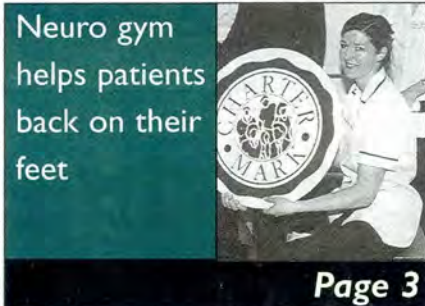


Issue no 10, March 1999

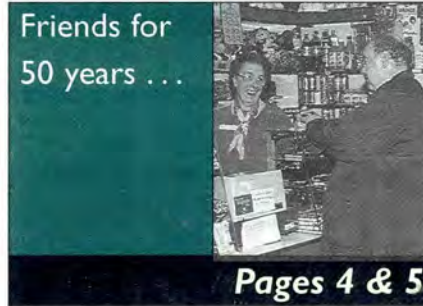
HealthCare First

PORTSMOUTH
HealthCare
 NHS
 TRUST



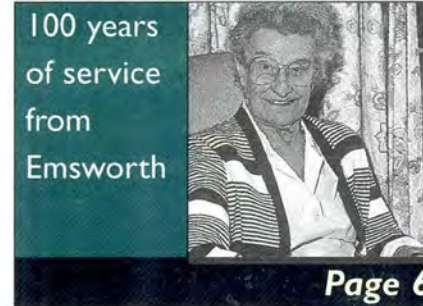
Neuro gym helps patients back on their feet

Page 3



Friends for 50 years . . .

Pages 4 & 5



100 years of service from Emsworth

Page 6

Staff are content but more action needed

Most staff feel happy and supported in their work but remain worried about their pay and job security.

That's one of the messages from the latest staff opinion survey which seeks views on a wide range of job-related issues, including pay and conditions, support by management, training and development opportunities and communications.

More than eight out of ten people said they enjoyed their work and nearly five out of ten believed that the Trust supported its staff, a feeling which has increased in recent years.

The majority of staff felt satisfied with their pay and benefits package, including sick pay, the pension scheme and holiday entitlement. However, around one in four remained unhappy with at least some aspects of the package.

Significantly the survey showed that in many cases staff on the Trust's own comprehensive employment package are more satisfied with their pay than those who have remained on the national Whitley scales.

Concerns about job security appear to be in decline although this remains an issue for staff. In the

previous survey, over two-thirds of the workforce were concerned about their future. Last year, job worries were an anxiety for just one in three of the workforce.

More than half of staff felt able to discuss general issues with their manager in an open and frank manner. And, when it comes to talking about their job and any changes which may be needed to it, three-quarters of the workforce felt able to discuss things openly with their manager.

Respect

Generally, around two-thirds of staff felt they are treated with dignity and respect. Specifically, when dealing with their manager, some three-quarters of staff believed they were treated with dignity. A similar proportion of people also had confidence in their managers.

Around half of the workforce felt it was possible to make further improvements in services from within existing resources. However, as in previous years, most staff felt that, whilst their own departments were working efficiently, it was others who could do more.

Only marginal concerns were registered by staff about verbal, sexual or racial abuse and over half of staff felt they received adequate training and development opportunities.

Overall, staff remained satisfied with the way communications were managed but they also pointed to some concerns.

More than eight out of ten people were clear about their roles and responsibilities and nearly eight out of ten felt they had the authority to do their job properly.

Staff gave the thumbs-up to Communicate and HealthCare First. More than two-thirds of the workforce read Communicate every week with the majority finding it relevant, useful, timely and interesting. HealthCare First is well read with the number of people who found it interesting outnumbering those who didn't by more than seven to one!

Most people receive their Information Exchange within one month but some one in five people found it less than relevant.

However, more effort is needed to communicate the business and service plans. Over half of staff felt

they did not get an opportunity to contribute to the plans and over 40% said that they had not been explained to them properly.

Peter King, the Trust's Personnel Director, said that the survey was an invaluable tool in gauging opinion and in designing services which supported and rewarded staff.

"We take very seriously the messages we receive from the staff opinion surveys," he said. "We shall be taking action where we can to address the problems that have been identified and, where specific issues have been raised, asking managers to address local concerns."

Action

This is already underway with managers and staff getting together to discuss the survey results for their own areas so that any ideas can be put into action.

The Trust was one of the first in the country to introduce a regular series of staff opinion surveys and has been conducting opinion research since 1994. Now, all Trusts are required to conduct surveys of this type.

Painting is a winner for Sam

Ten year old Samantha Miles shows off her winning painting in a competition to celebrate

50 years of the NHS and the centenary of her school, Newbridge Junior in Copnor.

Pupils at the school were asked to come up with their views of health, as part of a competition run jointly by Portsmouth HealthCare and Hospitals Trusts and the Health Authority to round off the year of commemoration marking the 50th anniversary of the NHS.

A new notice board was donated to the school, as well as prizes for Samantha and runners up Lacey Hider, Liam Todd, Jay Grist and Kirsty Sole. These were presented by Health Authority chairman Judith Smythe at the end of February.

Samantha, whose mother is a nurse, decided to draw a waiting area in a busy hospital A&E department. She was influenced by 'Casualty', one of her favourite television programmes.

When she's not drawing Samantha is a very accomplished dancer and she has appeared in several productions at the Kings Theatre in Southsea.

Copies of Samantha's picture will now be displayed prominently in the major health sites across the area.



Sam with her winning picture

Posters matter



Look out for these new posters highlighting the Trust's values which should soon be prominently displayed in the reception/main patient areas of all our premises.

The posters have been produced to widen awareness amongst those who use the Trust's services about its organisational values namely:

People matter - whether patients, clients, staff, carers or relatives;

Performance matters - innovation and striving for excellence are essential;

Pounds matter - every pound we have has to be spent wisely and;

Partnerships matter - to deliver the best possible care it is crucial to work well with other services and with the public.

The values also form the basis for the annual Trust awards and the time has come once again for nominations. As usual there will be individual and team awards for each 'value' so if you think someone you know deserves an award why not nominate them.

Contact Rebecca Kopecek on 01705 894415 for a nomination form.

Improving children's care

Health visitors are joining the Casualty team at Queen Alexandra Hospital to improve access to emergency help for children out of normal working hours.

The joint venture, between Portsmouth HealthCare and Portsmouth Hospitals Trusts, will also have other spin offs, such as improving communications between the children's services provided by the two organisations.

The new service emerged from a proposal put together by health visitors across the Trust, who had identified that there was a real need for some professional advice to parents out-of-hours. Further research was undertaken on how best to do this but

the link with the Accident and Emergency department came almost out of the blue, as Liz Ross, who helped develop the service, explained.

"I happened to be in A&E with my eleven year old on a Saturday night (after he had dislocated his jaw on a skate board!) and watched mothers coming in with babies with rashes, temperatures, burns or other accidents and I just thought that the skills of a health visitor could really enhance the team," said Liz.

"It occurred to me if we had a health visitor in there, she could be really useful in dealing with some of the issues and ensuring information was passed to the appropriate primary care team.

"I approached the A&E associate and clinical managers and together we agreed to explore a joint post."

More information was collated, including the peak times for children's attendance at A&E the previous year.

"We found that most parents came in to A&E between Thursday and Monday from 6 until 10pm. The joint funding was agreed and we have now been able to establish a rota to cover those times," added Liz.

"Alongside the A&E work the health visitor will also operate an out of hours advice line for families in crisis."

Five health visitors will cover the rota, acting as an additional resource for A&E staff, who may not have the

same community experience.

The initiative should also mean that other health visitors will receive better and more timely information should a child attend A&E, as coordinator Anne Moss explained.

"It's an exciting project which has the additional benefit of highlighting families where there may be cause for concern," she said.

"The health visitors will liaise with A&E staff to ensure health visitors in the community receive prompt information regarding children who have attended the A&E department.

"It will also enable child protection knowledge and expertise to be shared between Portsmouth HealthCare and Portsmouth Hospitals staff."

Boost to nurse training

New arrangements modernising nurse education in Portsmouth have now been implemented successfully.

All new student nurses will now be recruited and educated by the University of Southampton.

The university will also provide post-registration courses, such as ENB awards, and will recruit and educate nurses for nine Trusts around the area, including Portsmouth, Guildford and the Isle of Wight.

According to Steve King, the Trust's Education Services Manager, the changes will not be as dramatic as was first thought.

"The only difference is that the new students will be educated under the auspices of Southampton rather than Portsmouth University," he said.

"They will still be the same student nurses with the same sorts of questions and the same need for our supervision and support."

This should mean that little will

change. The students attending Southampton will already have chosen the area in which they want to train.

Students who have decided to train in Portsmouth will need to travel to Southampton around five times a month as part of their courses but will spend the rest of the time at a sub-campus based at St. Mary's Hospital.

Steve has been liaising regularly with both Portsmouth and Southampton Universities to ensure all goes well.

"We are continuing to work closely with our colleagues from Portsmouth University and are already developing a very positive partnership with our new colleagues from Southampton University," he said.

"Our meetings involve representatives from different specialties, such as mental health and learning disabilities.

"This has helped us to see what is and isn't going well in all areas and work together to ensure a smooth transition."



Steve King: ensuring a smooth transition.

The student nurses recruited by Southampton University started their first clinical placements in October, and initial feedback from both the students and their assessors has been very positive.

Existing students recruited and educated by Portsmouth University

will continue their training as before. The last student intake by Portsmouth was last February and they will qualify in February 2001.

"The Trust is looking forward to working with both sets of students, contributing to their training and their future career," said Steve.

Gearing up to tackle millennium bug

The millennium bug may be waiting until the end of the year to do its worst but work is already in hand to tackle the problems it could cause.

Patient and support services are being geared up to tackle the difficulties which the bug could generate over the 1999/2000 new year period.

The anticipated 'spanners in the works' will be thrown by microchips, embedded in personal computers, mainframe computer systems and

electronic equipment.

Some of these may malfunction or stop working completely when their inbuilt date switches move from '99' to '00' at midnight on 31st December.

All Trust services rely on medical, building and computer equipment in which these chips may be found. However, the chips are also used in the supply systems for basic utilities, such as electricity, water, telephones and fuel.

Any of these systems could fail next new year's eve or in the period soon

after and contingency plans are now being put in place to make sure that the safety of patients and staff is not threatened.

Preparation work began early last year. Since then, 4,000 pieces of medical equipment have been checked. A small number, around 3%, required further work to rule out any possible problems.

Concerns

Around 500 different items of other equipment have now been checked and concerns are now being looked at and problems addressed.

All the work that needs to be done to gear the Trust up for the Year 2000 is being coordinated by Julie Hawkins.

"The idea behind the plan is to minimise potential risks," said Julie.

"We want to put in place processes that can safeguard the continuity of care to patients and look after staff during that period.

"We will be working closely with other organisations to minimise disruption at the time but also to avoid too much duplication in terms of our contingency planning," she added.

As well as seeking assurances over failsafe equipment and power, water

and telephone supplies, the plan focuses on communications and staffing issues.

"We've held a series of workshops for risk assessors and we're relying on them to highlight any concerns within their areas," added Julie.

"We also know they have the knowledge and experience to know what to look for in terms of finding solutions.

"Their help is going to be very important."

The next stage in the process is to pull the findings together so that a Trustwide contingency plan can be drawn up. A second series of workshops in March will help to develop the plan further.

Service managers, meanwhile, have been preparing staffing plans to cover the new year period. It is likely that some areas may need more people on duty than is normal for the Christmas/new year period so that services have the flexibility to meet unpredictable demand.

"We have been talking with staff representatives to try and work out acceptable solutions for pay and leave for the period," said Trust operational



director Tony Horne. "We also have to wait for the national picture to clarify.

"We recognise that this particular Christmas and new year period will be unique and that we'll be relying on the goodwill and cooperation of everyone to see us through.

"We're intending to look as sympathetically as we can on pay and leave arrangements."

If you have any queries about Year 2000 issues or know of any 'risks' which you think may have been overlooked, talk to your service risk assessor or line manager or contact Julie Hawkins at Trust Central Office, St James Hospital, tel. 01705 894352.



Minimising the Millennium risks: Julie Hawkins plans ahead with Phil Adams, Peter Cox and Ian Taylor.

Neuro gym helps patients back on their feet



Below: A team effort: standing (from left) Chris Bull, Maria Rowsell, baby Katie, Louise Pilgrim, Cody-Ann Clark, Joanna Campbell-Smith. Seated - Sue Dunn, Michael Hoare and Sue Roberts

This time last year Louise Pilgrim, was paralysed from the waist down - a complication in pregnancy caused bleeding in her spinal cord and left her with the ability to do no more than wiggle her toes.

A year on, with a happy and healthy baby Katie bouncing on her knees, Louise has been talking about her plans for a parachute jump next year to raise money for the treatment of spinal injuries.

Louise puts much of her remarkable progress down to the encouragement and support of the physiotherapy staff at the neurology gym at Queen Alexandra Hospital which has led to them being awarded a Charter Mark in recognition of the excellence of the service they provide.

"They've been excellent - I'm able to do so much more now," she said.

And her views are echoed by many other patients who regularly attend sessions at the gym, including Pat Jervis who nominated

the team for the award.

Pat's sister Pam Shaw suffered a stroke two years ago and the outlook for her was bleak - now, she too is walking again.

"Initially Pam's prognosis was so bad we didn't expect her to be able to do anything, but the staff at the gym have been brilliant with her," explained Pat.

"Without giving her false hope, they gave her her belief back and got her determination going.

"I'm so pleased that they have received the Charter Mark although I know the process meant a lot of hard work for them."

Patients' views were an important part of the extensive appraisal process carried out by Charter Mark assessors.

"The process involved a lot of work, some of it outside our normal hours, but we all benefited from working towards a common goal," said physiotherapist Sue Roberts, who leads the neurogym team.

"Receiving the award has been a

real boost to staff morale and we are very proud to have a Charter Mark.

"We missed the first deadline for applications but decided to use the following year to work through each of the categories such as user satisfaction, and value for money," she added.

"We found that we met most of the criteria and where we felt we didn't we were able to alter some of our practices.

"One particular aspect the assessor liked was our resources centre which loans books, videos and tapes to our patients and carers to help them understand their neurological conditions," said Sue.

"The assessment procedure was thorough and we had to show that we had listened and responded to our users, as well as demonstrate our working practices," she added.

Charter Mark is an award for excellent public services and the neurogym is one of just 1,200 holders nationwide.



Holders have to demonstrate that they give outstanding service putting the user first, and that they are always looking to improve. Clear choices, consultation and courtesy to users were important as was telling people how performance standards were being met.

The award was presented at a Westminster ceremony at the end

of January, led by Minister for the Cabinet Office Jack Cunningham.

"Charter Mark is all about rewarding services that listen and respond to their users and staff," he said.

"Many congratulations to Portsmouth HealthCare Trust's Neurology Gymnasium team on winning a Charter Mark. The success is well deserved."

Pilgrim's progress in walking again

It's been a case of continual progress for patient Louise Pilgrim since she started attending the neurogym eight months ago.

Initially, much of the specialist care following the pregnancy complication which affected her spinal chord, was carried out at Odstock Hospital but the need for specialist therapy assistance was soon apparent.

Sue Roberts and the team working with Louise have helped her to walk again with the aid of a rollator and to regain much more mobility generally.

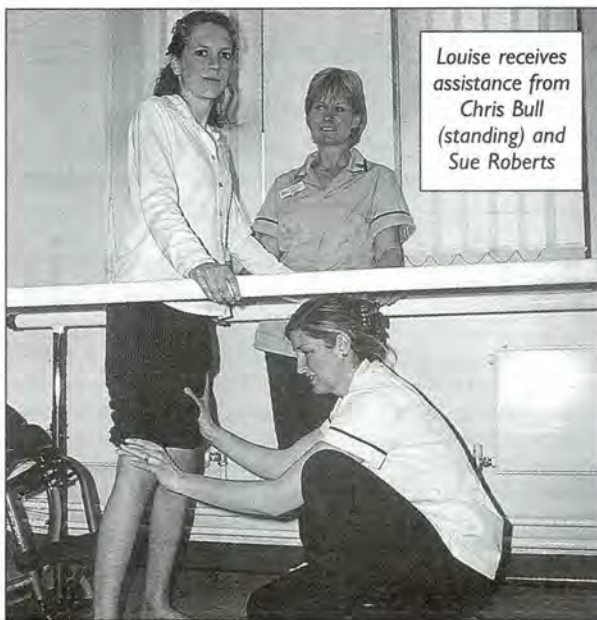
A series of exercises at home complements the work done by Louise in the gym and the two are now paying dividends - thanks to her determination and the support she receives from the team - and her daughter.

"It's slow progress but my balance is much better and I can do so much more at home with Katie now," said Louise.

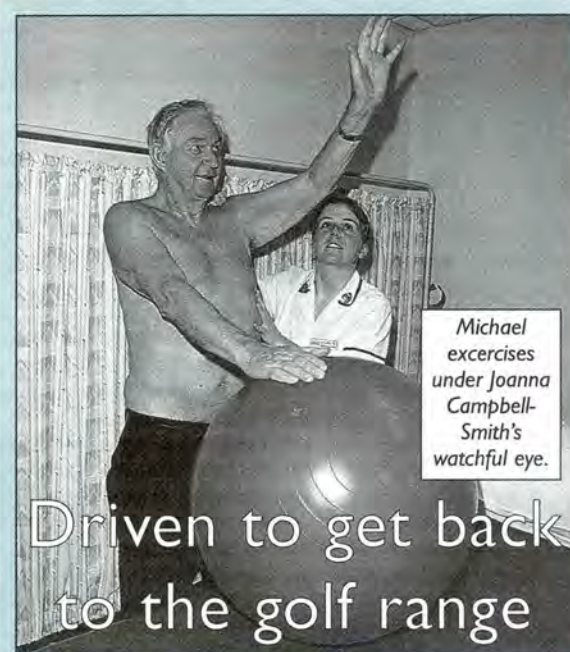
"When Louise first came here we weren't sure what she would be capable of," said Sue.

"All we've tried to do is to help her to manage things herself better and to try to help her return as far as possible to how she was before."

The next stage in Louise's road to recovery will be further specialist assessments to help her walking and, then, of course, the plans for the parachute jump.



Louise receives assistance from Chris Bull (standing) and Sue Roberts



Michael exercises under Joanna Campbell-Smith's watchful eye.

Driven to get back to the golf range

Michael Hoare had a massive stroke on a routine trip to the newsagent to buy a daily paper six months ago.

"I found myself dropping the paper two or three times, and the next thing I knew I was in hospital, unable to walk, speak or use my left arm."

Less than four weeks later he was back at home.

"As soon as I became aware of what had happened to me, I decided to set myself some targets and be positive about it - I was determined to get better," said Michael.

That attitude, he said, brought him the full support of staff caring for him - and his ex-army background helped him tackle the training regimes.

"I was coming here twice a week and the service has been tremendous," he said, on his now once weekly visit.

"I didn't even know this place existed when I first came; now I can't speak highly enough of the staff here.

"It must be wonderful for them too to see someone come in here in a wheelchair who can then a few weeks later walk out down the corridor unaided thanks to their help."

Michael has also had help in working out a programme of exercises to meet his needs - again this includes some for him to undertake at home.

He hopes that this will enable him to resume one of his loves in life - golf.

"I want to get back on the driving range in the next six to eight weeks," said Michael. "I was very active with sport before and that's what I want to get back to."

Remarkable recovery for one in ten million

Cody-Ann Clark has had a pioneering operation to try to ease an incurable spinal condition so rare that it affects only one in ten million people.

Cystic adhesive subarachnoiditis affects and blocks the flow of brain fluid through the spinal chord, preventing vital messages reaching their destinations and causing spasms and paralysis.

Cody-Ann has nothing but praise for Owen Sparrow, specialist at the Wessex Neurological Institute who carried out the untried operation, cutting bones around the spinal chord to help reduce pressure and allow the fluid to flow through more easily.

But she also rates highly the help she has received from the neurogym team who have helped her to surpass her expectations for her recovery.

Unable to sit upright when she first started attending the neurogym, Cody-Ann is another to have benefited greatly from the intensive therapy she has received that has helped her back on her feet.

"The consultant didn't hold out much hope but I'm now standing and walking thanks to this team. They know no limits and their professional dedication and my determination has shown what can be achieved," said Cody-Ann.

"They are exceptional in recognising what is needed and in treating patients with dignity."



Another step forward for Cody-Ann, with Maria Rowsell

Friends celebrate their Golden Anniversary

Offering a thank you...

Improving the care and comforts for patients and staff, above those funded and provided by the NHS, has been the motto for the Friends of Queen Alexandra Hospital since they were founded in 1952.

Valuable

And the league has continued to make many a valuable contribution to the hospital right up to the present day.

Current chairman Tony Brereton became a member without even knowing.

"I was in here having four heart attacks and my wife signed me up without me knowing. She signed us both up as members," he said. "I love doing this. People do it as a thank you to the hospital for the services they have received."

A major success in the league's activities is the south block coffee shop which started from scratch

and is now making around £6,000 a year profit.

Thirty unpaid volunteers, all trained in basic food hygiene, health and safety, and infection control, run the shop which has won awards for healthy eating and good food standards.

Visiting teams, a knitting and sewing circle, outings for patients and the traditional coffee mornings are all regular features of the league's activities.

"We fund hand care, hand massage, hairdressers, aromatherapy, musical concerts for the elderly, as well as organising spring and autumn fayres," said Tony.

The league works closely with other voluntary hospital groups such as the Women's Royal Voluntary Service.

The WVRVS has a long standing association with the hospital, helping many departments and assisting in the main reception area.

June Holland, WRVS Co-ordinator, believes that when people enter a strange hospital they appreciate a smiling face.

"We just give our time and try and save the nurses a lot of running around. We supplement the nurses," she said. The organisation has been at the hospital since 1979 and now has 71 volunteers.

Important

Tony and June both agree that all of the organisations are very important, especially because they can all offer their own individual services, as well as help each other out in times of need.

"The majority of volunteers have a particular quality. If they like to help the hospital and patients, they also like to help other organisations working towards the same thing," said Tony.

The National Association of Leagues of Hospital and Community Friends celebrates its Golden Jubilee in March. In this area alone, hundreds of thousands of pounds have been raised by individual leagues in helping to improve the quality of care for patients in our local hospitals and in the community. Staff have often benefited too from the generosity of the volunteer members of these organisations. Sarah Parker has been talking to some of the people who are, literally, local league champions.

Young people needed

Petersfield League of Friends was established in 1953 to serve the four hospitals in the area. Its president, June Brooks, recalls how Leagues were starting up all over the country at that time.

"They were starting them up as help was needed for patients to get the things which the NHS couldn't give them. It was all about giving them comfort," she explained.

"We started off with things like bed radios and in those days you used to give the men cigarettes, which you wouldn't dare do now.

"It was just about making life a little bit easier for them."

June's mother was a founder member and held sewing parties to help both the hospitals and patients.

"They used to meet once a week and do all of the sewing for the patients without relatives and mend the hospital sheets," she added.

Currently, the league has around 250 members but June, who has been with the league for 30 years, is worried that in future years voluntary work may disappear altogether.

"What worries me is that the next generation aren't coming in and doing voluntary jobs," explained June.

"I think when people get older they realise that the hospital is really needed so they want to help."

The league runs a trolley shop which offers a chance to talk to the patients, as chairman Monica Taylor explained.

"We lend an ear, some patients don't have anybody going in visiting them at all."

Monica said that they can also improve communications between the hospital and the town.

"We also have a role keeping the town aware of what is going on in the hospital and how important it is to keep the facility in the town."

Regular street collections, which can bring in both money and volunteers, help in this respect. Open days are also organised as a way of raising awareness of what goes on at the hospital.

"I am always amazed how many people we show round say 'I didn't know that we could do this here,'" added Monica.

"Last year, for the first time in the new hospital, we had a fete.

"It was a great success, a lot of people came and all of the local doctors joined in the fun. It gives the staff a bit of a boost because they feel as though they have got support."



Ready to serve: Sheila Day, Kathleen Ragget and Tony Brereton

Looking ahead...

Peggy Goss: "It's nice to think you can help"

The people of Gosport have always supported their hospital ever since its opening in 1923 when it was dedicated as a war memorial to victims of the Great War.

It was therefore no surprise when a league of friends was set up in December 1952.

The league has been instrumental over the past 20 years, first in saving the hospital and then in helping to upgrade it for the twenty first century.

Having rallied support in 1983 in the form of a 20,000 names petition to fight the proposed closure, the league then launched an appeal eight years later to raise £100,000.

This was used to equip the physiotherapy and rehabilitation units with the most up-to-date equipment available as part of the hospital refurbishment.

When work started on the second phase, the league raised £75,000. This covered the cost of restoring the hospital facade to its original glory.

"We have been able to do for the hospital a lot that they wouldn't have otherwise been able to do and it is nice to think that you can help," said chairman Peggy Goss.



Raising awareness in Petersfield: June Brooks (left) and Monica Taylor.

Involving business and the community

The Jubilee House League of Friends was founded in 1986 because staff were interested in finding ways to give the home extra funding.

Ever since, the Friends have made much use of their garden where they hold regular fetes and jumble sales.

Ruth Rowe, the league secretary, is also a member of staff at Jubilee House. She has

been active in helping raise funds for as long as she can remember.

"The league is very important; it provides the luxuries. In the early days, hoists were considered luxuries and these were provided by the friends," she said.

"They have provided outings for the residents, holidays for those who are able, professional entertainment, and, with the



A popular venue: Betty Ballard and Pam Moorhen serve customers at St James'.

Continuing the tradition

When the League of Friends at St. James' Hospital was established in 1960, the annual subscription was two shillings and sixpence.

A rota was set up to undertake "the visiting of lonely patients" and books for the library were donated by the Twilfit Corset Factory!

That year, 120 Christmas presents and cards were distributed to the patients, a tradition which still continues today.

Times have changed and although the friends run a popular shop and a social centre and continue to support the hospital in a variety of ways, they are increasingly helping out in the community too.

They already run one drop-in centre and are hoping soon to open a second. This gives clients the opportunity to meet together or have a meal or game of snooker.

Chairman Mary Smith hopes that their growing community presence will help the public to be more aware of their work.

The fact that not many members of the public routinely have cause to visit the hospital works against them to an extent.

In the meantime the league continue to use fundraising events such as dance evenings to raise awareness as well as funds.

"We find that this is a very good idea to bring the public in to the hospital," explained Mary.

"A lot of people were frightened of coming in but once they were here they said 'isn't it lovely!' It is a way of educating people."



A social service provided by Bill Ballard and Mary Smith

Making a real difference

This year, the Friends of Emsworth will be celebrating 50 years of service to their local community hospital. (See page 6)

A local practitioner rallied the people of Emsworth in 1949 with the aim of "providing equipment and amenities to improve patient care which cannot be obtained or easily found from NHS resources."

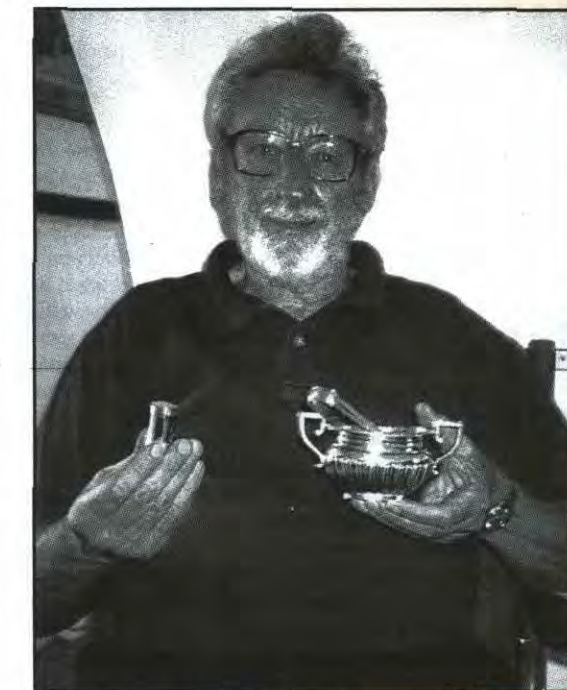
Present chairman Dennis Howard believes that the Friends of Emsworth are essential to the hospital. "We provide equipment that the NHS never could, because of limited funds," he said.

"Many of our outpatients are elderly people who find it difficult to get to the larger hospitals, so it has made a great difference," said Dennis.

To this day, the league aims to mobilise, encourage, foster and maintain the interest of the public in patients and to support the work of the Emsworth Hospital by means of voluntary service.

Each year they set themselves fundraising targets. In 1997, it was £1,500 for an ECG machine; last year £3,500 for building modifications at the back of the hospital.

Funds have been boosted by a raffle of an antique silver sugar bowl and pepper pot (the former dated 1898, the year the hospital opened) to celebrate the 100th anniversary of the hospital last year.



Dennis Howard with the hospital centenary raffle prizes.

Coming up with new and innovative fundraising ideas

After 44 years, the League of Friends who support Blackbrook Maternity Home and St. Christopher's Hospital, are still coming up with new fundraising ideas.

"The level of support that we get in terms of fundraising suggests that we are important and that we do mean something to the hospitals," said treasurer Ken Weaver.

"We can help with the comfort of

patients. This year we have spent a great deal of money and we are pleased to do it because we have got the funds."

The league were enterprising in the way they used their funds last year.

"We have purchased a special mattress for £3,000 and spent £1,000 to convert one of the courtyards," he added.

"We've taken patients out and about in the countryside and paid for some relaxing bags, for mums to be, to help them with their pre-natal exercises at Blackbrook."

"Last year we tried one or two new things including our first car boot sale. It wasn't as successful as we hoped but we are not going to give up on that idea and will try another one."



Transformed: The courtyard at St Christopher's after its facelift funded by the league.

When staff need help to 'blow the whistle'

A new policy for staff which is intended to help promote openness and honesty, was launched by the Trust in January. It will provide a way for employees, concerned about the care or safety of clients/patients or others, to speak out in the event of other more informal procedures failing. It encourages staff to challenge others if they believe they are acting in an unethical way.

The Whistleblowing Policy can be used by anyone to express concerns and question the decisions of others, including those in positions of authority.

Leaflets explaining the policy were distributed in January to all staff (with payslips) but clarification on any points may be obtained from the members of the group who implemented it - Bob Smith, Lesley Humphrey, Jane Parvin, Betty Woodland, Dave Brown, Aileen Macnaughton, Maxwell Law, Ruth Cresswell and Barbara Robinson.

100 years of medical service in Emsworth

At the end of last year, as the NHS remembered its 50th anniversary, Emsworth Victoria Cottage Hospital quietly celebrated a remarkable achievement: 100 years of service to the local community. Here, we take a look back at the story of the hospital and at the very special place it has in the hearts of local people.

Most of the £1336 needed to open Emsworth Hospital in 1898 was raised by public subscription.

The foundation stone was laid within the Jubilee year of 1897 and the first patients were treated in August, 1898.

The hospital was named Victoria Cottage to commemorate Queen Victoria's Diamond Jubilee. The Queen herself sent a message of congratulations, informing the founders that she was "well pleased with them for showing their loyalty and devotion and at the same time contributing to a work of mercy."

Victoria Cottage was far ahead of its time with an operating theatre, an emergency ward, boardroom, matron's apartments, servants' rooms and offices. It was also one of the first hospitals in

the country to boast X-ray facilities.

The hospital admission rules in 1898 were very strict and people not living in Emsworth or without a letter of recommendation were turned away.

The NHS took over on the 1st April 1948 and a new era began. At this time, almost 500 inpatients were cared for annually and a similar number were treated as outpatients.

Dr. Glanville of Emsworth, persuaded some local volunteers to form the Friends of Emsworth Hospitals in 1949, which is still active today.

Compensation

In 1955, the garden, which extended from the present surgery in North Street to the hospital, was presented to the Friends in memory of Dr and Mrs Glanville. The Friends received a substantial sum in compensation when part of this land was taken for the short bypass.

Meanwhile, over £50,000 was spent on improvements and extensions to the hospital downstairs and a new physiotherapy department was built.

Patients treated at the hospital were now being drawn from a wider area including Hayling Island, Rowlands Castle, Southborne and Westborne. Vietnamese refugees from the old RAF base at Thorney Island went through the hospital's medical screening process during the 1970's.

In 1984, the new Havant Health Centre development saw the transfer of the X-ray department at Emsworth Hospital into the centre. This enabled a scheme to be drawn up to reduce overcrowding in the small wards and provide extra outpatient space and a better reception area.

Further changes have occurred during the last two years with many areas refurbished. New services, such as blood transfusions and intravenous fluids, are being offered. A new lift is planned which will cost rather more than the £1,000 it took to originally set up the hospital in 1898!

Activity at Victoria Cottage Hospital in the 1990s is a far cry from its humble beginnings. It now has 15 beds, runs many outpatients' clinics, and has on site

One hundred years at the heart of health care in Emsworth were marked with a series of events last year.

The highlight was a special garden party for patients, staff, local doctors and other well wishers laid on by The Friends of Emsworth Hospital.

As part of the celebrations, the Friends' chairman, Dennis Howard, donated a silver pepperette and sugar bowl, cast the same year as the hospital opened, which were raffled to raise funds for the Hospital Friends.

Dennis was one of many at the party who paid tribute to the hospital and the care of its staff over the years.

"We receive numerous letters thanking the nurses for their care," he said.

Clinical manager Ann Haste stressed the community role of the Hospital.



The original main entrance to the hospital now tucked away to the side of the building

"It is very important to the community, it is invaluable. Emsworth is a very close knit community; because we are so isolated we rely on and support each other," she said.



One of today's patients, Rose Haynes, is looked after by Jacqui Dewar.

War memorial hospital hosts health secretary

Secretary of State for Health Frank Dobson (with Trust chairman Margaret Scott) meets staff nurse Tina Douglas during a whistle stop tour of Gosport War Memorial Hospital on a recent visit to the area.

He stopped off at the hospital to meet staff and patients on his way to Haslar from Queen Alexandra Hospital where he had opened the refurbished A&E department.

During his half hour visit he toured Sultan Ward (GP unit) and had a look around the minor injuries department before meeting with local Gosport councillors.



podiatry and physiotherapy facilities as well as a 24 hour Minor Accident and Emergency Service.

Since then, the local community has been instrumental in helping to provide a local hospital service. The generosity and initiative of its early benefactors and many others along the way has enabled Victoria Cottage Hospital to keep pace with the times and changing needs of the service.

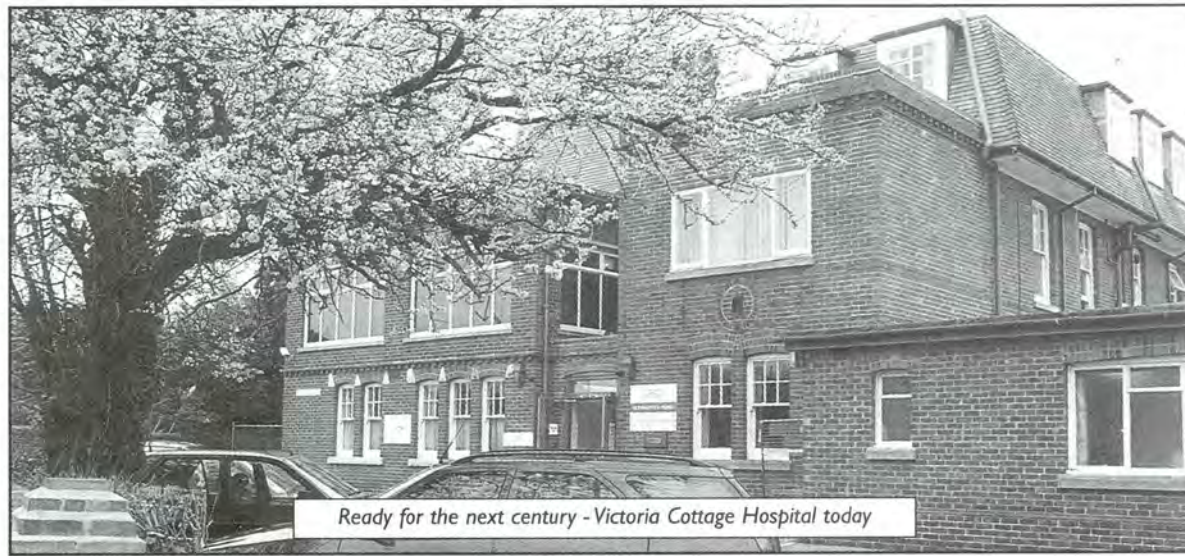
Many people have fond memories of not just the hospital but also the social functions it has organised throughout its 100 years. They remember clearly the carnivals and dances which were held to raise money, or the high level of care still provided to the people of Emsworth and the surrounding area.

However it is doubtful that we will ever see again individual characters such as one former hospital matron who kept a small model dog kennel in her office and hung on it for a period of time the name tag of any medical practitioner of the hospital who had in some way incurred her displeasure....

Emsworth facts . . .

In an average year at the Victoria Cottage Hospital:

- 1,220 patients attended a consultant clinic
- 1,330 patients will attend blood clinics
- 1,700 chiropody sessions will be completed
- 5,000 treatments will be carried out in the physiotherapy department, with others taking place in patients' homes.
- 1,000 patients will be treated for accidents/minor emergencies.



Ready for the next century - Victoria Cottage Hospital today

Ian states value of exchange

A trip to America to see at first hand how the world's most expensive and sophisticated health care system works - and whether it could offer any lessons for the NHS - proved to be a far from easy experience. It also offered one or two surprises.

Hectic programmes are arranged so that delegates can find out as much as possible about each other's health care structures.

Over a period of a week Ian took part in a two day work attachment



Finance Director, Ian Piper.

Finance director Ian Piper has been viewing health care 'ER-style' thanks to an international exchange programme between the UK and USA set up by the HealthCare Financial Managers Association. Having played host to an American visit last year, Ian paid a return week long trip to North Bay HealthCare System in California, some 60 miles from San Francisco.

and attended a conference in Seattle. He also found time to get a glimpse of the culture and sights the States had to offer including the Golden Gate bridge and the Napa valley. He failed, however, to track down either George Clooney or Frasier Crane!

"You spend two days in the work place of your host partner, trying to find out what goes on, so it is very intensive," explained Ian.

"At the end of that there is a conference based on a common theme and of course the cultural bit, all crammed into about six days."

"I wanted to try and find out if - and how - the type of services that this Trust provides, were offered in this part of America," said Ian.

The apparent lack of community care surprised him. For instance, mental health care was provided to adults and children but there seemed to be no provision for the elderly. Similarly, nursing homes existed but

without the level of quality control required in the British system.

"I went to a private nursing home which specialised in rehabilitation care. This is funded from both the State and also private insurance companies," said Ian.

"While I was out there, a big issue broke about the quality of care provided in nursing homes and an alleged lack of supervision. The home I visited seemed well run but, in a lot of Californian nursing homes, it seems people are just being dumped."

"There appeared to be no real quality controls over the care that was actually being provided."

A form of district nursing was offered through an organisation called 'Help at Home' but this was far more limited than the service run by the NHS. As a consequence, there is a much greater reliance on the family.

"They did have qualified nurses but, unlike our nurses who will see

anybody with a health need, the actual care they provided was very limited - really only to people who are totally housebound," explained Ian.

"There is no such thing as a single American health care 'system', in each locality things are organised very differently. There are a lot of well-equipped hospitals but the actual level of community support is lower than in the UK."

"Health care is not evenly distributed amongst the population. If you are covered by insurance you get an amazing service but, if you are not, you hardly get any at all."

So, did Ian's visit give him helpful lessons to bring back?

"I think that it shows we need to avoid fragmentation and to collaborate and work more closely with each other. Market concepts tend to distort priorities and can lead to uneven access to services," he explained.

The whole point of the exchanges, as Ian stressed, is not an attempt to try and convert either side to the merits of either system.

"You do get exposed to a different system but visits of this type are more about making connections and thinking about how that system relates to what we are doing here," stressed Ian.

"It has reinforced my belief that there are better alternatives to the market concept of health. I'm not saying that everything about the NHS is wonderful but the visit has reinforced my view that collaboration, partnerships and quality should be the key drivers of health care."



The Seattle Skyline, Ian's conference venue

Bungalow refurbishments mean added comfort

More space, improved privacy and a better environment. Recent work to the three Sarisbury bungalows has made a real difference to the lives of staff and clients there.

The refurbishment to Warsash House and Whiteley Wood, which followed earlier work to Swanwick House, caused some upheaval but it has all been worth it, as Josephine Smith, a health care support worker, confirmed.

Happy

"The changes are very nice, it is much better and now very roomy. We are all very happy," she said.

Joan Flowers, whose daughter Frances lives at Whiteley Wood, has campaigned for these improvements for a long time.

"The changes are lovely. Everyone has their own room and privacy, it is very clean and civilised and the bathrooms can now be used much more easily," she explained.

"It took a lot to get this done but the staff are now a lot happier, which is brilliant because they are all superb."

Residential manager Michael Drake stressed the importance of the contribution staff made throughout the process.

"It was a close partnership with the building contractors and those who deliver the care," he said.

"We have now got much more appropriate space and better lifting equipment."

Doreen Lee, responsible for the provision of clinical care, was also pleased.

"The biggest improvement I think is the privacy," she added.

"We now have the appropriate space we need and better working conditions. There is now also a much

more homely feel."

Previously, three or four residents would share a dormitory. Now, they each have their own bedroom. These have been especially designed to accommodate each client's taste, as Doreen explained.

"We know their tastes and have tried to involve them in the decoration of their rooms," she said.

A new shower room, treatment room and staff room have been provided. Meanwhile educational and therapy features have been improved with a new teaching room and sensory therapy room.

"We try and create a culture of

learning," said Doreen.

"These rooms will complement the nursing techniques here and will certainly help the sensory nurse who does a lot of work with individual clients. People now feel more confident and more valued."

Lifestyle

She thinks that all of the changes will help to improve the clients' lifestyles.

"I think it is my greatest joy seeing people happy. The clients seem to have come out of themselves a lot more since the changes."



Ron and Joan Flowers, with daughter Frances, approve of the changes.

Clients give the verdict on service

You may have an idea about whether or not the service you provide really hits the mark but for a definitive answer - ask your clients.

That's the view of staff working in the Trust's learning disability division who have devised a new way of establishing effective practice.

They're hoping that clients themselves will be amongst the judges in a new initiative whereby staff, clients and their families, or independent carers can nominate for recognition areas where they have identified good practice at work.

"Any aspect of a person's work can be recognised," said Carol Roberts, who is promoting the scheme within the division.

"It may be innovative, highly successful, enthusiastic, showing commitment or dedication or just something that's worth sharing with others."

Several successes have already been highlighted in both residential homes and the locality community nursing teams.

Beryl Taylor and team at Longwood Avenue, in enabling a client to have increased independence, privacy and control within an area of her personal care, have significantly improved her self-esteem as a result.

Meanwhile Dave Brown and Howard Baldwin helped the Brixlaven team successfully readjust to client demands. They did this by focusing on the quality of care and the

support systems that are in place.

At Whiteley Wood a client has overcome long term difficulties to finally undergo an eye examination, thanks to systematic assessments and planning from the care team. The result of this concerted effort and teamwork was much needed appropriate treatment, and new spectacles, for the client!

Within the community teams three support workers - Lorraine Horwell, Beverley Gill and Jackie Wallis - have been commended for their positive approach to training. They completed the health care support workers' training and development pilot study and have been encouraging colleagues to take advantage of training opportunities which arise.

Lorraine's work with colleague Carol Holden, in running and creating resources for a successful menopause group with the *On track* day service in Petersfield has also been selected, this time as a good example of effective collaboration with another organisation.

"We're hoping that more of the good work that's around in this division can be highlighted through this new good practice project," said divisional manager Diane Wilson.

"We don't always talk about successful working practices enough and hopefully there may be things here that we can share not just within the division but with other services in the Trust as well."

Becky's on call survival kit

Junior physiotherapists have been given a survival kit for on call duties at St Mary's and Queen

Alexandra hospitals, thanks to a post registration project undertaken by Becky Lane.

Becky has produced a handbook which provides step by step information about a range of topics from basic physiotherapy assessment tools to hospital plans. The aim is to try and make things easier for physios who have to face the pressures of on call duties for the first time.

Much of the content of the booklet is based on information Becky wished she had known when she first started work after qualifying.

"On call duties can be quite worrying, especially when you are newly qualified," she explained.

"If you are called out you are suddenly expected to remember all sorts of information, often in emergency situations. I could have done with an easily accessible resource book at the time which had information I could refer to if necessary."

Becky researched information from journals, books and clinical guides to help her pull the handbook together. And demand for the guide is already high, with photocopied versions doing the rounds amongst physios even before the 'official' copy is printed!

Junior therapists from all disciplines undertake a project as part of a post-

registration year which enables them to gain experience in different specialties and attend seminars covering a variety of non-clinical topics.

The therapists have to present their projects to their peers at the end of the year. Twenty five did so in September when topics also included 'Stroke assessment: an information pack for occupational therapists' by OT Lisa Jayne Tennant and 'Professional jargon: does familiarity breed gobbledegook' by speech and language therapist Sally Gallini-Poole.

"They choose the subjects and we try to make sure that as many projects as possible have practical outcomes which can then be implemented to help improve the service we provide," said mentor Heather Montgomery, a superintendent physiotherapist.

"Feedback from the sessions has been excellent and people have enjoyed the opportunity to understand a bit more about each other's roles," added Wendy Mills, the Trust's physiotherapy adviser and an advocate of the post-registration course.

"The project work helps the therapists to practise putting proposals together and to try out their presentation skills.

"They have been able to improve their understanding and knowledge about the non-clinical aspects of their roles."



On call answers: Becky (seated) explains the contents to Heather Montgomery.

Estates manual

The Trust's Estates department plans to lead from the front in the design of new or revamped buildings with the publication of its own guidelines on design policy.

The document will be shared with architects and building technicians engaged by the Trust to work on capital schemes.

It will help them to meet the Trust's particular requirements for certain aspects of building design. It consolidates all NHS building guidance with the Estates department's own briefings which have been derived from years of expertise acquired in helping to design buildings such as Petersfield and Gosport hospitals, The Meadows and Rivendale and in other premises where specialist facilities are required.

Performance

The guidance covers catering and housekeeping requirements, building function and performance and infection control - a section on security will be added soon.

There is also a particular emphasis on designing for accessibility for people with disabilities including a standard and accepted approach for the design of bathrooms and toilets for disabled people.

The format allows the document to be reviewed and updated on a regular basis.

SWIG makes sense at St. James'

Staff at St James Hospital have been adding the finishing touches to a new approach to sensory therapy and are already feeling that their work will have a big impact on patient care.

Specialist speech and language therapist Colin Barnes, and Alison Hillier, a senior occupational therapist, and their colleagues have pooled their knowledge and resources to set up

SWIG (the Sensory Work Interest Group) which educates staff and relatives alike on new sensory techniques. Their work has been particularly successful with elderly mental health clients.

"There are a lot of people who are developing ideas in the care of people with dementia," explained Colin.

"There are now different therapies which can help people's senses: touch,

taste, smell, vision, hearing, - the area is very broad. We even have a pat dog, called Tim, who visits the wards."

Alison believes that sensory therapies can be more appropriate than traditional activities.

"Some traditional activities might tend to stress the negative, rather than the positive," she said.

"Research has shown that your five senses remain with you much longer than your cognitive abilities. We're really just trying to encourage staff to be aware of that and to use people's sensory abilities as much as they can."

One of the group's first targets was to help establish a sensory therapy facility in Wimbourne Ward at the hospital. A small room decorated almost entirely in white becomes transformed at the flick of a switch. Coloured lights, fibre optic tubes, a bubble tube and various other objects come alive and encourage patients to touch and watch.

"It is all about looking to see how you can stimulate the senses through these activities," added Alison.

"Some people become more alert,

some relax and some communicate more or show more attention.

"If there are switches that people can press and they get a reaction from it, it helps to reinforce the idea that they have got some sort of control over their environment."

More recently, SWIG have been approached by a high street store offering to fund a new mobile sensory trolley. Colin believes this will be beneficial across the hospital.

"The idea was that staff and relatives could use this in a patient's room, without having to move them. It means we can also do something for people with terminal conditions which can be important for relatives and staff as well."

Alison agrees: "We thought it would be beneficial because it can be transported around all of the wards in the hospital and everyone would have access to it."

"We are here to support, promote and encourage," said Colin.

"It is rewarding when a person you think is unable to do much responds to something like this."



Footing the bill: Kerry Collins (left) presents the cheque to Fiona McRae

Keep on plodding

They've done it again! The Podiatry plodders have been donning their walking boots once more to raise money for another worthy local cause.

This time the beneficiaries were the Waterlooville and Cowplain branch of the Arthritis and Rheumatism Council.

Twenty seven people joined

the sponsored walk, many becoming 'honorary podiatrists' for the day, which took them around Finchdean, Idsworth and Windmill Hill in appalling weather!

The walk was organised by podiatrists Kerry Collins and Mike Townson, and raised over £300 for the council.



A light touch: Colin Barnes and Alison Hillier demonstrate fibre optic tubes.