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Keeping it clean

In every edition of Accent we will be focussing in greater detail on the issues you, our members, have told us matter to you.

In this edition we invite you to meet the people who help keep Mayday clean and tidy and those who lead the battle against infections.

Denise Chaffer, Director of Nursing, is the Trust's nominated Director for Infection Prevention and Control (DIPC). It's her role to make sure all Trust staff remain committed to doing all they can to reduce all healthcare acquired infections.

The Trust has recently introduced several practical measures to continue to reduce the incidence of infections.

Additional Investment in Cleaning

We have invested £120,000 to increase the frequency of cleaning in high risk areas e.g. patient toilets, bathrooms, sluice rooms etc. We have now adopted stronger, chlorine based disinfectants to clean commodes and bed spaces and recently completed a full deep clean of all our wards. Although our cleaning services are provided by an external company, the housekeepers are ward-based and allocated to a specific ward, forming an important part of the ward team.



Sara Vythilingum, ward housekeeper on Heathfield 2

Raising Awareness

The Executive Directors began a programme of regular inspections of wards and departments in order see for themselves and to listen to patient and staff comments on a range of issues, including hygiene and cleanliness. The Trust has been participating for some time in the National Patient Safety Agency's "cleanyourhands" campaign. There are regular meetings of the Trust's Task Force to monitor and discuss issues related to Clostridium difficile (an infection which causes diarrhoea).

Isolating Patients

Closer liaison between bed managers, ward staff and infection control now ensures that there can be prompt isolation of patients who are infectious. Work is underway to improve the quality and number of side rooms which can be used as isolation facilities in the case of an outbreak. The Trust currently has 62 single rooms, 48 of which have their own toilet and washing facilities. If the number of patients requiring isolation exceeds availability, the infection control team implement "cohort nursing", whereby they designate a bay within a ward to nurse patients infected with the same infection. If there is a larger outbreak of infection, an entire ward will be used as the isolation facility.

Screening Programme

Most elective patients are screened for methicillin resistant staphylococcus aureus

(MRSA) prior to their operation. Appropriate treatment is given to those with a positive culture. Emergency admissions are screened if they are deemed at high risk of having MRSA. The Trust has recently invested £75,000 in extending the screening programme.

New Uniform Policy

A new dress code has been introduced to ensure that staff in clinical areas are "bare below the elbow" to facilitate hand-washing. The policy includes clear instructions about wearing uniforms outside the hospital and guidelines for washing.

Clinical Changes

Mayday has introduced a revised antibiotic policy in order to reduce the usage of those antibiotics that are more likely to predispose patients to Clostridium difficile infection. We have also implemented the Department of Health's "Saving Lives" initiative at ward level.

The quarterly newsletter for Foundation Trust members

What can you do?

Infection control is everyone's business – many of the infections that our patients have are acquired "in the community", not in hospital. Follow these simple steps and you can help fight the germs:



Wash your hands when you come into hospital and enter a ward – using alcohol hand gel or soap and water



Don't visit if you or your children have an infection e.g. sickness and/or diarrhoea



Comply with any infection control notices – especially if there is a current infection in the area



Ask any doctor or nurse if they have washed their hands



Follow your medical practitioner's advice on antibiotics

If you would like more information on MRSA, Clostridium difficile or infection control in general, you can visit our website page <http://www.maydayhospital.org.uk/page.asp?pageid=494> or e-mail comms@mayday.nhs.uk and we will send you a leaflet.

Member profile:

"Darth Vader" joins the Trust

David Prowse, the actor best known for his role as Darth Vader in the Star Wars films, was one of the first people to sign up to become a member.

The 73 year old actor, who was also the Green Cross Code Man in the 1970s road safety commercials, received regular treatment from Mayday's wound care team and lent his support to the launch of the new integrated diabetes, vascular and wound care service launched at the hospital this summer.

Chairman's Welcome

Chairman of Mayday Healthcare NHS Trust Brian Phillpott writes:



"I'd like to take this opportunity to say a big "thank you" to all of you who have taken the first step to becoming a member of your local NHS hospital trust.

Accent is your newsletter and it is just one of the ways we plan to let you know about important events at Mayday and our progress towards becoming a Foundation Trust.

We've called the newsletter Accent for two reasons. Firstly, because it will bring a particular focus on different aspects of local health services in each issue and secondly, because we wanted to reflect the incredible diversity of the local population from which

our membership is drawn. I believe that if you become a member or a governor of the new Trust you will personally be able to affect the development of local health services. Members and governors are vital to our success; ensuring that the Trust remains accountable and responsive to local people. Local people have already exercised influence over our application through the wide public consultation we undertook (see right).

I have looked at the way the Foundation Trust system works in other Trusts in the country and I am convinced that it will work in Croydon, where we have so many people committed to helping Mayday succeed.

As a member we hope you will attend one of our open evenings (see back page for news of our first one), give us your views on all of our plans and proposals for developing health services in Croydon and, most important of all, vote when your local governors stand for election (see below for more details).

I want to repeat my thanks to you for signing up as a member and welcome you to the next stages of our exciting future together."

Becoming A Governor

Foundation Trusts are more accountable to local people through a Council of Governors, made up of members of the public and staff who have been elected to directly represent local interests within the governance structure of the Trust. As well as representing the interests of members, they hold the Board to account for the performance of the Trust and have a range of statutory responsibilities which include to:

- Appoint or remove the chair and non-executive directors
- Approve the appointment of the chief executive
- Decide on the remuneration and terms and conditions of the chair and non-executive directors
- Appoint the Trust's auditor
- Scrutinise the Trust's annual plan

They are, therefore, in a position of considerable responsibility, with genuine powers.

Public governors exercise their influence by attending regular meetings, developing close working relationships with the chair and executive board. Governors are unpaid but need a range of skills and experience to acquit their statutory duties, often drawn from their lives outside the NHS. Training and induction into the NHS will be offered.

If you live in one of the three constituencies - North, Central or South and you want to become a governor for your constituency it will involve being elected by the other public members in that area. These elections (likely to be conducted in Croydon in the spring of 2009) are formal events run by an independent body.

If you are interested in becoming a Governor, the Trust has organised an informal, no-commitment open evening in October, where you can find out more.

This will be held on 8th October, starting at 6.45pm in the Arnhem Gallery, Fairfield Halls. The event, which will give an opportunity for anyone interested to meet the Chairman, Chief Executive and other Board members, will finish by 9pm.

If you would like to book a place, please e-mail us at ft@mayday.nhs.uk or write

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

David says, "I've been living in Croydon for the last 44 years and have been treated many times for a wide variety of physical ailments. The care has always been excellent and I cannot speak too highly both of the care and aftercare that I've received. The force is definitely with Mayday!"

You don't have to be a film star to feature in the regular Member profile spot in this magazine. We'd love to hear from you about who you are, why you chose to get involved and what you would like to see happen as Mayday becomes a Foundation Trust. You can e-mail us ft@mayday.nhs.uk or write to:

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David Prowse with vascular surgeon Stella Vig



Becoming A Foundation Trust

The Story So Far

As part of our bid to become a Foundation Trust we held a public consultation earlier this year, to ask the people of Croydon what they thought of our plans.

Despite the fact we had already consulted on the broad issues in 2006 – and made changes to our plans as a result - many people took part a second time around and we were delighted with the quality of the responses.

More than 1,000 copies of the full document and nearly 10,000 summaries were distributed to stakeholder organisations, former patients, members of the general public, GP practices, councillors, pharmacies, libraries, schools and religious and cultural organisations and 90 community groups. The information was made available in French, Mandarin, Polish, Turkish and Gujarati and large print on request.

More than 550 people talked to us at specific meetings and around 300 shoppers in Centrale on a busy Saturday stopped to give us their views.

What you said:

Most respondents were broadly supportive of our plans – although some people expressed opposition to the political concept of Foundation Trusts in general, not specifically Mayday's bid.

The quality of our services was highlighted – and many respondents said improved cleanliness and infection control was vital to becoming an FT.

Our GPs asked to become more closely involved – and we have set up a series of meetings and open evenings to support this.

Many people wanted more detail of what services would change when we become a foundation Trust – and were assured that there were no immediate plans to change any services, and members and governors would be included in any future developments.

Members wanted to receive regular communications from the Trust about our plans – this newsletter is the first of many to help you keep in touch and we are arranging regular meetings (see back page for more).

Many people wanted to know more about what it meant to be a governor (see page two).

Members who lived just outside the Borough wanted to be sure they would be represented – The Trust Board is currently reviewing its membership boundaries to include more adjacent wards.

A Word from the Chief Executive



Helen Walley Chief Executive, adds her words of welcome.

At the time of writing, over 1,800 local people have signed up to become Mayday Members. This is great news for the Trust. Having access to the thoughts and views of so many local people will be a great benefit to the way we can develop services in the future.

Our application to become a Foundation Trust has added new impetus to some of the work we started when I joined Mayday two years ago. To become an FT we have to build on our already rigorous approach in important areas such as the quality of our services, patient safety and our financial sustainability.

The process of applying is exhaustive (and exhausting!). Nevertheless we believe the prize is well worth the effort and I hope you will agree when you see the new FT taking shape. On our current timetable we expect to be authorised as an FT some time in the middle of next year. This means that in the early Spring we will probably start recruiting our public and staff governors to join the Council of Governors (see page 2). This is an excellent way for local people to get more involved in the future of healthcare.

In the meantime, there is an awful lot of work to do and we hope that our members will join us in this work by sharing ideas, recruiting new members, telling us about our services and attending the members meetings we are developing (see below).

But most importantly we want to know what you, our members, think you would like to do. I would very much like to hear from you about how you would like to become more involved. You can e-mail me at ft@mayday.nhs.uk or write to us at:

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You are invited to our first members evening

One way we would like to get to know our members better is by meeting you to talk about issues you say are important to you.

On 24 September we are inviting all members to talk about cancer – one of the major diseases of the 21st century – in an evening entitled:



Through a series of presentations you will:

- Meet the health professionals who work with people with cancer
- Hear from patients who have been treated for cancer at Mayday
- Hear about
 - o Reducing the risks of getting cancer,
 - o How to spot cancer in the early stages
 - o What can be done to improve the quality of life for those living with cancer

This event, which is open to all members, will be held

**on 24 September
at 7pm
in the Arnhem Gallery, Fairfield Halls Croydon**

Please help us by letting us know if you plan to come along – either by e-mailing ft@mayday.nhs.uk or write to

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The venue has wheelchair access but if you have any special needs such as a signer or an interpreter, please contact us at Mayday on (020) 8401 3209.