



# hrchnews

SPRING 2013 **7**

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## Welcome

to the Spring 2013 edition of *HRCH news*, the Trust's newsletter for our members, staff and the local community.

This issue is full of news, information and updates on what's been going on over the past few months, we hope you enjoy reading it.

I would like to take this opportunity to let you know that I will be leaving Hounslow and Richmond Community Healthcare (HRCH) in July to take up a new role as the Chief Executive of Queen Victoria Hospital NHS Foundation Trust in East Grinstead.

Having been here since the organisation was formed in 2010, the decision to leave was not easy. Over the past few years I have seen the Trust develop into the successful organisation that we see before us now. I know I leave HRCH as an organisation in a strong position with a Board committed to taking it forward.

An interim chief executive has been appointed and a formal recruitment process for a permanent chief executive will begin soon.

Being chief executive here has been a privilege and I would like to take this opportunity to say thank you to all our staff who make a difference to our patients and to our Foundation Trust members for their continued support.

Finally, I look forward to seeing as many of you as possible at our Health Fair and AGM on 3 July. It promises to be a good and informative evening.

**Richard Tyler**  
Chief Executive



## Support group shows that breast is best for mums and babies!

The Trust is providing breastfeeding support groups at various locations across Hounslow and Richmond to help mums access practical advice and peer-support on breastfeeding.

The free, weekly drop-in clinics are attended by both staff and peer supporters who offer individual assistance, advice and encouragement to mothers.

Sallie Winterbach, Specialist Health Visitor said: "The decision to breastfeed, especially if sustained for the first six months of a baby's life contributes to an infant's health and development – so it's really important that as

a community health trust we encourage and enable mums to breastfeed.

"We know the amount of support a mum receives is one of the major influences as to whether a mother successfully breastfeeds.

"The need to provide more breastfeeding support groups in the community became clear when our health visitors identified a large number of women attending our Well-Baby Clinics looking for breastfeeding advice. Many of the mums come back week after week and you can really see the improvement that our support sessions make to their own and their children's lives."

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## Annual General Meeting and Health Fair

Lampton Park Conference Centre, Hounslow, TW3 4DN

**Wednesday 3 July 2013**

**5pm-6pm:** A Health Fair featuring stalls, information and staff from services across the Trust

**6pm-7pm:** AGM (registration from 5:30pm)

Copies of our annual report 2012/13 will also be available at the meeting, and the Trust's financial accounts will be presented. We hope to see you there!

➡ **Engage | Promote | Support | Inform**



**Tracy Beagarie**, attends the Trust's Chiswick breastfeeding support group: "I go along as my 14 week old daughter has not quite grasped the ability to breastfeed well. The support group has been fantastic, not only have I received some invaluable advice, I have also met other mums with similar breastfeeding issues and it's nice to know I'm not alone. It has been great to chat and receive this support within the community."



**Vanessa Maag**, also attends the Chiswick group: "The support I have received from the breastfeeding group has been invaluable. The group gave me such confidence to be able to continue to breastfeed for much longer than I initially thought would be possible. I am very happy to have been given the opportunity to give my son the best nutritional start in life."

**You can find out more about the Trust's breastfeeding support groups by visiting [www.hrhc.nhs.uk/breastfeeding-advice](http://www.hrhc.nhs.uk/breastfeeding-advice) or calling 020 8630 3539 (Hounslow); or 020 3458 5377 (Richmond).**

## Day in the life of... Charlene Weeks, Musculoskeletal Physiotherapist

The musculoskeletal physiotherapy team treats conditions relating to injuries of the spine, arms and legs. They offer a variety of treatment options depending on the severity of injury.

Charlene Weeks is a musculoskeletal physiotherapist from our Richmond team.

**7.50am:** I arrive at Teddington Memorial Hospital (that's TMH to most of us working here). I get myself a cup of tea and take a look at the notes of the patients I am seeing today.

**8am:** My first appointment arrives, a man with a post-surgical Achilles tendon rupture. I assess his injury and discuss suitable goals for him to achieve. We also discuss the football from last night; I find it helpful to build a good rapport with patients as it helps us develop a rehabilitation programme which takes into account their individual needs.

**9am:** I assess a new patient, a lady with a long standing history of lower back pain which had been caused by a fall at home. After nine unsuccessful chiropractic sessions, she is in considerable pain which is affecting the day to day activities. I assess her spine and strength of her core and explain how we can best treat her. We set some goals relating to pain and function, and I devise a home exercise programme for her.

**10am:** I assess two further patients, one with lower back pain sustained following a fall during an aerobics class, the second with right knee pain which is cartilage damage. I work with both of them during their appointment in the gymnasium to do some rehabilitation on mats and wobble boards. I finish up and realise it is 12.30pm, time for lunch.



**1pm:** I assess a young lady with chronic hip pain, I then process some discharges and discuss with a colleague treatment techniques and treatment options for the spine of another patient I have. Currently, our treatment options depend on the severity of the injury which can include water-based exercise (hydrotherapy) or back/core stability group sessions.

**3.30pm:** I check my emails, complete a few discharges and review another three patients - one with a muscular shoulder tear, the second with chronic neck pain and the third with arthritis in her right knee.

**4:45pm:** It's time to go home, it's been a good day where I feel I've made a real difference to people who are well on their way to achieving their rehabilitation goals!

**You can find out more about our musculoskeletal physiotherapy services at: [www.hrhc.nhs.uk/msk-physio-richmond](http://www.hrhc.nhs.uk/msk-physio-richmond) or [www.hrhc.nhs.uk/msk-physio-hounslow](http://www.hrhc.nhs.uk/msk-physio-hounslow)**

## A mystery shopper visits TMH

In December 2012, two Patient and Public Involvement (PPI) committee members\* undertook four mystery shoppers visits to the Walk-in Centre at Teddington Memorial Hospital (TMH).

The aim of the visit, which included 10 hours of combined observations and patient interviews, was to gain a better understanding of patients' experiences at our Walk-in Centre and to identify areas for service quality improvement. They also highlighted areas of good practice which we could share across the organisation to promote learning. The survey focused on patient experiences upon entering the centre, all the way through to assessment and treatment.

Overall the results have been very positive. We have provided feedback from the visit to our staff and volunteers and the following improvements completed:

- Infection control signage is now sited above the main reception hand rub dispenser
- Three additional water machines will be made available on the ground floor and first floor out-patients departments and in the Walk-in Centre for nurses to assist patients when taking medication
- X-ray department signage has been laminated

Anthony Power, Patient Advice and Liaison (PALS) Manager said: "We are committed to listening to the views of our patients and making improvements to the way we deliver services from what our patients tell us about them.

"We've learnt a lot from this exercise and would like to thank our mystery shoppers for their honest feedback."

*\*The PPI members represented Hounslow/Richmond Local Involvement Networks (LINKs) and Richmond and Kingston ME Group.*

# News in brief:

## District nurse Gail awarded Queen's Nurse title

District nurse Gail Goddard has been awarded the prestigious title of Queen's Nurse by the Queen's Nursing Institute (QNI) in recognition of the positive impact that she makes to patients' lives.

Gail was presented with her award by Jane Cummings, Chief Nursing Officer for England, at an award ceremony in April. The QNI is a registered charity dedicated to improving the nursing care of patients in their own homes and supports nurses who are committed to high standards of care in the community to make improvements in practice and act as leaders and role models to others.

Gail has worked within the NHS for 28 years and has a wealth of experience within community nursing.



Gail Goddard, left, receiving her QNI award from Chief Nursing Officer Jane Cummings

## Trust wins contract to deliver LiveWell services in Sutton & Merton

The Trust has won the contract to deliver the LiveWell health improvement programme and stop smoking services in the London boroughs of Sutton & Merton from June.

The contract makes the Trust one of the largest NHS providers of health improvement services in London, providing services across five London boroughs.

The Trust currently provides LiveWell services in Richmond and has other health improvement services across Hounslow and Richmond, including stop smoking and weight management services.

For more information on this service visit our website.



## New NHS sexual health and contraception clinic in Whitton

A new NHS contraception and sexual health clinic has opened at Whitton Corner Health and Social Care Centre. The nurse-led service runs every Wednesday between 5:30pm - 7:30pm, offering FREE contraceptive and sexual health advice for people of all ages living in Hounslow or Richmond.

No referrals or appointments are required for this confidential drop-in service. *You can find out more at [www.hrch.nhs.uk/cash](http://www.hrch.nhs.uk/cash)*

## Seema Malhotra MP meets with Hounslow health visitors

Local MP, Seema Malhotra visited one of our NHS Well Baby Clinics in February to meet our team of health visitors and find out more about the service which supports health and the prevention of illness for children and families.

Seema toured the clinic at Midsummer Park Children's Centre in Hounslow, which offers a place for parents to bring their babies and infants to get advice and support and important health reviews.

Seema also spoke with mothers attending the well-baby clinic to hear about the important part the centre plays in their own and their children's lives.



MP Seema Malhotra meets with a mum and child and health visitor

## Trust receives sustainable travel award

The Trust has been awarded the London NHS Cycling Strategy Stage 3 award in recognition of its efforts to promote cycling and sustainable forms of travel amongst staff.

HRCH is one of only eight NHS organisations in London to achieve this element of the London NHS Cycling Strategy – which is an on-going partnership between Transport for London (TFL) and the NHS.

Doug Fuller, Assistant Director of Estates was presented with the Trust's certificate by Ben Plowden, Director of Planning at TFL at an event in March.



Assistant director Doug Fuller, right, receives the Trust's cycling award

## Event: Richmond Speech and Language Therapy Service - Communicating Together

**Wednesday 3 July, 10:30 - 4:30pm**

Clarendon Hall, York House, Richmond Road, Twickenham, TW1 3AA

All welcome! Come along and meet the team, find out more about their services and take part in some of the interactive activities. *A full event programme can be found on our website [www.hrch.nhs.uk](http://www.hrch.nhs.uk)*

## Help at hand for Hounslow residents to go smoke free

Do you live in Hounslow and want to stop smoking?

Take the first steps to going smoke-free by contacting our Hounslow Stop Smoking Service.

Did you know that smokers are four times more likely to succeed with NHS support and that motivational support alongside medication is the most successful way to quit.

Free drop-in clinics are run at nine locations across Hounslow, offering residents one-to-one support sessions with trained advisors. You can find out more about the service and our drop-in clinics at

[www.hrch.nhs.uk/hounslow-stop-smoking](http://www.hrch.nhs.uk/hounslow-stop-smoking) or call 020 8630 3255

or email [stop.smoking@hrch.nhs.uk](mailto:stop.smoking@hrch.nhs.uk)

Richmond residents can find more information on quitting at [www.richmond.gov.uk](http://www.richmond.gov.uk)



Our Hounslow Stop Smoking Team at West Thames College on No Smoking Day

## Goodbye to Hounslow LINK and Richmond LINK

As a result of the 2012 Health and Social Care Act, from April 2013 the organisations known as Local Involvement Networks (LINKs) ceased to exist. This includes both Hounslow LINK and Richmond LINK.



Steve Swords,  
Chairman of the Trust

LINKs will be replaced nationally

by Healthwatch, with a new local Healthwatch covering every local authority area in England. The new organisations are expected to be up and running by June 2013.

Healthwatch will become the new independent consumer champion for health and social care, responsible for listening to views and experiences of local people about local health and social care services and using them to help shape services by working with NHS trusts and social care providers.

The Trust would like to thank the former members of Hounslow LINK – including Bob Hardy-King, Lew Gray and John Marshall; and to the former members of Richmond LINK including Bonnie Green, Paul Pegden Smith and Catherine Mann for all of their proactive support and involvement in our various committees and with our Trust Board. Their contribution has enabled us to consider patient and public feedback and make improvements to our services.

Stephen Swords  
Chairman

## Directors go back to the floor

The Trust's team of directors went back to the floor on Monday 29 April, shadowing staff in a variety of roles to gain a better understanding of the Trust's day-to-day business.

Non-executive director Ajay Mehta spent time with the Brentford District Nurse Team and accompanied a nurse on a patient visit within the community. Ajay said: "It was a privilege to learn about the amazing work the team does looking after people in the community and the difference it makes. I was particularly impressed by the level of respect that the patients have for the team and how much they value the service. It has left me with much to think about and feedback to colleagues on the Board."



Richard Tyler working with the nursing team at the Teddington Walk-in Centre

Other highlights included chief executive Richard Tyler working with the nursing team at the Teddington Walk-in Centre; non-executive director Carol Cole spending time with our paediatric audiology team at Teddington Memorial Hospital; while chairman Steve Swords took on a front of house role at Teddington Memorial Hospital reception.



Carol Cole with senior audiologist Sarah Iqbal and a patient

## Volunteer coordinator Linden to attend Queen's Garden Party

Our volunteer coordinator Linden Loader will be spending time with the Queen, having been invited to attend the Queen's Garden Party at Buckingham Palace in May in recognition of her work at the Trust.

Linden has led and managed the volunteering service in Richmond since August 1998 and more recently the service across Hounslow and Richmond.

The Trust has around 90 active volunteers providing approximately 11,000 hours per annum of their own time to provide support across the Trust and Linden is essential to

making this happen. Linden is always at the centre of activities - recruiting and placing volunteers in roles, utilising their individual skills maintaining enthusiasm within the volunteering team.

Jill Downey, Associate Director of Support Services said:

"We are delighted that Linden has been chosen to attend the Queen's Garden Party. Linden's hard work and commitment is pivotal to the success of our volunteer service and her contribution is highly valued by the Trust, our patients and colleagues."



Linden Loader,  
the Trust's Volunteer  
Coordinator

## How we've made a difference

**We receive many thank you letters from our patients, here are just a few of them:**

**To the Hounslow physiotherapy team,** I am writing to express my appreciation at the intensive physiotherapy treatment provided by staff following an acute fracture of my ankle bone last year.

This treatment substantially improved the speed and totality of my recovery and without these treatments I would still be suffering significant mobility constraints and pain even now.

Prior to starting the physiotherapy sessions I was seeing little if any improvement in my condition and was only able to work a two day week in consequence. I am now

back to normal working hours.

Given my experience I know that physiotherapy services can make a huge contribution to the quality of life of people who have suffered lower limb injuries, which might otherwise be life changing.

**To the Falls and Bone Health team,** I write to express my gratitude and appreciation for the excellent service I received from the team.

Everyone I met at the hospital was helpful and friendly and I was particularly impressed by the thorough examination you gave me and by your kind and sympathetic attitude – so very many thanks!

## Follow us on twitter!!



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[@HRCH\\_NHS\\_Trust](https://twitter.com/HRCH_NHS_Trust)

## We love feedback!

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