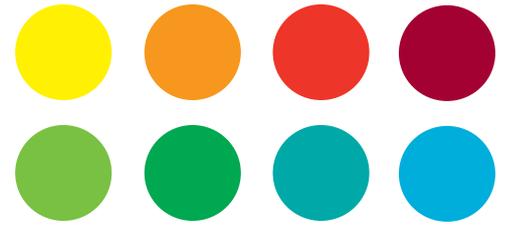


ACCENT

The newsletter for **Foundation Trust members**



New MRI scanners arrive



The Trust officially opened its new InHealth MRI unit on 11 May by fitting three Harlequin rugby stars in the new open scanner.

The three rugby players, Nick Easter (32 caps for England), Chris Robshaw (1 cap) and Danny Care (8 caps), have all seen first hand the importance of scanners such as these. Harlequin player, Nick Easter, who has had MRI scans on his back, neck, knee and ankle

during his rugby career said: "Every MRI scan I've had following injury has been valuable; providing essential information for the medical staff back at the club, so they can plan any treatment. This technology will definitely lengthen my career. It is great news that Croydon people now have access to this state of the art scanning equipment at their local hospital."

The MRI unit has been completely rebuilt and refurbished following a fire in July last year which completely destroyed the building. The two new scanners, which weigh approximately 16,000kg each, were lifted by crane and carefully lowered onto a receiving pad in the alleyway between the MRI Unit at the back of the building known as the T Block. The whole operation was meticulously planned and carried out smoothly and safely.

The two scanners provide a full range of MRI examinations including neurology, musculoskeletal, abdominal and pelvic scans. The open scanner is the first in the country with such a strong magnet, meaning patients can be scanned faster. The open scanner design is also unique in that it can accommodate people who cannot use a conventional MRI - for example several broad shouldered professional rugby players at the same time!

The Patient Revolution - Listening to patient stories

Over a hundred staff and patients attended the "In Your Shoes" workshops. You told your real life experiences in face to face sessions to community and Mayday staff.

Chief Executive, Nick Hulme, said "During the In Your Shoes workshops I have been privileged to hear first-hand what it is like to be a patient in Croydon, being cared for by health professionals in hospital, in their own homes or in community clinics. I have heard powerful stories that show that when we get it right and are really there for our patients, just how much our staff are appreciated". He added that "It is much harder to sit and listen to those stories of when we got things wrong, and the distress, anxiety and pain that caused. I know many of us were moved to tears by some of these stories and left the room vowing to do our bit to make it better."

So what happens now?

The listening doesn't stop – the "Patient Revolution" continues with more workshops and presentations at user groups and other meetings throughout the Trust and community, but more importantly the actions have already begun. Based on the feedback from these sessions Mayday is developing a number of promises to our patients and we will work together to deliver these promises.

Also, as a result of the Patient Revolution and feedback from patients and carers, we have introduced hourly nurse rounds on every ward. There is strong evidence from other hospitals where this is already in place that hourly nurse rounds reduce patient falls, pressure ulcers, the number of urgent call bells and improves patient satisfaction.

The Trust is now in the process of designing the 'Patient Promises' for this year around what staff, patients and visitors have already told us. They will be published on the Trust website later this year.

Integration of Community and Hospital services in action



We want our services to be better for patients so we are re-designing them to help us provide seamless care between home, hospital and community. A group has been set up to oversee this process, which has identified the following services as a priority:

- Muscular skeletal physiotherapy
- Cardiology and respiratory
- Audiology
- Wound care
- Continence
- Sexual health
- Neurological rehabilitation
- Stroke

Stroke Service

Croydon Community Health Services stroke co-ordinator Jane Dundas explains, the stroke pathway is an example of closer working in action which can be built on once the services are fully integrated.

People who recognise symptoms of stroke as soon as they start should dial 999 for emergency treatment as they may be suitable for thrombolysis (clot busting drugs). These patients are transferred by ambulance straight to the nearest Hyper Acute Stroke Unit (HASU), which for Croydon people is at St Georges Hospital. After treatment, patients are transferred back to Mayday as soon as they are clinically ready.

Rebuilding lives after a stroke

Stroke is the third major cause of death in the UK (after cancer and heart disease), at an estimated cost to the NHS of more than 2.8 billion pounds; it is also the single greatest cause of disability worldwide.

Since the launch of the National Stroke Strategy in 2007, there has been a government drive to reorganise stroke services around the country. Following the recommendations the Croydon Community Stroke Service was formed in 2008. Working closely with the specialist stroke consultants at the Trust and the staff on Heathfield 1 – the main stroke unit at the hospital – Jane said she has already noticed a difference.

“My role is to improve communication between all the different teams involved, which is a challenge since there are so many important links in this chain”.

Throughout their time recovering from stroke a patient may come into contact with any or all of the following teams:

Stroke Unit

Once transferred back to the Trust patients will be treated by a multidisciplinary team consisting of nurses, doctors, occupational therapists, physiotherapists, speech and language therapists, and linking with dietetics and pharmacy.

TIA clinic



A Transient Ischemic Attack (TIA) is like a stroke except the symptoms resolve quite quickly. It is a warning that the patient may be at risk of a stroke so prompt assessment and treatment is vital.

If a GP or hospital doctor suspects a person is having a TIA they are referred immediately to the TIA clinic at the Trust where further tests and treatment can start straight away.

The Stroke Team at Mayday is led by Stroke Consultant Dr Enas Lawrence, with Dr Karen Kee, Stroke and Elderly Care Consultant physician, Ajay Boodhoo, Stroke Nurse Practitioner and Dr Olajumkoke Abili, Associate Specialist. The TIA clinic is run by Dr Seemin Mahmood.

Stroke care manager

Stroke Care Manager Beverly Campbell acts as the main liaison point between the Stroke Unit and social services.

Beverly says, "All the things we take for granted in our lives may no longer be possible even after a relatively minor stroke. Returning to work, loss of income, unsuitable housing, disability, dependence on carers, or having to be cared for in a nursing home are only some examples of the needs which the care manager can help to address during the first six weeks after a stroke."

The Community Intermediate Care Team (CICS)

The CICS team are experts in facilitating smooth discharge from hospital either to the person's home or to an intermediate care bed. Dependent on individual needs, up to six weeks rehabilitation with visits throughout the day, seven days a week, can be offered.

The stroke co-ordinator and social care manager work across the Community Stroke Service whilst within CICS there are nurses, physiotherapists, occupational therapists, generic support workers and a speech and language therapist.

Community Neurorehabilitation Team (CNRT)

The CNRT team help people who are recovering from a variety of neurological conditions but mainly support people who have had a stroke. Patients can be encouraged to return to using public transport and regain previous lifestyle as far as possible. The team employs various methods including individual and group-work, a return to work programme, and focuses on physical activity, communication, psychological well-being, self help and coping with change.

Physiotherapist Rebecca Addison says "We help people along their journey by maximising people's mobility and independence. We provide mobility aids and run supervised exercise groups preparing people to be able to exercise independently in local facilities. We help people use local gyms through the Active Lifestyles exercise scheme which is supported by the council".

And Jane has the final word. "Becoming one organisation will give us a golden opportunity to redesign our service to work better together for patients and share our expertise and experience.

New Director for Community Services

Sharon Jones joined the Trust in May to take up the new post of Director of Operations (community). Sharon trained as a nurse in London in the early 80's and then as a podiatrist. She undertook several clinical roles focusing on rehabilitation and diabetes management prior to her management career and gained a Masters in Health Management. Over the past 15 years, Sharon has worked in a variety of management posts including both provider and commissioning roles. She was previously Chief Operating Officer at West Kent Community Health Services.

Members meeting, focus on advances in surgery

Thank you to the 60 members and friends who attended the last members meeting on 14 April. You all seemed to really enjoy the evening and we have received a great deal of positive feedback.

Ian Swift and Stella Vig each gave a presentation which was followed by two practical sessions and a lively question time. During the practical sessions you were encouraged to learn how to suture a wound or try laparoscopic surgery and many of you proved to be budding surgeons!

We have received several requests asking if we can repeat the evening, so we will be arranging another opportunity in the near future but in smaller groups.

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

New learning disability passport comes to Mayday

Communication passports are a person-centred way of supporting and enabling people with a learning disability to show others who they are and what's important to them. Mayday has recently introduced the passports to support both patients with learning disabilities and the staff who are treating them.

The introduction of the scheme follows research by mental health charity MENCAP which showed that people with learning disabilities can struggle to get equal care in hospital. The passports are owned by the patient who controls what information is recorded within it, under three categories:

Red: for vital facts staff need to know, such as personal details and medical conditions.

Amber: for things that are important to the patient, such as how they eat and drink.

Green: for likes and dislikes, such as television or noise.

Carers can also be involved in contributing to the passport and supporting a person with a learning disability to complete it.

Often patients who have learning disabilities need a bit more time and have very individual needs and we hope the passport will improve communication and the patient experience.

For more information on the passport or to get a passport for a patient please visit or contact the Patient Advice and Liaison Service (PALS). 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.

2010 Dates for your Diary?

Next Member's Meeting – Focus on Physiotherapy and Chief Executive, Nick Hulme, will tell you the latest news and current developments at the Trust and in the NHS.

The meeting will be held on Tuesday 13 July in the Post Graduate Medical Centre (PGMC) at Mayday Hospital, 7pm to 8.30pm. The venue is a 10-15 minute walk from the main reception so please allow extra time.

The evening will be opened by our Chairman, Brian Phillpott.

Trish Bowden, Superintendent Physiotherapist Musculoskeletal Outpatients, Sarah Vernon, Superintendent Physiotherapist Acute Services and Mary Brooks, Superintendent Physiotherapist Rehabilitation Services will provide an overview of Physiotherapy at Mayday. Recent developments in services for example orthopaedic day surgery, the stroke unit, musculoskeletal clinical assessment and treatment service, falls and integration of community and hospital services and what it will mean for patient care.

You will also be able to tour the Physiotherapy department to see first hand the facilities that are available. Lastly Brian Phillpott will take any questions, whilst in the Physiotherapy department.

During the evening you will hear about new developments from Nick Hulme, you will have the opportunity to fully understand and appreciate a department that provides a vital service and also have the opportunity to see behind the scenes.

To book a place call 020 8401 3209 or email ft@mayday.nhs.uk, family and friends are very welcome. Places will be limited due to the numbers that can be accommodated on the department tour so please book early.

Trust Board meetings in 2010

Time: 10am to 12midday,
Venue: Seminar rooms A & B, Post Graduate Medical Centre (PGMC)
Dates: 28 June, 26 July, 27 September

Annual General Meeting 2010

Date: 27 September
Time: 3pm
Venue: 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**