

Nov

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The quarterly newsletter for Foundation Trust members

Nice to Meet You!

The Trust was delighted to welcome so many of you to the first two events for members of the future Foundation Trust.

On 24th September nearly 100 people gathered (despite the rain!) to hear consultant Muti Abulafi and senior cancer nurse Jackie Green talk about the service Mayday provides in partnership with the Royal Marsden for people who have been diagnosed with cancer.

Two former patients shared their first-hand experiences of living with two very different types of cancer. Chris Kay talked about how the diagnosis of myeloid leukaemia turned her family's world upside down, and Phillip Martin talked, with his own particular brand of humour about how life goes on even after extensive surgery.

Finally, Laura Barnett, the Trust's, Cancer Counsellor, talked through the range of emotions people living with cancer experience and how they can be helped to come to terms with their "new" life. Feedback from the event was overwhelmingly positive and many members came up with useful ideas for future events. We are now working on a programme of health information evenings and will publish further details in the Spring issue of Accent.

If you would like a copy of the presentations shown at the evening, or a summary of the feedback we received, please contact us. Our details are at the bottom of the back page.



What's in a name?

We called the first members' event a "health information evening" which was factual, but not very exciting! We would like to ask you what you think member events should be called in future. Some suggestions we have already received are:

Members Matters

Focus on..... (plus subject being discussed)

Foundation News

Give us your views by email or postal address on the back page.

Mayday's "set fair" in the Annual Healthcheck

Mayday has once again been recognised as delivering safe services for the people of Croydon.

For the second year running the Trust has been rated "Fair" for both Quality of Services and Use of Resources - which demonstrates to the people of Croydon and beyond that Mayday gets the basics right while making significant improvements.

Chief Executive Helen Walley says, "Staying still is not an option in today's NHS and although the headline rating has remained the same for us this year, we have seen progress in many important areas."

Mayday fully met all the core standards and existing national targets, including seeing, treating and either admitting or discharging almost every patient from our very busy A&E within four hours.

In the areas which patients most value, the Trust did particularly well - scoring 10 out of 10 for dignity and respect, 5 out of 5 for keeping the public healthy and 17 out of 17 for good management.

We were also pleased to receive scores of 12 out of 13 for safety and cleanliness and 7 out of 8 for standards of care.

Mayday also met some tough new standards this year, including reducing MRSA infection rates, reducing mortality rates from heart disease and stroke and improving outcomes for people with long-term conditions.

Working in partnership with Croydon PCT, Mayday also increased access to services for people with drug problems, reduced teenage pregnancies, reduced health inequalities and tackled obesity.

Only two areas prevented the Trust from achieving a "Good" rating:

- Problems with data collection around the 18 week referral to treatment standard (although we are meeting the standard itself)

- Historically low response rates and scores in patient experience surveys.

The Trust is aware of these issues and has already begun a range of activities to address them including:

- A programme of quality improvement which includes daily collection of patient feedback in key areas. The results of these "on-the-spot" surveys are shared with staff at ward level and used to drive forward improvements
- A complete refurbishment of the Maternity Unit (due for completion early 2009) which will improve the environment for women who choose to have their babies at Mayday
- Refurbishing and streamlining our A&E services to ensure the sickest people get urgent care in the right place at the right time
- Ensuring we have the right administrative staff with the right skills to support the 18 week pathway work.

The "Fair" rating for use of resources demonstrates the hard work and dedication our staff have shown in implementing a challenging series of cost improvement plans, which have enabled the Trust to turn around a £10 million deficit two years ago to a £5 million surplus.

Helen Walley concludes, "This rating by the Healthcare Commission is an encouraging reminder that The Trust as a whole is paying attention to the areas which patients and staff have told us are important. Mayday offers excellent services but we have to make sure that we are consistent, and that means getting it right all of the time."

Full results of the Healthcare Commission's Annual Healthcheck can be seen at www.healthcarecommission.org.uk

An opportunity to be more involved

Mayday recognises that when developing and improving our services it is vital we learn from the experience of our patients and carers and listen to both their views and those of the wider public. One of the ways we can help this happen is to set up a Patients' Assembly to work alongside us as the voice of our patients.

The Assembly is not to be confused with our Council of Governors. The two are completely separate entities with different but equally important roles to play.

The Patient Assembly will consist of up to 21 members and will meet regularly as a group. There will be an opportunity for the Assembly to consider a wide spectrum of topics and ensure that patient views are reflected in our business and clinical strategy. The Assembly could contribute to areas such as issues relating to Infection Control, feedback from our patient experience tracker and could give us a patient's perspective on the findings of the many independent inspections and assessments which take place every year.

Members of the Assembly will be selected against agreed criteria that would be developed in partnership with those expressing an interest to join.

If you are interested in finding out more please contact us, our details are at the bottom of the back page.

We will then invite you to a workshop in the near future where we will provide you with information and give you the opportunity to discuss the role of the Patient Assembly.

Healthcare Commission Hygiene Visit

The Healthcare Commission's final report after an unannounced spot hygiene check in September has now been published. There are no recommendations, just a few suggestions as to how the Trust can tighten up the process for agreeing policies.

Most importantly, it means an external organisation has confirmed that Mayday takes this issue very seriously and is getting a lot of things right - which is good for patient care.

Chief Executive Helen Walley says, "I would like to thank all the staff across the whole organisation who worked so hard to achieve this excellent result. Not only did the Healthcare Commission team inspect our documents and test our systems and processes, they also went out, unannounced, to several wards and departments to check the reality on the "frontline". I was very proud of the way Mayday staff responded to this scrutiny at the time and am delighted that the inspectors found we were as good in practice as we are on paper."

We know from your comments that cleanliness and infection control are important issues for our members and we will be planning further briefings and updates on this vital topic in the coming months.

A copy of the full report can be found on the Mayday Hospital website www.maydayhospital.org.uk

So what does a **Governor** actually do?

The second event which the Trust held was, on 8 October at the Fairfield Halls, for members who have expressed an interest in finding out more about becoming a Governor of the proposed Foundation Trust.

The evening was very lively and well attended with over 100 members of the public and Mayday staff.

Brian Phillpott and Helen Walley gave a presentation and spoke about the Trust and the role of a Governor. This was followed by animated "round table" discussions facilitated by senior Mayday staff which gave us very valuable feedback. Some of the concerns raised were:

- The need for a greater understanding of the NHS and the Trust
- To understand the Governor election process
- A clearer idea of what will be expected of a Foundation Trust Governor e.g. responsibilities, time commitment

The evening closed with a question and answer session.

The presentation and governors information pack provided at the evening are available for any member who wishes to find out more. You can either visit the Foundation Trust section of Mayday's website www.maydayhospital.nhs.uk or if you would like a copy sent to you in the post please contact us, our details are at the bottom of the back page.

What came across quite strongly from those who attended was that there is a desire for a greater understanding and more information about the process and the role of a Foundation Trust Governor. To build on this enthusiasm two more events are being organised for members who are interested in finding out more about being a Governor. These will be held on Wednesday 25 February and Wednesday 22 April 2009 at the Arnhem Gallery Fairfield Halls, Croydon, which many members have told us is the most convenient location.

Look out for more communications from us in the future and thank you to everyone who participated in what was a very enjoyable first meeting.

Member profile:

First Registered Member

Anita Patel, an Occupational Therapist (OT) who works for Croydon Primary Care Trust, was the first person to be registered on our new members' database.

Anita says, "I have worked in Croydon for 21 years and began my career as an OT at Mayday. It's my local hospital, and my family use its services, so I have a real "soft spot" for the Trust. I still work in Croydon and have regular contact with Mayday staff.

It's nice to see all the changes that are going on to improve healthcare for local people and I want to be a part of that by becoming a member if the Trust succeeds in becoming a Foundation Trust.



Anita Patel
Occupational Therapist

I was surprised, and honoured, to learn that I was the first registered member!"

You don't have to be first to feature 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. Our contact details are at the bottom of this page.



Food for thought

On 1st October 2008, the patient catering service was transformed from an old, centrally delivered plated meal service to a modern, interactive and highly personal ward-based service. This new initiative is part of a long-term partnership with catering company ARAMARK, who are working with the Trust to improve our food services for patients and staff.

The food is prepared and plated by ward based Hosts and Hostesses who receive comprehensive training called 'The World Class Environment of Care' which includes special diet training. The focus of the training is on the provision of the service to the patient and how we can make their stay as positive as possible. The Hosts and Hostesses spend time with the patients to try to make mealtimes a pleasant break in the hospital routine.

Patients now choose their breakfast at the bedside and lunch is ordered that morning. Supper is ordered after lunch. This means that the meal that patients feel like today is the one they get today instead of trying to predict what they will want to eat tomorrow!

Lunch and supper are served from heated trolleys in the ward to ensure that food reaches each patient as quickly as possible so that it maintains its temperature, flavour and appearance.

The Hosts and Hostesses provide seven hot or cold drinks a day, two of which are served with either a biscuit or cake. As an extra boost to quality, by the end of 2008 all beverages served to patients at ward level will be served in crockery mugs instead of plastic cups.

Foundation Trust
Membership Office

Please contact either by:

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

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The hospital of **firstchoice** for the people of Croydon and surrounding populations.