

## Autumn 2015

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### New safety goal to save 500 extra lives

We are proud to announce the launch of 500 Lives - an initiative that aims to save 500 extra lives over the next five years through safe and high quality care.

Having one simple goal aims to pull together all our on-going safety initiatives, which focus on reducing mortality rates and improving the quality of care, while continuing the good progress made on our [Sign up to Safety priorities](#).

Our 500 lives target is deliberately ambitious, but we believe it to be well within our reach. In recent years we have made significant improvements to safety and are already seeing around 100 fewer deaths each year compared to what is expected nationally.

We want local people to feel confident in the care and treatment they receive from us and 500 Lives is our commitment to the patients, friends and family who come through our doors every day.

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### New approaches to keep things flowing

We are introducing a range of new approaches across the Great Western Hospital to help us improve the safety and experience of our patients, as we see an increasing number of patients who need to be admitted into hospital.

We are expanding the services we know meet the needs of local people, changing how we do things, better utilising the space we have and adopting international best practice in healthcare.

### Some of the things we are doing include:

- Protecting specialist areas so that patients are cared for in the best area for their condition and other beds remain available.
- From the end of November our Ambulatory Care Unit will become a state-of-the-art Combined Assessment Unit. Patients who need urgent care will receive assessment, diagnosis and treatment all in one place, with many able to leave hospital safely the same day and others within 72 hours.
- Extensive work is taking place with our partners on advanced discharge planning, to ensure patients can leave hospital in a timely and well planned way, when they no longer need this level of care. The Discharge Lounge is now open at least eight hours a day.
- A new Rapid Assessment and Triage Service in the Emergency Department means patients are examined by a senior clinician sooner and decisions are made more quickly.

This is all about patients receiving high quality care, in the right environment and experiencing a well-planned and timely discharge from hospital.

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### Care Quality Commission inspection

We continue to work closely with the Care Quality Commission (CQC) on their routine inspection to provide assurance that the services we provide are safe, effective, caring, responsive and well-led.

The CQC will hold a Quality Summit in January where they will discuss the findings of the inspection with the Trust Board.

The final report, which will include our overall rating of either outstanding, good, requires improvement or inadequate, will be made public in the new

year.

This inspection has been a chance for us to showcase the high quality care we provide and also gain a fresh perspective on some of the challenges we face.

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### **Our financial recovery**

In October we submitted our long-term plan to Monitor, which includes our cost improvement plans and strategic priorities in terms of our longer term vision as a provider of high quality healthcare and our future as a financially secure organisation.

These priorities include reviewing our Private Finance Initiative agreement with Semperian, which owns the Great Western Hospital, and proactively looking at opportunities to ensure we get the best value for money for taxpayers.

We will also be exploring further opportunities for integration with community services, to ensure local people receive more joined up care between different health and social care providers.

Work is well underway on our plan to end this financial year with a deficit of around £14 million.

We hope to reduce this forecast deficit even further and teams across the Trust are working hard to reduce discretionary spend, cut back on wastage, get better value from what we buy and doing things more efficiently.

Our strict new controls on the use of premium agency staff are expected to have an impact over the next few months.

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### **Real Time to Care programme progressing well**

The information we manage digitally on our digital patient information system is set to expand even further over the next six months.

This has huge benefits for both staff and patients - quick and easy access to more real time information will save time, reduce duplication and reduce the risk of errors.

Patients will see improved efficiency, more comprehensive handovers and quicker decision making, which will ensure a well-planned and timely discharge from hospital as well as fewer delays.

By improving how we manage patient information digitally and introducing more digital devices to wards, we are transforming how we use technology and reducing our reliance on a paper system.

It is expected that by next spring all wards at the Great Western Hospital and across our community services will benefit.

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### Focus on recruitment

Recruiting more permanent staff remains a priority and we are making steady progress.

Since 2013 we have recruited 570 nurses, as well as 47 midwives and 102 doctors.

This means that we have around 198 more staff caring for patients than we did two years ago.

Our free Return to Practice and Return to Acute Care courses are proving popular as a way for registered nurses, who have taken a break from the profession, to return to a clinical setting.

So far 72 people have taken part and 34 have now secured a job, with more expected to join us when they complete the course.

Going forward, a recruitment event will take place at the Great Western Hospital in January and we plan to recruit more nurses from Spain, Portugal and Italy early next year.

We welcome the Government's decision to add nurses to the shortage occupation list on an interim basis.

This means we can explore international recruitment and are looking at recruitment opportunities in countries such as India and the Philippines.

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### **Wiltshire children's services**

Wiltshire Clinical Commissioning Group, Wiltshire Council and NHS England announced in October that Virgin Care Services Ltd have been awarded the contract to provide community child health services in Wiltshire for the next five years.

By moving from five providers to one across Wiltshire, children and parents will have access to a more consistent service and support regardless of where they live in the county.

Staff will transfer to Virgin Care under the Transfer of Undertakings Protection of Employment Regulations, which means there will be no redundancies and local families will continue to see familiar faces.

The Trust remains responsible for the service throughout 2015 and will be working closely with Virgin Care until next April.

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### **Exceeding national cancer waiting time targets**

For the second consecutive quarter, nearly 100 per cent of new cancer patients received treatment within 31 days of being told they need medical intervention, better than the national average.

The positive numbers can be attributed to several factors, including our dedicated surgical, medical and oncology teams and cutting-edge technology, including our own patient tracking system.

Last year, nearly 1,500 patients had initial treatment for cancer at the Great Western Hospital, equivalent to around 120 people each month.

Recent Friends and Family Test data shows that 100 per cent of patients would recommend the service provided by our clinical oncology and medical oncology teams to a friend or relative.

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### Stay Well This Winter

We are supporting NHS England's campaign Stay Well this Winter, which aims to motivate people to take action early on to help prevent the need for emergency admission.

#### Advice includes:

- If you start to feel unwell, even if it's just a cough or a cold, seek advice from your pharmacist before it gets more serious.
- Make sure you get your flu jab.
- Keep yourself warm.
- Make sure you get your prescription medicines before pharmacies close on Christmas Eve.
- Always take your prescribed medicines as directed.

We are also working with Swindon Clinical Commissioning Group to raise awareness of all local healthcare services.

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### Protecting our workforce against flu

Our annual flu vaccination campaign began in October and we are working hard to ensure as many staff as possible protect themselves and others by having the free flu jab.

Over the last month more than a third of our staff (37.5 per cent), who have regular contact with patients, have received the vaccine.

With almost 1,700 vaccinations, we are half way to achieving the national target of at least 75 per cent of staff being protected.

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## Brighter Futures' Radiotherapy Appeal reaches £200,000

Brighter Futures has reached the £200,000 milestone in their £2.9 million [Radiotherapy Appeal](#) to help bring radiotherapy to the Great Western Hospital and closer to home for the 340,000 people living nearby.

All money raised will help to pay for the equipment used to deliver the treatment, which will be provided by Oxford University Hospitals NHS Foundation Trust.

Around 700 local cancer patients a year are faced with the 70 mile round trip to Oxford for radiotherapy treatment, which usually lasts for four to seven weeks, made up of daily visits.

We are working closely with OUH to bring radiotherapy to Swindon and planning stages are well advanced, meaning treatment could be available locally by the end of 2017, subject to final funding approval from NHS England.

Anyone interested in supporting the Appeal should visit the Brighter Futures' website [www.brighterfuturesgwh.nhs.uk](http://www.brighterfuturesgwh.nhs.uk).

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## Audiology Department ranked among the best with national accreditation

The Audiology Department has received national accreditation for its services by the United Kingdom Accreditation Service, joining only 12 other providers in the country.

The Trust is now ranked as one of the country's best providers of hearing treatment.

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## Local families to receive more support at home thanks to special partnership with children's hospice charities

We are joining forces with two local children's hospice charities to provide a

new service to families across Swindon and North Wiltshire from January.

Through a special partnership with Naomi House Children's Hospice and Jessie May Children's Hospice at Home, the service will offer respite and medical support at home for families of children with serious medical conditions.

Funded through charitable donations, this enhanced new service will help us to provide more flexible, high quality and personalised care to local families.

It will be available in Swindon, Marlborough, Devizes, Pewsey, Hungerford and Amesbury, benefiting families with children who have a life limiting or life threatening condition.

Referrals can be made by families or by professionals by contacting Jessie May on 0117 961 6840 or [careteam@jessiemay.org.uk](mailto:careteam@jessiemay.org.uk).

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