

## Members meeting, Focus on Infection Control

On 3 February the Trust held its fifth members meeting which focussed on infection control.

It was good to meet so many of you again, 40 of you came to listen to Dr Mary Twagira, Consultant Microbiologist and Sarah Watts, Senior Nurse for Infection Control.

They spoke about the germs that cause healthcare associated infections, the tools Mayday uses to fight them and how you can help to keep yourself and others safe from infection. Feedback from the session has been very positive with the evening giving you a better understanding of the Trust's work, "Sarah Watts' presentation was extremely useful and helpful..... making it easily understood, she it to be congratulated".

There were three comments about the venue, not being convenient, difficult to find and concerns over the cost of parking. This is the second meeting we have held at the Trust, previous meetings were held at Fairfield Halls where the cost of parking has changed with the introduction of NCP parking charges. It was felt that the average £600 cost of hiring the hall could not be justified when there is a lecture theatre available at no cost at the Trust. Hopefully some of you are already more familiar with the location of the post graduate medical centre (PGMC) but directional signs are put up for the evening.

If you would like a copy of the presentation shown at the evening you can download it from our website or contact us using our details are at the bottom of the page.

See details of the next member's meeting below

## Help us to keep you more informed

Please let us know if you have an email address and do not mind us using it to contact you. Making contact by email helps us to keep our costs down by reducing our postage. There are also occasions when we would like to seek your help and involvement in new projects and initiatives, email is a very effective and quick way of doing this. Some of you were recently involved in the project looking at developing a new Mayday website. If you do not have an email address but would like to be kept informed of any future projects please let us know.

## 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**

## 2010 Dates for your Diary?

**Next Member's Meeting – Focus on innovations  
in surgery and surgical training**

The meeting will be held on 14 April in the Post Graduate Medical Centre (PGMC) at Mayday Hospital, 7pm to 8pm.

The evening will be opened by **Mr Brian Phillpott**, Chairman of Mayday, with **Mr Ian Swift**, Clinical Director for Planned Care & Consultant Colorectal and General Surgeon and **Miss Stella Vig**, Clinical Lead General Surgery, Urology & Orthopaedics & Consultant Vascular and General Surgeon. They will be providing us with an insight into surgery and surgical training at Mayday.

During the evening there will be an opportunity to carry out a mock surgical procedure using laparoscopic (keyhole surgery) and try simulation equipment which is used to train doctors. Watch how our doctors are trained or be bold and try your hand at knot tying, suturing and placing chest drains.

To book a place call 020 8401 3209 or email [ft@mayday.nhs.uk](mailto:ft@mayday.nhs.uk), family and friends are very welcome.

### Next Trust Board meetings in 2010

Time: 10am to 12midday,  
Venue: Seminar rooms A & B, Post Graduate Medical Centre.  
Dates: 29 March  
26 April

### Annual General Meeting 2010

Date: 27 September  
Time: 3pm  
Venue: Post Graduate Medical Centre

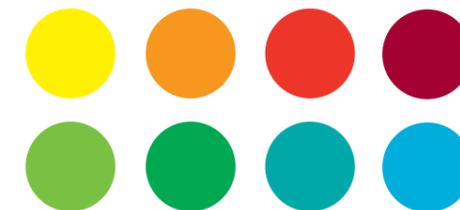
The next meeting will be held on Tuesday 26 May, as Monday 25 May is a public holiday.

springIssue

# ACCENT

The newsletter for **Foundation Trust members**

Mayday Healthcare   
NHS Trust



## Better together:

### Croydon Community Health Services (CCHS) with Mayday Healthcare NHS Trust

**Mayday has been selected by NHS Croydon as the preferred bidder for the integration of Croydon Community Health Services (CCHS) to provide community and specialist nurses and other health professionals.**

The change will deliver seamless integrated care between home and hospital. The case put forward by managers to NHS Croydon was developed with the support of Mayday clinicians and managers working together to outline the benefits will bring to patients, the people of Croydon and staff.

The selection panel was impressed with "Mayday's commitment to organisational and cultural change, aiming towards a more comprehensive and seamless approach to meeting the healthcare needs of Croydon's population, encompassing both community and hospital based care."

Nick Hulme, Chief Executive, says **"I believe that Croydon Community Health Services and Mayday Healthcare NHS Trust are, quite simply, better together"**.

#### Better together – for patients

- removing administrative barriers which can get in the way of efficient and effective care
- Providing local healthcare, by local people, for local people, in the right local setting: home, community or local hospital.

#### Better together – for staff

- Developing a highly-skilled, flexible, adaptable and innovative workforce
- An opportunity for clinical staff to provide the continuity of care we want for our patients – with more involvement in health promotion and support which can reduce the need for hospital admissions
- A chance to redesign jobs to encompass the whole patient journey

#### Better together – for Croydon

- A chance for Mayday staff to take a more active role in promoting the health and well-being of our diverse population
- To pool resources and information to ensure those who need more help to access healthcare are well supported
- Closing the affordability gap, maintaining quality and ensuring sustainability

The two organisations, Mayday and CCHS, are now working towards establishing the new, integrated service which will be in place by April 2010.

#### Why is Croydon Community Health Services (CCHS) integrating with Mayday?

Over the last year, NHS Croydon has undertaken an extensive piece of work involving staff and key stakeholder to consider options for the right future form for CCHS. The outcome of this work was that Mayday was selected by NHS Croydon's Board, following the business process known as 'due diligence', as the preferred provider.

#### What will it mean?

CCHS will remain part of the NHS, and will transfer in its entirety to create a new transitional directorate within Mayday. There will be no immediate change but in the future the CCHS and Mayday workforce will become more flexible and adapt to meet the changing needs of the local population.

#### Will there be a public consultation?

No, there will not be a public consultation, as there will be no changes to services as a result of this process. However, NHS Croydon and Mayday have been talking with partners and other local organisations throughout the process.

#### Will resources be diverted from community to acute care.

National Health Service (NHS) policy is changing the way healthcare is provided, so that fewer services will be hospital-based and more will be delivered closer to home, and Primary Care Trusts will commission services to reflect this policy.

There are many benefits for patients in creating combined trusts, with more seamless care pathways.

#### Is there a conflict of interest, with Mayday running community services that will direct funding away from hospital services?

The new organisation formed by the integration of Mayday and CCHS will have to respond to what commissioners want, which is seamless care for patients.

#### What happens if there's a general election in May 2010 and a new government is elected? Could all these plans change?

It would be very unlikely because in the current financial climate, no political party is suggesting that it will invest more in the NHS. Moving services from acute to community is a more efficient way to run health services. It is likely that the separation process will be complete before a new government comes to power.

Dear Foundation Trust member,

It is very good news that Mayday has been selected as the preferred bidder to run community services in Croydon alongside our existing hospital-based services and we hope to receive final approval from NHS Croydon within the next two months.

As you have probably read in the local newspaper we are proposing to change the name of the Trust. The forming of the new organisation provides an ideal opportunity for us to do this, however I am conscious that a change of name will not make any difference unless we support it with a real change in the way we deliver our services.

We have been talking to patients, GPs, staff and our partner organisations about the possibility of changing the Trust's name and have come up with the following:

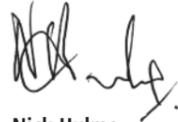
<b>Trust name</b>		<b>Hospital name</b>	
Change from	Mayday Healthcare NHS Trust	Change from	Mayday University Hospital
To:	Croydon Health Services NHS Trust	To:	Croydon University Hospital

Purley War Memorial Hospital and Croydon Community Health Services will not change.

Creating a new logo, e-mail, letter-heads etc will not cost us any money as the NHS Identity service provides this centrally. However a programme of phased changes to signage will have to be carried out so that we do not waste any public money on unnecessary changes.

Before any of this can happen we have to write to the Secretary of State for Health for approval to change what is known as the "Establishment Order" and I intend to do this very soon and will let you know the outcome.

I do hope I can count on your support.



**Nick Hulme**  
Chief Executive

## Patient Assembly in action



The Trust has developed a new Patient Assembly which provides a formal way for the views of patients and public to be included in the design and development of Mayday services. The Patient Assembly works closely with the Trust to bring patient experience to the heart of decision making.

The newly elected chair of the Patient Assembly **Mike McConnell** writes...

"I am excited and privileged to have been appointed to lead a very interesting and experienced team of volunteers, whose sole motivation is to improve the quality of health care.

The group is looking forward to being able to channel patient feedback to the Trust Board and senior management teams, and work towards improving services.

The Patient Assembly will be in addition to existing channels which are already in place such as the Patient Advice & Liaison Service (PALS) which provides individual patient support, advice and feedback on quality of services.

The Patient Assembly will identify trends and select key issues which can be looked at in greater detail.

We are in the process of establishing our action plan for 2010 and key questions identified are:

- Is information given to patients fully accessible and in the correct format?
- Can we establish close links with the Equality & Diversity sub groups?
- How do we ensure that the views of "hard to reach" groups are represented?
- Are staff training programmes meeting patient requirements?

Patient Assembly members will attend hospital and community support groups to help ensure that issues are raised across the whole of a patient's journey, not just the hospital service. Improving patient satisfaction will be central to our action plan.

While the Patient Assembly is currently full, there is the possibility of places becoming available in the future. If you are interested in finding out more or maybe joining us please contact me."

Mike McConnell, Chair Patient Assembly,  
C/o Christine Ford, Foundation Trust Membership Manager  
Mayday Hospital  
London Road CR7 7YE  
Tel: (020) 8401 3209. Email: pt.assembly@mayday.nhs.uk

## Mayday mortuary – the best place to work?



Mayday's mortuary building, tucked away in the trees beside the accident and emergency department is a warm and welcoming place.

Mortuary manager **Lee Dobinson** says the building – which includes a small chapel and peaceful viewing room for relatives and friends to say their final farewells – is the best place he has ever worked.

Lee has worked in hospitals for nearly 30 years and has been at Mayday since 1999. His role is highly skilled, involving knowledge and understanding of anatomy and physiology, pathology and the law.

Lee still finds his job fascinating:

**"Working in a mortuary would be unsettling for many people. Although I initially found working here uncomfortable and would not like turning my back on a body, this passed very quickly.**

**"Many people are fascinated by the subject and certainly when I mention what I do for a living at a party, all conversation stops.**

**"I have had some unusual experiences working in the mortuary, as people deal with death in a variety of different ways. My job is to make them feel welcome, explain what is happening and assure them that everything possible is being done to give their loved one the dignity in death they deserve."**

Is there another area you would like to know more about? If so please contact us, our details are on the back page.

## Care Quality Commission hygiene code inspection



The CQC paid an unannounced visit to the Trust in December to measure compliance with the hygiene code and I am delighted to announce that Mayday is fully compliant. They found no evidence that the Trust has breached the regulation to protect patients, workers and others from the risks of acquiring a healthcare-associated infection but made two recommendations which the Trust has actioned. The Trust has confirmed with the CQC the necessary improvements have been made.

To see the full report log on to the CQC website; <http://www.cqc.org.uk>

## What is the patient Advice and Liaison Service (PALS)

PALS is a service which aims to provide patients and carers with support to sort out problems and concerns "on the spot" where possible.

Mary Burton and Gerry White work closely with clinicians and other staff to resolve any issues raised. They have information about community support services and how to access them and are able to guide you through the different services available at Mayday. They can also help you with any concerns you may have about the care you receive.

The PALS office is located in the London Wing at Mayday Hospital, access through the main entrance. The office is usually open Monday to Friday, 10am to 3.30pm. Outside these hours you can leave a message on 020 8401 3210, all calls received after 3.30pm will be returned the next working day.

If you are coming into the hospital just to visit PALS please call first, so that you do not have a wasted journey, on 020 8401 3000 and ask for bleep 866 or 867