.

Chief executive Richard Tyler, said: "Patients tell us that they want their care to be more joined up and co-ordinated. Evidence shows integrated health and social care offers better outcomes for service users, makes resources go further and improves people's experience of these services.

"We are very excited at the prospect of working with both boroughs and to

potentially develop truly integrated services for the people of Hounslow and Richmond upon Thames."

We are holding an all-day event for the public at Twickenham Rugby Stadium on Monday 5 November to find out your views on how services can be improved and joined up.

Please email engagement@hounslow.gov.uk or call 020 8583 2132 for more details.

Our volunteers

Volunteering has had a high profile over the summer with the streets of the capital and Olympic venues packed full of Games Makers. But did you know that the Trust has its own army of 'games makers', or volunteers, who play a vital role in improving services for patients?

A listening ear

One such volunteer, Nicky Browne, visits Teddington Memorial Hospital once a week to spend time with the elderly patients on the wards, some of whom suffer from dementia.

Nicky says: "I visit the hospital and talk to the patients, or rather I try and encourage the patients to talk to me. The staff refer me to a patient and I'll ask if they want to have a chat - and I'll usually come back to see the same patient again.

"Quite often this will be a patient who has just arrived at the hospital and who will be thrown by the situation they find themselves in - so I really just try in two hours to talk to people on the wards and help them to feel better. The key thing that I can do is to offer a listening ear and encourage patients to open up to me!"

Evidence suggests that volunteering brings health benefits to both the volunteers and the people they help, Nicky agrees: "I did find it a bit upsetting at first, because I work with older people who are often losing their mobility and their independence - and that made me a bit sad, but I kept going because I couldn't think of a good reason not to. I soon noticed I was speaking with a number of patients who I found really inspiring and who have helped me to come to terms with getting older myself."

Volunteer Nicky Browne (right) chats with patient Ann Cooper (left) at Teddington Memorial Hospital



Our very own Games Makers (left to right): Lynne Watson, Verity Upton, Hazel Cox and Judith Kay

Our Games Makers

Well done to the Trust's very own 'Games Makers', who used some of their time off over the summer to volunteer at the Olympic and Paralympic Games. Two members of our staff as well as two of the Trust's volunteers all took time out from their normal routines to offer their services to London 2012.

Health visitor Lynne Watson worked as a marshal at the Paralympics; volunteer Hazel Cox greeted athletes at Heathrow for the Olympics - and drove mobility buggies at the Paralympics; while service manager Judith Kay worked as part of the medical administration team in the Athletes Village. Meanwhile volunteer Verity Upton was chosen to take part in Danny Boyle's Olympics opening ceremony as part of the tribute to the NHS (pictured above in her nurse costume).

Judith Kay said: "I am so proud to have been accepted as a Games Maker. I still have the feel good factor and recently received a certificate signed by Sebastian Coe and a thank you letter from 10 Downing Street!"

Interested in volunteering?

We welcome enquiries from members of the public who may wish to become volunteers with us, but before applying for voluntary work it is important to consider how much time you can commit. Once a volunteer is registered with us, we look for commitment to volunteer for a minimum of six months on a once a week basis.

Please also be aware that there may not always be volunteer roles available at the time of your application in the location or at the time or day of your choice. If this is the case we will keep your details on file and will contact you if a suitable opportunity arises.

While we are fortunate to receive many enquiries about volunteering, this may also result in a delay in getting back to you - but please be assured that we will respond to volunteering enquiries as soon as possible.

If you are interested in volunteering for us, you can find out more on our website: www.hrch.nhs.uk/volunteer

Or to discuss potential opportunities, please contact Linden Loader, Volunteer Services Coordinator, on Tuesday or Wednesday each week.

Tel: 020 8714 4087 Email: Linden.loader@hrch.nhs.uk.

Do you live in Richmond and want to improve your lifestyle?

LiveWell Richmond is our new health improvement service which has been designed to help Richmond residents make healthy lifestyle changes.

This free service is available to anyone aged 16 or over who lives in the borough and can help you to make healthy lifestyle changes in areas such as weight management, physical activity, mental health, giving up smoking, alcohol consumption, drug misuse or sexual health.

You'll receive support and advice from a team of trained health advisors and through the LiveWell mobile phone app and website – full of useful tips, tools, and local activities to help you stay fit and healthy.

You may have been thinking for a while that you want to make some changes to your lifestyle but don't know where to start. The first step is to book an appointment with the LiveWell Richmond team and have a friendly chat with one of our trained health advisors, completely free of charge, who will help you to set and achieve your health goals.

To find out more - or to book an appointment - visit www.livewellrichmond.org.uk, call the LiveWell team on 0208 487 1745 between Monday to Friday, 9am to 7pm, or email info@livewellrichmond.org.uk to find out more.



New Falls and Bone Health Service for Richmond

We have recently launched a new Falls and Bone Health Service for Richmond to help stop people from falling, reduce injuries and improve the health and mobility of older people in the borough.

The service is available to patients with a Richmond GP, and is targeted at people who have had recurrent or occasional falls, those who feel at risk or afraid of falling, as well as people aged over 50 for bone health management.

If you are worried about falling or have had a fall, please visit your GP to discuss your concerns in the first instance. If your GP is worried that you may be at risk of a fall you will be referred to the Falls and Bone Health Service for a more detailed assessment. Alternatively you can refer yourself to this service directly by calling our Single Point of Access team on: 020 8487 1696.

You can find out more about what's on offer or discuss any concerns with the team by calling 020 8714 4096, or by visiting www.hrch.nhs.uk/falls

NEWS IN BRIEF

Hospital scores top marks

Teddington Memorial Hospital has achieved the highest possible rating for the fourth year in a row in an assessment of the hospital's patient environment.

The Patient Environment Action Team (PEAT) assessment is an annual review of hospitals with more than ten beds and looks at the overall environment that a hospital provides for patients. The hospital scored 5/5, or "excellent", in all three sections of the assessment. Well done to all staff at the hospital!



Thanks to our AGM attendees!

Thanks to everyone who braved the rain in July to attend our Annual General Meeting at York House, Richmond. The event was a great success and we had in the region of 150 attendees come along to find out more about the Trust. We look forward to seeing you all again next year!



Chief executive Richard Tyler talks at the AGM

Have your say on changes to health services in SW London

Local doctors, nurses and other healthcare professionals leading the Better Services Better Value review in south west London want to hear local residents' views on proposals to reorganise health services to improve the quality of care for their patients.

**beterservices
bettervalue**

Local residents can have their say on the proposals to reshape local health services during the three month public consultation commencing in November. Local doctors and patients leading the review have developed proposals for improving the following services: planned surgery, urgent and emergency services, maternity care, children's services, long term conditions, community and end of life care.

Local healthcare professionals are trying to find ways to ensure the NHS keeps up with the growing demand and want to hear what local people think of their ideas to reorganise health services. You can find out more by visiting: www.bsbv.swlondon.nhs.uk, emailing beterservices@swlondon.nhs.uk or calling 020 8251 1512.

How we've made a difference



Our PALS manager 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 our PALS service 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 staff at Hounslow Urgent Care Centre: From the moment I walked in, all of the staff were friendly and very helpful. The doctor who examined me answered all of my questions and made me feel reassured!"

"To staff at the Walk in Centre at Teddington Memorial Hospital: Yesterday I came to your Walk in Centre for the first time. We looked around and admired the smooth running of the place, everything in order, toilets clean, chairs in good condition and in neat rows, nothing scruffy or run down. From the time the doctor gave my prescription to when I collected the pills from your dispensary took 15 minutes. What service! You and all your staff do a magnificent job. To maintain such high standards, to coordinate staff with such a wide range of disciplines and to generate such a quietly positive atmosphere for the patients shows good teamwork. We are indeed fortunate to have our Walk in Centre."

Follow us on twitter!!



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 follow us @HRCH_NHS_Trust.

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 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.

Staff news

Community matron shortlisted for top award



Community matron Carmel Reed has been shortlisted for the top national nursing award

Carmel Reed, one of our community matrons is among the final eight candidates nationally to be shortlisted for Nursing Times' prestigious Nurse of the Year Award. Carmel was shortlisted in recognition of her commitment and professionalism and willingness to act over and above the expectations of her role.

Jo Manley, director of operations said: "Carmel consistently puts her patients' needs before her own and provides the highest standard of care to her patients. As an experienced and professional community matron, Carmel certainly has earned the utmost respect from everyone she works with."

The winner will be announced on Wednesday 31 October at the Nursing Times Awards 2012 event which takes place at London's Hilton Hotel.

Staff member accepted on Darzi Fellowship



Community physio Julie Read has been accepted on to the Darzi Fellowship

Well done to Julie Read, community physiotherapist, who has been accepted on to the prestigious Darzi Fellowship - one of the most well regarded clinical leadership development initiatives in the UK. Julie was successful in a competitive application process and is the first physiotherapist ever to have been accepted on to the Darzi Fellowship.

Chief executive Richard Tyler said: "We are delighted that Julie has been successful in her application to the Darzi Fellowship. As a physiotherapist this is truly a great achievement as the recipients of Darzi fellowships are normally doctors. Well done Julie!"

Staff excellence awards launched

We will be holding our second annual staff excellence awards on Tuesday 13 November at Cole Court Centre in Twickenham. The awards are supported by charitable funds and are designed to celebrate excellence, improvement and innovation within the organisation. This year's categories include *beyond the call of duty*, *clinical excellence*, *working smarter* and *innovation*. We will also be awarding long service of 25 years or more, a *chief executive's award*, and a travel bursary. We will also recognise those staff nominated for an *NHS Heroes award*, a new national scheme to recognise the great work that individuals and teams do every day in the NHS.