Plans to expand world leading Children’s Heart Unit underway

The Freeman Hospital is the only Centre in the UK to provide comprehensive, lung and heart care from birth, throughout childhood and into adulthood.

Our children’s services are becoming busier year on year and our experts are seeing more newborns and children with increasingly complex conditions. Over recent months we have recognised that, for our staff to continue to offer the high quality services they are internationally renowned for, they will need bigger and better facilities. We plan to develop a magnificent new Children’s Heart Unit at the Freeman Hospital and planning permission is being sought for a brand new state of the art building. Watch this space!

Leading in Lung Cancer Treatment

Lung cancer patients at the Newcastle Hospitals have a better chance of survival and are more likely to receive active treatment than in other Trusts, according to the latest National Lung Cancer Audit Report.

In two important aspects of lung cancer patients’ care, Newcastle scored significantly higher than the national average:

- % of patients receiving active treatment;
- % of patients with Small Cell Lung Cancer receiving chemotherapy.

Dr Ann Ward, Consultant in Respiratory Medicine and Lead for Lung Cancer in Newcastle says: “We are delighted with these results. They reflect the positive attitude and dedication of the entire team who work incredibly hard to ensure the care and treatment we offer our patients is the best it can possibly be.”

Top of the Research League

Once again, Newcastle has topped the national league table for NHS research activity. The number of patients recruited into clinical trials last year totalled over 15,800 - far better than any other similar Trusts nationwide.

Clinical research is a vital part of the work of the NHS, contributing to the drive for better treatments for all NHS patients and providing evidence about ‘what works’ so that treatments for patients can be improved. In addition, there is research evidence to show that patients have better outcomes in hospitals and surgeries that are research active – even if they don’t actually take part in a study themselves.

Sir Leonard, Chief Executive explains: “This accolade highlights how Newcastle Hospitals remains at the forefront of research and innovation in the UK, providing our patients with the opportunity to participate in the highest quality research and clinical care.”

Also inside...

- Another first for the Newcastle Hospitals
- Patients give Newcastle Hospitals ‘highest ever scores’
- A Bumper Year of Staff Awards
- Kids with Cameras
- ‘Gold Standard’ Patient Information Films

Plus...

- CHKS 40Top Hospital Award
  One of only two Trusts in the country to win the award 14 years running.

Healthcare at its very best – with a personal touch
Another first for the Newcastle Hospitals

The Northern Centre for Cancer Care (NCCC) at the Freeman Hospital is the first radiotherapy centre in the UK to install a state-of-the-art, combined ‘SPECT and CT’ scanner.

The scanner combines the best aspects of two different types of scanning in one piece of equipment, and produces combined images which allow better diagnosis and radiotherapy treatment planning.

Dr George Petrides, Clinical Lead for Nuclear Medicine explains: “The SPECT-CT scanner will allow us to more accurately identify lesions where previously we were less certain of their exact location and which parts were actually active. This will revolutionise the diagnostic pathway for patients in the North East and Cumbria and allow for a more tailored and informed treatment pathway.”

Gill Lawrence, Head of Radiotherapy Physics at NCCC adds: “When a patient requires radiotherapy treatment, we need to identify the parts of the tumour to be treated as accurately as possible.

“Previously for some patients we would use two techniques separately, using a gamma camera and then a CT scanner. Now with this new machine, the scans can be done during a single appointment and are integrated with one another.”

Patients give Newcastle Hospitals ‘highest ever scores’

Patients staying in hospital in Newcastle have given a big thumbs-up to the services they have received. So much so, that the Newcastle Hospitals ‘Family and Friends Test’ score for inpatients in June was the highest yet!

The national NHS Family and Friends Test asks adult inpatients and people using the Emergency Departments and our Maternity Services, one simple question: ‘how likely are you to recommend our ward/department to your friends and family if they needed similar care?’

In the June 2014 Family and Friends Test, over 1,750 inpatients commented on our services when leaving the RVI, Freeman Hospital, NCCC, and Campus for Ageing and Vitality.

The Newcastle Hospitals scored 82 out of a possible score of minus 100 to 100. This is the highest score for inpatient services in the North East and Cumbria, and the highest ever for the Trust.

Mrs Helen Lamont, Nursing & Patient Services Director, explains: “One of the most important indicators of the success of our services is how patients feel when they leave hospital and what they think about the services they have received. For patients to say ‘yes’, they would recommend our services to friends and family, is probably the most compelling endorsement our services can receive.

We have had responses from more than 22,500 inpatients over the past year, and to receive the highest score in the North East and Cumbria - and the Trust’s highest ever score - indicates that satisfaction with our inpatient services is on the rise.”

As part of the Family and Friends Test, patients are also encouraged to comment on our services, and we received over 6,000 comments from April to June 2014. These indicate that our hospital staff are one of the biggest influencing factors over whether people are likely to recommend the Trust to their family and friends.

One patient commented: “Friendly staff who take pride in their customer care and professionalism - excellent service. Patients are treated as individuals, each with their special needs which are administrated with care and dignity. Most importantly, staff at all levels listen and understand concerns. Diagnosis was remarkable and I was thankfully fast-tracked due to a worsening condition. The ward is a credit to the NHS.”

The monthly Family and Friends Test results are published on the NHS Choices and NHS England websites. People can also access the results from the Newcastle Hospitals website by searching for ‘Newcastle Hospitals Family and Friends’.
A Bumper Year of Staff Awards

Being one of only two Trusts in the country to receive the CHKS 40 Top Hospitals Award for the 14th consecutive year is a clear demonstration of our staff’s dedication, commitment and hard work. It is down to them that patients can expect to receive outstandingly high standards in our hospitals and in the community.

And that’s not the only award we’ve welcomed to the Newcastle Hospitals since our last newsletter. Here are just some of the amazing national awards our trailblazing staff have gathered in recent months.

Specialist Continence Team wins British Journal of Nursing Award

The Continence Nurse of the Year Award recognises the outstanding efforts of each and every member of Newcastle’s Specialist Continence Team who developed a special project to help prevent people in Care and Residential Homes having to come into hospital to be treated for urinary tract infections (UTIs). This was focused around ensuring the UTIs were prevented in the first place and the team continues to be extremely successful in their efforts.
Nicola McCann, a now fully qualified staff nurse on our Regional Neuro Trauma Critical Care Unit at the RVI, was named ‘Student Nurse of the Year: Post-registration’ at this year’s inaugural Student Nursing Times Awards.

For the final module of Nicola’s Graduate Certificate in Critical Care, she prepared an assignment on Sepsis and Fluid Resuscitation, linked to a case study. She received 100% for her presentation and her university tutor suggested she present the case study at the British Association of Critical Care Nurses annual conference. Nicola subsequently received a distinction for her Graduate Certificate.

Of winning the award Nicola said: "I have never felt so overwhelmed. It was just lovely to see nurses and midwives being recognised for the care, compassion and commitment that they give to their patients and jobs every day.”

Freeman Doctors win Medical ‘Oscars’

A cross-specialty training group of Cardiologists, Vascular Surgeons and Interventional Radiologists from the Freeman Hospital were named the UK’s best Education and Training team at this year’s BMJ Healthcare Awards ceremony.

The UK Endovascular Trainees Group (UKETS) pioneered the use of virtual reality simulators to train junior doctors in endovascular procedures (minimally invasive surgery designed to access many regions of the body via the major blood vessels). This approach allows trainees to practice complex procedures without putting patients at risk and thus helps to improve patient safety. They have produced a wide range of training films that are available on YouTube showing how to perform these procedures on simulators.

David Hopper – a specialist physiotherapist in our Haemophilia Service - became an official Haemophilia Society ‘Buddy’ this year

The Haemophilia Society’s award recognises the support given by friends, family and healthcare professionals to children with bleeding disorders.

David Hopper won two awards having been nominated by patients and a work colleague. David said: “People living with bleeding disorders and their carers often feel isolated and neglected because many members of the public are still unaware of the everyday challenges they face. Our team works on a daily basis to help make the lives of patients living with haemophilia easier.”

David with two of his nominees, and Dick and Dom of CBBC Fame

Nicola McCann receiving her Student Nursing Times Award

Student Nursing Times Award 2014 Winner

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Members of UKETS with their award
Dr Christopher Lamb, a registrar at the RVI, has been named ‘Young Gastroenterologist of the Year – Emerging Leader 2014’.

Dr Lamb works with conditions affecting the digestive system and liver. His award comes after a series of innovations, including research projects into Inflammatory Bowel Disease.

He also received the ‘British Society of Gastroenterology’s President’s Medal’ – jointly with colleagues from London and Sheffield, for their work to safeguard and develop training for junior doctors. This highly prestigious award is usually reserved for senior professionals, and has never before been presented to a junior doctor.

A project to help young people with learning disabilities gain valuable skills and work experience, picked up a prestigious honour at the region’s CIPD People Management Awards.

Lorna Harasymiuk, Project Choice Co-ordinator. “Project Choice supports the Trust’s commitment to deliver a health service where equality, diversity and human rights are embraced in the everyday work of our staff. We are positive about disability and have made a commitment to employ, retain and develop staff with disabilities. Project Choice demonstrates this by enabling young adults to gain employability skills through work experience, and helping them prepare for employment.”

Kate Hackett was recently awarded a national College of Occupational Therapists Innovation Award in recognition of her new project “Identifying and meeting the needs of service users within a specialist fatigue clinic”.

Her project helps patients with Sjögren’s Syndrome - a disease where the body’s white blood cells attack secretary glands and in particular those which produce saliva and tears. As well as severe dryness, people experience fatigue, pain, poor concentration and low mood. Such symptoms have a major impact on quality of life and with limited medical treatments available, Kate has concentrated on developing alternative approaches to help her patients.

Don’t forget that the Newcastle Hospitals have their own award scheme.

To celebrate staff who ‘make us proud’ and best represent the Trust values by ensuring each patient we see receives healthcare at its very best – with a personal touch.

Find out more at: www.newcastle-hospitals.nhs.uk/personaltouchaward
Kids with Cameras – Diary of a Children’s Ward

Children and staff from the region’s Great North Children’s Hospital were the stars of a groundbreaking ITV series in August this year.

Aired over three programmes, the series, called ‘Kids with Cameras – Diary of a Children’s Ward’, offered an intimate and refreshing insight into what it’s really like to be a child in hospital using a very different style of documentary.

Over 100 youngsters being cared for at the Great North Children’s Hospital were asked to record their own experiences, from their point of view, using handheld cameras. The children who starred in the series were aged six to 16 and came from all over the region including Penrith in Cumbria, Alnwick in Northumberland and Stockton in Teesside. Each talked candidly to the cameras about their illness or injury, and recorded themselves undergoing treatment, eating, playing, taking medication, interacting with medical staff and interviewing their parents. Whether in hospital for an everyday injury, major surgery or life-threatening illness, the resultant videos, in the children’s own words, were honest, moving, and often very funny. Who can forget Tyrone closing the first episode with his own rendition of “Happy” by Pharrell Williams!

Dr Iain Johnstone, Clinical Director for Children’s Services and Consultant Paediatric Intensivist said: “We were delighted to be approached by ITV to see if we would be interested in taking part in this documentary ‘first’. It’s been really exciting to be part of a national television programme, especially as we’re so keen to make sure that the Great North Children’s Hospital is recognised nationally as a Centre of Excellence in children’s healthcare - it is a magnificent service.”

Did you know...

As the only specialist children’s hospital in the North East and Cumbria, the Great North Children’s Hospital sees over 80,000 children every year.

Balloon release celebrates 100th congenital adult heart transplant

One hundred balloons flew into the sky outside Newcastle’s Institute of Transplantation this September, to mark a very special centenary.

Each balloon was released by someone born with a complex heart disease, and who would not have been expected to live into adulthood were it not for the expertise of the heart specialists at the Freeman Hospital - home to the largest centre in the world for this challenging type of transplantation.

Chris Richardson, a 29 year old from Walker, was born with a congenital heart defect, yet a heart and lung transplant seven years ago transformed his life.

Chris said: “It was really good to release the balloons and it was quite emotional because it’s a way of thanking the donors for what they have done. I attached a message to my balloon which thanked my donor so much for the transplant, it’s given me the best seven years of my life.

“The balloon release was a great way to celebrate the work that the Freeman does. I would not be here today if it wasn’t for the hospital and its staff.”

Did you know...

Newcastle provides the national service for adult congenital heart transplantation as no other centre in the UK has the same expertise.
Coming into hospital for tests, scans or treatment can make many people feel anxious and uncertain and this is no exception for people with any form of Learning Disability (LD).

Ensuring people with LD have a positive experience of all our services is a key commitment for the Newcastle Hospitals. Sometimes, this means making reasonable adjustments.

Currently, our staff see around 1,100 patients with LD from across the region. We know this is just the tip of the iceberg, and as we expect this figure to steadily rise, we have put processes in place to make it as easy as possible for staff to recognise those with a LD, so that they can support their individual needs.

The most recent development is a trio of short films featuring people with LD and their carers, as they come to hospital to have an x-ray, CT or MRI scan.

Dr Clare Scarlett, a GP in North Tyneside and Clinical Lead for Learning Disability for the Newcastle and North Tyneside Clinical Commissioning Groups explains: "Describing investigations such as CT scans can be hard. Studies have shown that healthcare professionals' explanations are often not so clear as they intend, and patients will only retain a portion of what is said in a consultation.

"People who have a learning disability will have greater difficulty than most understanding new concepts. Illustrated, easy read text is very useful to support communication. The use of film offers additional benefits and these films are excellent”.

Dr Dominic Slowie, NHS England’s National Clinical Director for Learning Disabilities praised the universal approach and ease of access. “I think these videos are great. They are linked to YouTube and a QR code on the appointment letter means they can be accessed straight from a smartphone which makes them so user-friendly. I wouldn’t be surprised if these films set the National Gold Standard for how patient information should be given."

The films developed with 'Them Wifies' - a Newcastle-based community arts organisation which uses art to address health inequalities - can be seen at: www.youtube.com/NewcastleHospitals

‘Gold Standard’ Patient Information Films

Andrew Dodd and June Dickman - two of the films’ stars

New Bus Link to Healthcare

Patients and visitors to the Newcastle Hospitals can now benefit from new and improved transport links, thanks to a new partnership with local bus company Arriva North East.

The partnership sees enhanced transport connections from across Newcastle upon Tyne, Cramlington and South East Northumberland. Buses bring patients, visitors and staff direct to the doors of the Freeman Hospital, the Royal Victoria Infirmary (RVI) in the city centre and the Campus Transport links for Ageing and Vitality (formerly the Newcastle General Hospital), where they can benefit from the Trust’s wide range of services.

Transport links include:

• Direct services to the RVI’s Leazes Wing every 30 minutes from Regent Centre and Haymarket
• Direct services to the Freeman Hospital every 30 minutes from Regent Centre
• A 30 minute service, Monday to Saturday (hourly on evenings and Sundays) between Newcastle Haymarket and the Freeman Hospital
• Improved access from Ashington, Blyth, Cramlington and Morpeth with connections at the Regent Centre to the Freeman Hospital, significantly reducing journey times from South East Northumberland.

The new services all benefit from easily recognisable, low floor accessible buses with free wifi and improved links from park and ride available at Regent Centre and Four Lane Ends.

For timetables and more information visit www.arrivabus.co.uk/north-east

New Bus Link to Healthcare Just the Ticket

David Malone, Transport and Travel Advisor for the Newcastle Hospitals explains: “We put patients at the heart of everything we do and have listened to comments from our patients and visitors as to how we can make our services more easily accessible. We are therefore pleased to announce our partnership with Arriva North East, which improves public transport access by providing new services and better links to our hospitals.”
Newcastle Hospitals - the health professionals’ choice

It’s your health. Your treatment. Your operation.

You have the right to decide where you are treated. You can insist your GP refers you to where you want to go. But how do you decide which is the best hospital?

The Government decided that one of the best ways to help patients make an informed choice was to ask NHS staff. The most recent survey showed that 87% of staff at the Newcastle Hospitals would be happy for a friend or relative to receive treatment at the Trust. The average for all Acute Hospital Trusts in England is 64%.

Our result was the highest in the North East, Cumbria and Yorkshire - and equal second in the whole country for Acute Trusts. The respected Health Service Journal reported this outcome as “impressive”.

Sir Leonard Fenwick, Chief Executive explains: “These results are a clear demonstration of confidence from our own staff that our services are amongst the very best in the country. The fact that such a high percentage would recommend to family and friends that they should come to our organisation for care and treatment speaks for itself.”

Governors & Members

Who are our Governors?
The Council of Governors has a major role in influencing the future development of our health services. They act as ‘the voice’ for all our members and local communities to ensure their views are fully considered during any strategic decision-making. Both Public and Staff Governors hold office for three years and can then stand for re-election for up to a total of nine years.

Details of all our Governors can be found on our website – just go to “About Us” and click on “Governor Information”.

A Fond Farewell
This year, three of our longest standing Public Governors stood down. Mr Maurice Harvey, Ms Sandy Harvey and Mrs Jane Donnelly all acted as advocates for the Newcastle Hospitals for over eight years, and have provided invaluable input on a wide array of issues ranging from ‘Keeping our Hospitals Clean’, promoting our services and new menus for children.

We have certainly reaped great benefits from their insight as well as their own personal and professional experiences, and we wish them all the very best for the future.

Help our membership drive
As a valued member of the Trust, you can help us by getting just one additional person to sign up to become a member. We are keen to ensure our membership is reflective of the community we serve and need more people from the local communities to join us.

Membership is free and anyone aged 18 or over can apply – Your family, friends and colleagues can register on line at: www.nhsmembership.co.uk/nutt

Send us your email address
We are always looking at ways to improve how we keep in touch with our members. Please send us your email address so that we can send future communications - including this newsletter – to you electronically.

Email NHS.FoundationTrust@nuth.nhs.uk with your name and address and tell us if you are a member of the public or staff. Alternatively you may write to us at the freepost address shown below:

The Chief Executive’s Office, The Newcastle upon Tyne Hospitals NHS Foundation Trust, FREEPOST NAT 18163, Newcastle upon Tyne, NE7 7BR Freephone (0800) 0150136

As an NHS Foundation Trust, the Newcastle Hospitals have greater independence to decide how best to run their services, along with their Governors and Members.

Members’ Events
Our Members’ Events are an extremely popular way of keeping you up to date on many of our exciting developments and cutting edge services and we try to hold three every year. This year, we received a presentation from our exceptional End of Life Service. Run by experienced and compassionate professionals, they work tirelessly to ensure that every patient who passes away in our care is treated with dignity, and kept as comfortable as possible, as well as offering comprehensive emotional and practical support to family members.

During another event, Consultants from our Emergency Department described our national positioning as one of only 14 Major Trauma Centres in the UK, and the state of the art, comprehensive emergency care facilities available. This includes 24/7 access to a whole body CT Scanner, Interventional Radiology, Emergency Theatres with surgeons specialising in Orthopaedics, Plastic and Neurosurgery to name just a few, as well as Critical Care Units, a dedicated Trauma Ward and Acute Pain Service.

Places for our events are always much in demand and so we always send out a short summary of each presentation with invitations to the next event. Copies of summaries from all previous events are available upon request from the Corporate Services Office, on Freephone (0800) 0150136.

We will continue to keep you informed of future events.

Date for your Diary

Annual General Meeting (AGM) 2014 & Annual Members’ Meeting (AMM)

This year’s AGM and AMM will take place on Wednesday 24th September 2014 at 6:00pm in the Education Centre at the Freeman Hospital.

Open to all members of the public, this meeting provides an excellent opportunity for you to hear about the Trust’s key achievements during 2013/14, our plans for the future, and for questions and discussion. To help us prepare as best we can, please let us know if you are planning to attend either by email to AGM@nuth.nhs.uk or by telephone Freephone (0800) 0150136.

Sir Leonard Fenwick, Chief Executive explains: “These results are a clear demonstration of confidence from our own staff that our services are amongst the very best in the country. The fact that such a high percentage would recommend to family and friends that they should come to our organisation for care and treatment speaks for itself.”

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