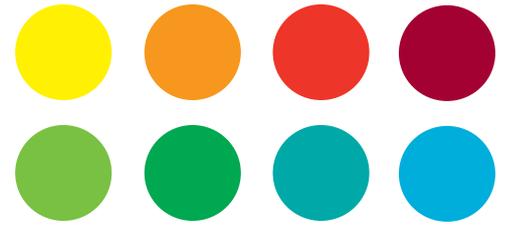


ACCENT

The newsletter for **Foundation Trust members**



Mayday welcomed in its new chief executive, Nick Hulme, on 6 July 2009. Accent interviewed him to find out what his plans are Mayday now and into the future. Turn to page 2 to find out more...

Stella Vig wins British Medical Journal's (BMJ) Clinical Leadership award



Stella Vig, vascular surgeon and clinical lead for general surgery and trauma/orthopaedics and urology was awarded the British Medical Journal's (BMJ) Clinical Leadership award, at a ceremony on 3 April 2009.

Stella was nominated for achieving dramatic improvements in the care of wounds which can be a result of diabetes, including leading the development of a new care model which in three years reduced the number of major amputations at the Trust by 30% and improving independence for patients with diabetes complications.

Speaking at the awards ceremony Stella thanked her team, in particular Mr Josh Derodra, Sister Helen Rafferty and all the staff on Fairfield 1 ward and said she hopes she can urge others to believe that this vision is possible.

Mayday wins national Human Resources (HR) award

Mayday was awarded the national Healthcare People Management Association (HPMA) award for "HR Building Capacity for Organisational Improvement" at a ceremony in London on 25 June, in recognition of the Trust's commitment to helping staff deliver better patient care.

The judges were highly impressed by the "innovative and imaginative approach the Trust had to transforming and improving the culture at the hospital" and said the team had demonstrated excellent staff engagement.

The award recognises the Trust's commitment to improving the patient experience through the People4People (P4P) charter and the embedding of the ABC policy - attitude, behaviour and communications – across the hospital. Together these two initiatives focus on what is expected of staff at the Trust and encourages them to treat all patients, families, visitors and fellow staff as they would wish to be treated.

The patient experience tracker also came in for praise as it encourages patients to tell staff about any concerns whilst they are still in hospital – giving the teams an opportunity to put things right there and then.

An interview with Nick Hulme, **Mayday's** new Chief Executive



Beatrice Dawson celebrating her 100th birthday with the Chief Executive and Dr Paul Diggory.

Nick has worked in health and social care throughout his career in a variety of different posts. After working in psychiatry and social services, he spent 10 years working in sexual health as a health advisor, and then moved into management in the early '90s. Nick moved from Buckinghamshire Hospitals, where he worked as Director of Operations, to the role of Mayday's chief executive on 6 July 2009.

How have you found your first few weeks at Mayday?

When I first visited Mayday I was impressed by the commitment of our staff to deliver high quality patient care and how friendly everyone was - I continue to be very impressed with the staff and especially their enthusiasm to progress the quality of services they provide.

I have had an interesting first few weeks here, with the Trust facing numerous challenges - all of which have been dealt with in a professional and appropriate manner, which can be attributed to the teams of people out there, gives me tremendous hope for the future.

What are your priorities as chief executive of Mayday?

I want Mayday to be the best hospital it can possibly be. I know that a well-run organisation is one which is fit to deliver high quality care for all our patients. I am totally committed to working hard to provide this and ensuring that patients who visit us have a good patient experience.

How have you spent your first few weeks?

I wanted to take the time to get to know the Trust and the people that work and visit here, so I have spent a lot of time visiting different areas of the Trust and meeting everyone. By doing this I've been able to gain a real understanding of what matters to our patients, what issues are being faced and dealt with everyday by our staff and what really makes this hospital tick.

I've also presented an 'unsung hero award' to three employees who really went the extra mile to help a patient in need in the car park and I've been along to celebrate a patient's 100th Birthday as she was spending it at Mayday after having a successful hip operation.

In addition to this I have also been attending the usual business meetings which every CEO has in the diary.

Will you still be trying to achieve Foundation Trust Status for Mayday?

This remains a key priority for the Trust, and also for me. The Trust continues on the pathway to become a Foundation Trust and I intend to support this every step of the way.

While Mayday is not yet a Foundation Trust it is excellent to know that the Trust has nearly 5,000 members who are interested in knowing what the Trust is doing and the future direction that it is headed.

Have you received excellent care

If you have received excellent care from a member of Mayday staff, please consider nominating them for our Employee of the Month award. You can get a form from the main reception in Mayday hospital or it can be downloaded from our website <http://www.maydayhospital.org.uk/page.asp?pageid=20>

Members meeting, Focus on Falls, Osteoporosis and Balloon Kyphoplasty



Christine Ford, Membership Manager, writes - it was great to meet so many of you at our third members evening on 18 June at Fairfield Halls, over 60 of you came along to find out more about a subject that was obviously of great interest to you.

The evening was opened by the Mayday Chairman, Brian Phillipott, who thanked everyone for attending and for their interest in health and Mayday.

Dr Paul O'Mahony, Consultant Physician with an interest in Elderly Care, gave a presentation which gave insight into the causes of people falling and how these could be prevented. He went on to talk about osteoporosis - a thinning of the bones making them fragile - and how bone health can be improved by diet, exercise and available treatment.

Mr Michael Kotrba, Consultant Trauma & Orthopaedic Surgeon, continued with a presentation on an innovative procedure carried out at Mayday, balloon kyphoplasty. This is a minimally invasive procedure to treat compression fractures of the spine. If someone suffers from a fracture they will not only be in pain but the spine can become deformed and the person will also lose height. The operation only needs a short hospital stay, it will stabilise the fracture, restore height and can give almost immediate pain relief. Following on from the presentations the audience had many questions which both Dr O'Mahony and Mr Kotrba answered.

If you would like a copy of the presentations shown at the evening please contact us, our details are at the bottom of the back page, or look on our website www.maydayhospital.org.uk. If you would like more information about osteoporosis and how to cope log-on to the National Osteoporosis website <http://www.nos.org.uk> or telephone their helpline 0845 450 0230, Monday-Friday 9am - 5pm.

If you want to find out more about healthy eating and diet look at the Food Standards Agency (FSA) website

<http://www.eatwell.gov.uk/>

Please let us know if there is a health issue or service at Mayday that is of interest to you and you think would be of interest to other members. Where possible, we will try to incorporate your ideas, either in this newsletter or at future member's meetings.



Focus on the Macmillan Cancer Centre at Mayday

Since it first opened three years ago, the Macmillan Cancer Centre has been providing valuable support and information to Croydon people affected by cancer and their families.

The centre is situated in Nightingale House, near the London Road entrance to the hospital and provides a drop in centre every Monday, Wednesday and Thursday, between 9am-5pm. There is also a limited range of material available in the centre on Tuesday and Friday between 9am -5pm and a facility for people to leave a request for information.

The centre is a vital resource for local people (no appointment or referral needed) to access support and information. Anyone can drop in to the centre to talk privately about any concerns with Macmillan Cancer Centre Manager, Benny Millier, or one of the trained volunteers. The centre also has free cancer information leaflets, offers benefits advice sessions to help people deal with the financial impact of cancer and complementary Reflexology, Reiki and Aromatherapy therapy sessions every Wednesday and Thursday.

The Centre was developed in partnership between Macmillan and Mayday Healthcare NHS Trust and is designed to help make sure that anyone affected by cancer has free access to good quality information and support.

For more information, or to use the service, drop into the Centre - you can find it by walking from the main entrance to the public car park, under the archway, on the left hand side - visit our website: www.mayday.nhs.uk or call the Centre on Tel: 020 8401 3000 ext. 5744.



Member profile: Mike McConnell

I am now a retired chartered civil engineer from Balfour Beatty, having spent the past 40 years in industry. I am passionate about efficiency, accountability, "end user feedback", best practice, cost effectiveness and a "satisfied client"!

I have been a carer for the past 9 years and Development Manager of Croydon Disability Forum, following my son's brain haemorrhage in 2000. This role at the Forum has enabled me to get involved and help people in Croydon with a disability or sensory impairment, in a wide range of organisations including the Council, Mayday Hospital, NHS Croydon, Croydon College and Croydon Police.

At Mayday I have been pleased to have been involved in the establishment and subsequent activities of the Disability strand sub group of the overall Equalities and Diversity

Committee. We have already achieved a great deal and it is good that a framework is now in place for all strands of Diversity.

Over the past 2 years I have tried to attend most Trust Board meetings as a public observer and frustrated that I have not been able to contribute in the debates! Now being a foundation trust member I hope in the future to be more fully involved and become a member of the Council of Governors, when the Trust achieves foundation trust status. Good to also see the Patients Forum being established and I have also been involved in this consultation process.

I am looking forward to being involved in the above initiatives. Good to see frameworks now in place to achieve the above objectives!

Exciting times and the winners will be patients, staff and visitors at Mayday!

What's happening in 2009?

Trust Board Meetings

The next Mayday Healthcare Trust Board meeting will be on Wednesday, 30 September at 10am to 12 midday in the Main Lecture Theatre, PGMC

The Trust Board meeting dates for the rest of the year are:

26 October, 10am to 12 midday, Seminar rooms A & B, PGMC.

30 November, 10am to 12 midday, Seminar rooms A & B, PGMC

Please note that a Board meeting is not held in August or December.

Annual Public Meeting (APM)

The APM will be held on 30 September in the PGMC from 3pm until 5pm.

Next Members Meeting - Focus on x-rays, a look into the future.

The meeting will be on Wednesday 7 October in the Post Graduate Medical Centre (PGMC) at Mayday Hospital, 7pm to 8pm. The evening is being held at Mayday rather than Fairfield Halls to enable access to the Picture Archiving and Communication System (PACS).

The evening will be presented by **Dr Tony Newman-Sanders, Consultant Radiologist and National PACS lead, Dr Claire Hoskins, Consultant Radiologist and Clinical Lead for Radiology, and Dr John Rendle, Consultant Radiologist.** They will talk about the developments in diagnostic imaging (x-rays) looking at modern picture handling, viewing the body in different ways and imaging advances in stroke and breast cancer. You will see how these developments can improve patient care with immediate access to information; the ability to easily compare with a patient's previous x-rays and reduce the risk of losing x-ray records.

This is a member's meeting with a difference, you will see the technology we have here at Mayday and meet the experts. If you would like to come along please contact us to book a place, our details are at the bottom of the page.

Foundation Trust Membership Office

Please contact us either by:

Email: ft@mayday.nhs.uk

Write: **FREEPOST MAYDAY FT**

(all in capitals, no stamp or further address required)

Telephone: **020 8401 3209**