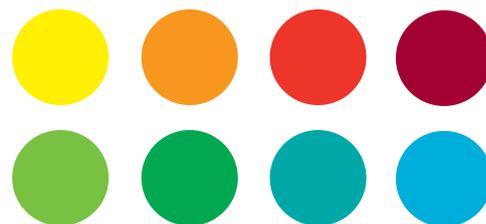


ACCENT

The newsletter for **Foundation Trust members**



Miracle baby says thank you to SCBU



The SCBU team with mum and baby Joseph

Joseph Dominic Gomes recently revisited Mayday's Special Care Baby Unit (SCBU), to say thank you to the team that helped him through the first few months of his life.

Joseph was born three months prematurely in June 2008 at Mayday Hospital and weighed only 1.39kgs (3lbs). His organs were not fully developed and he needed a number of drugs and a high level of care. During his time on SCBU Joseph also received treatment for a hole in the heart, jaundice and a cerebral bleed. Following excellent treatment and support from the staff on SCBU, Joseph was discharged on 22 September 2008 and celebrated his first birthday earlier this year.

Joseph's Mum, Lynn Gomes, a former secretary at the Trust, said: "We cannot thank the SCBU team enough for their hard work, care and immeasurable support. During his time on the unit Joseph gained many friends and everyone is amazed at his determination to pull through considering the traumatic experience he went through."

Joseph's grandmother, Marie Roberts agrees. "He is certainly a miracle baby. He's now just like any normal one year old, always up to mischief. We cannot thank God enough for giving us the strength and courage to get through this last year. We are very grateful and appreciative of the tremendous support and care shown by Dr. Marais and the other consultants, SCBU, anaesthetics and other staff throughout his stay in SCBU."

Mayday's improvement recognised in annual health check

In the annual health check, published by the Care Quality Commission (CQC) in October, Mayday has been rated "Good" for both quality of services and financial management. This is an improvement from last year's assessment of "Fair" and shows that Mayday is delivering safe, sustainable services for the people of Croydon.

In summary Mayday achieved: 11/14 for safety and cleanliness, 5/7 for standard of care, 11/13 for waiting to be seen, 9/9 for dignity and respect, 5/5 for keeping the public healthy and 13/18 for good management. Other highlights included: Achieving more than the planned reduction in MRSA and C.difficile rates, ensuring everyone with suspected cancer starts treatment within 14 days for urgent cases and 31 days for cancers which are not immediately life threatening and no-one waiting longer than 26 weeks from first referral through diagnosis to beginning treatment.

To see the full report log on to the CQC website: www.cqc.org.uk

Members meeting, Focus on Picture Archiving and Communication System (PACS)

On 7 October a further members meeting was held which focussed on PACS. 55 people braved a wet autumnal evening to listen to Dr Tony Newman-Sanders, Dr Claire Hoskins, and Dr John Rendle who gave us some insight into future plans for the NHS and developments in diagnostic imaging (x-rays). In particular they highlighted how the new technology produces images which are helping doctors diagnose gynaecological cancers and we also saw advances in brain imaging used to help stroke victims.

Copies of the presentations from the evening are available, please contact us using the details on the bottom of the back page, where you can also find information on the next members meeting, or visit our website www.maydayhospital.nhs.uk.

Local Bishops launch appeal to raise money for Mayday's chapel



Two local bishops pulled on their overalls and picked up a paint brush to launch an appeal to raise money to repair and renovate Mayday's chapel. Bishop Paul Hendricks, Auxiliary Bishop of Southwark and Bishop Nick Baines, Anglican Bishop of Croydon, were joined at the launch on Sunday, 11 October, by Mayday's Chief Executive, Nick Hulme (see photo).

The chapel at Mayday, which is over 112 years old, offers visitors, patients and staff of all faiths and also those with no faith, an area for worship and contemplation. The chapel needs £30,000 worth of refurbishment, which includes a complete redecoration of the inside which suffered damage following a failure of the old heating system last year, some work on the roof, guttering and the small tower to stop any leaks into the chapel when it rains, and repairs to the stained glass windows where some of the smaller pieces have fallen away over time.

Another important part of the refurbishment involves restoring the link to Radio Mayday, the Trust's radio station, so that people who can't make it to the chapel for a service are able to listen to it on Patientline from their beds.

Hilary Fife, lead Chaplain said: "The chapel has played an important role for so many visitors, patients and staff since it was built in 1897. Before then all worship was held in the board room – the chapel was obviously a great improvement on this.

"It's a place where people come in times of joy, to give thanks and celebrate, but also where people come in times of trauma and distress."

Can you help with some of the repairing or restorations at the chapel – are you an expert at mending gutters, a keen seamstress, or could you donate some paint? If so contact Hilary by email on: hilary.fife@mayday.nhs.uk or telephone 020 8401 3105

Donations for the appeal can be sent to Mayday Healthcare charity c539, c/o Chaplains office, Mayday Hospital, Croydon.

Mayday introduces spiritual care champions

We are improving the spiritual care offered to hospital patients, their families and visitors by introducing spiritual care champions.

Mayday currently has five spiritual champions, who are all nurses, working across five wards. They offer appropriate religious and spiritual care to patients and ensure that their preferences are recorded on their notes. Since their introduction, 96% of patients now have their spiritual needs recorded, compared to 18% this time last year.

The spiritual champions assist patients in a number of ways including: informing them of how they can order a special diet suitable for their beliefs, telling them what days a priest comes to the ward and requesting a chaplaincy visit. Atheists or agnostics are also encouraged to record their preferences.

All spiritual champions have the full support of the hospital Chaplains whose role is to be involved in the provision of holistic care – that is care which includes not only a person's physical health but also their social, emotional and spiritual health or well being.

The Trust is planning to introduce more spiritual champions across wards throughout the Trust.

NHS Constitution

We are fully committed to implementing the NHS Constitution which was published on 21 January 2009 and is due to go for Royal Assent this autumn. It establishes the principles and values of the NHS in England and sets out rights to which patients, public and staff are entitled, together with responsibilities which the public, patients and staff owe to one another, to ensure that the NHS operates fairly and effectively.

Under the constitution patients and the public have the right to:

- Access health services
- Quality of care and environment
- Nationally approved treatments, drugs and programmes
- Respect, consent and confidentiality
- Informed choice
- Involvement in your healthcare and in the NHS
- Complaint and redress

The NHS Constitution also sets out what our staff can expect, including:

- To have a good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives
- Receive fair pay and contract framework
- Have healthy and safe working conditions and an environment free from harassment, bullying or violence from patients, the public or staff, to work your contractual hours, take annual leave and to take regular breaks from work.
- Be treated fairly, equally and free from discrimination

To find out more about the NHS constitution visit the Department of Health website www.dh.gov.uk or telephone 020 7210 4850.

Privacy and dignity improved

Patients attending the Accident and Emergency (A&E) department and the Medical Assessment Unit (MAU) now have improved privacy and dignity thanks to a £240,000 investment.

In the MAU both males and females are cared for in separate parts of the ward but the additional money has been spent on creating an area which has the flexibility to cope with the increased admissions of one gender or another. Patients in the MAU have access to showers and toilets which are designated male or female.

The Trust has also increased the privacy for patients in all bays in the Majors treatment area of A&E by replacing curtains with more solid cubicle walls.

Accident and emergency nurse Kim Kerwood says: "The new privacy cubicle walls have significantly improved the patient experience. There is greater privacy and improved confidentiality during patient assessment."

The majority of Mayday's wards have single sex bays and separate washing and toilet facilities for men and women. However, occasionally for clinical reasons there may be times when patients have to be cared for in a mixed sex environment. Where this is the case, staff work hard to ensure that their privacy and dignity is respected at all times and patients are moved to a same sex area as soon as possible.



May Fayre restaurant opens for business



Mayday's new restaurant is now open to all visitors, staff and patients. The restaurant, which is on the first floor at the top of the escalator, is open 7am to 3pm and 5pm to 7pm.

For the comfort of all, a strict dress code must be followed at all times in the restaurant. This means that appropriate clothing and footwear should be worn. For patients and visitors this means no nightwear, e.g. pyjamas, nightdresses or dressing gowns, and also no drips or other visible medical devices.

New mattresses in the fight against infection

Mayday Healthcare NHS Trust has now taken delivery of 580 new mattresses at a cost of £100,000.

This is part of the ongoing campaign to reduce healthcare infections and improve the quality of facilities. They have been ordered as part of the Trust's drive to reduce infection rates. While all mattresses are cleaned between patients, over time the covers can become damaged which can increase infection risk. Director of Nursing, Denise Chaffer said: "Infection control is a priority for the Trust and we are determined to do everything in our power to reduce healthcare infections, ordering new mattresses is one such tool."

Croydon Local Involvement Network (LINK) - Why you should get involved

Croydon LINK is an independent network of individuals and organisations that has a direct role in identifying the local health and social needs of Croydon.

Members are given the opportunity to be involved in discussions around local health and social care services, checking how well those services are being run, and feedback opinions to bring about change as necessary. They can also ask commissioners for information, make recommendations, expect a response and refer matters to the Council for action.

If you would like to find out more contact Asma, Jennine, Nicole or Rob at Croydon LINK on telephone **020 8253 7090**, email: localvoices@croydonlink.org.uk, or visit their website: www.croydonlink.org.uk & www.talk2croydon.co.uk/croydonlink

What's happening in 2010

Next Member's Meeting – Focus on Infection Control.

Wednesday 3 February 2010, 7pm to 8pm. Following positive feedback from the last meeting the venue will be the Post Graduate Medical Centre (PGMC), Mayday Hospital.

Find out how Mayday is making steady progress against infections such as MRSA and C. Difficile. The evening will be presented by **Dr Mary Twagira, Consultant Microbiologist** and **Sarah Watts, Senior Nurse for Infection Control**. To book a place call **020 8401 3209** or email ft@mayday.nhs.uk. Your family and friends are welcome.

Trust Board meetings

2009 30 November, 10am to 12midday, Seminar rooms A & B, PGMC. Please note that a Board meeting is not held in December.
2010 (first meeting) 25 January, 10am to 12midday, Seminar rooms A & B, PGMC.

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**