New recruits
We welcome nurses and midwives from Europe

Helping you live well at home for longer

Support for people with Parkinson’s
Help us raise £75,000 for new breast cancer treatment

Donate online by visiting www.justgiving.com/brighterfutures3
Telephone 01793 605631 or email on fundraising@gwh.nhs.uk

All monies raised over and above the target will be used to provide cancer treatment to our patients.
Charity number: 1050892

Help more than 150 women from Swindon and Wiltshire with breast cancer receive groundbreaking new treatment

Sign up for one of our events or run your own, adopt a collecting box or make a donation
Welcome

Welcome to the Spring 2014 edition of Horizon. As you can see, the magazine has undergone a big transformation since last issue and I hope you will enjoy it.

Nothing ever stands still here at the Trust, we are always looking to develop our services to meet the ever-changing needs of local people.

In the autumn, we launched a new Care Coordinators service for people across Wiltshire which helps patients, particularly the elderly and vulnerable, continue to live well at home for longer and reduce unnecessary hospital stays. Meet Care Coordinator Maggie and find out about her work on page 14.

A new clinic to help people with Parkinson’s and other movement disorders was launched at the GWH in early January to provide a one-stop shop of treatment and advice. It’s a great example of several teams working closely together to create a seamless service which will really benefit patients. Find out more on page 8.

There are many ways in which you can get involved and help support the Trust. Becoming a Member will give you the chance to share your views and influence the way the Trust is run – and it’s free to join. Go to the Members section of our website to find out more.

And if you’re up for a challenge, why not sign up for the Three Cities bike ride and raise money for our charity, Brighter Futures? See page 22.

We always look forward to your feedback, so please get in touch and tell us your thoughts and ideas.

Best wishes

Linda Webb
Editor

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On the cover
Staff Nurse Alicia Hernandez, from Cordoba, Spain, working on the Linnet Acute Medical Unit.

Keep in touch
Call the Trust Membership office on 01793 604185 or email foundation.trust@gwh.nhs.uk
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Contact horizon@gwh.nhs.uk for details.

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The Trust began a big recruitment drive in April 2013 so that staff could spend more time with patients, providing the personal care and attention they strive for.

Since then, around 300 nursing and midwifery staff have joined the Trust, which means there are now around 100 more nursing and midwifery staff on wards and in the community than last year.

Oonagh Fitzgerald, Director of Workforce and Education, said: “I’m delighted to welcome our new nurses and midwives. Many more local nurses have chosen to join us and we’ve recruited some really experienced nurses from abroad.

“We’re putting a significant amount of time into getting more staff onto our wards and into the community. However, recruiting nurses in particular is a challenge, due to a national shortage of qualified and experienced nurses. We will continue our efforts to recruit nurses with the qualities we value – kindness, compassion and professionalism – until we have the nurses we need.

With around 5,500 staff we are one of the biggest employers in the South West. The NHS offers some great benefits, including 27 days’ holiday, a generous pension, flexible working options and training and development opportunities. We also have an onsite nursery at the Great Western Hospital.

Whether you’re a newly qualified nurse, fancy a change or are looking to return to practice, get in touch. Phone the recruitment team on 01793 604983 or visit our nurse recruitment website to find out more: www.passionfornursing.org

Above: Staff Nurse Alicia Hernandez with Senior Sister Stacey Cotter and Staff Nurse Caroline Windley

Seventy-five nurses and midwives from Ireland, Spain and Portugal have chosen to make the life-changing decision to move to Wiltshire and begin work at the Great Western Hospital or at one of our other hospitals or community teams.

ALICIA Hernandez, from Cordoba, Spain, started in September. She is now a Staff Nurse on the Linnet Acute Medical Unit.

She said: “There is always someone on the ward to help me because the language is different and the protocols and procedures are different. But it’s all a lot more organised here and we have got a lot more support than in Spain. The training is very useful.

“I went to an interview in Madrid with my sister and she also got a job at GWH. My ward is very busy and there are a lot of different pathologies.”

Her ward manager Stacey Cotter has so far trained five new overseas nurses. She said: “This investment in nursing staff is one of the biggest changes I’ve seen since I started 14 years ago. It’s the way forward to improve our patient care.

“Nationally there is a shortage of qualified nurses and we’ve been looking at creative ways to recruit staff and really sell what we have got to offer.

“We have had to adapt the way we work to overseas nurses’ needs. They all work alongside a more senior nurse. They have moved away from home and that is why we want to support them and help them feel part of a team.”
Virtual clinics help reduce trips to hospital

OUTPATIENT departments across the Trust are using virtual clinics as a new, efficient way of communicating with patients.

Virtual clinics mean that patients don’t have to come into hospital for an outpatient appointment if the information they need can be safely communicated to them without a face-to-face meeting.

There are two types of virtual clinic:

- A phone call between a clinician and a patient to discuss results, provide reassurance or communicate actions.
- A virtual review (clinical letter) to the patient and their GP to communicate results, reassurance or actions.

Virtual clinics are set out as part of the Trust’s Customer Communication Work Programme to improve the patient experience and adopt new approaches and innovation to improve services.

David Moss, Deputy General Manager of Diagnostics and Outpatients, said: “The Trust began holding virtual clinics in April 2013 and there are now more than 1,000 virtual contacts with patients every month. Anecdotally, patient satisfaction is high as they don’t have to spend time travelling to hospital for an appointment, there are no car parking issues and no delays.”

Midwife named regional winner of Johnson’s Baby award

VIVIENNE CUTLER, a midwife who works in the Delivery Suite at Great Western Hospital, has been named the Johnson’s Baby Mum’ Midwife of the Year 2014 for the South and Midlands region.

Vivienne was nominated for the award by Maggie Powick, after supporting Maggie and her husband through a difficult labour and sadly the stillbirth of their daughter.

Vivienne said: “I still can’t believe I’ve won the award for my region, it seems like a dream. Although it was incredibly sad, I’m glad I was able to be there to help Maggie and her husband through their difficult experience, giving them time to bond with their daughter.”

Maggie said: “Childbirth is an emotional time for any woman to experience during their lifetime, but in our case our experience was a traumatic one. Having to go through a long labour after the loss of a baby will never leave you as a mother. The midwives in the Delivery Suite were fantastic but Vivienne was just simply the best! She made our distressing situation as positive as she could have possibly done in the circumstances. We would have no one else but Vivienne deliver our next child.”

The award, part of the Royal College of Midwives (RCM) Annual Midwifery Awards, is the only award with enables mums to nominate midwives who they feel have provided exceptional support before, during and after the birth of their child. The judging process looks at three critical aspects of the nomination: best clinical practice, support for mum’s emotional care and support for strengthening the bond between mum and baby.

Maggie Powick, left, with midwife Vivienne Cutler at the Annual Midwifery Awards on 22 January

Photo courtesy of Red Consultancy
**The earlier, the better**

A CAMPAIGN called The Earlier, the Better has been launched to encourage people to seek help early on from their local pharmacist if they’re feeling under the weather.

It encourages older people to tell a friend, family member or carer if they have a bad cough, cold or sore throat to prevent it getting worse.

The campaign asks those caring for or visiting an elderly relative to get advice from their local pharmacist or from www.nhs.uk/asap to prevent a minor illness developing into something more serious.

Professor Keith Willett, Domain Director for Acute Episodes of Care at NHS England, said: “It’s easy to forget that our local pharmacists can provide expert guidance on how to help manage long term conditions, or give advice on the best treatment for a cough or cold. So it’s essential that older people seek help as soon as possible to prevent a trip to hospital if their condition gets worse. The earlier, the better.”

Local pharmacists provide expert advice to help you manage your long-term condition or can help you if you have a bad cough, trouble breathing, a cold or sore throat. They have longer opening hours than GP practices, and most have a private consultation area. They’ll also tell you if they think you should see a doctor.

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**Leaflet explains how patient information is used**

NHS ENGLAND has produced a leaflet to explain how the NHS uses patient information.

The leaflet, Better Information Means Better Care, has been sent to 26.5m households across the country and explains the benefits of sharing information about the care they have received.

Sharing information helps ensure that the quality and safety of services is consistent across the country and can also highlight different diseases and conditions that may require more NHS investment.

As explained in the leaflet, patients have the right to object to their data being used for purposes other than their direct care. If patients wish to restrict their data being used then they should talk to their GP.

An information line has been set up for patients to call if they have any questions or concerns about how their data is used. You can call 0300 456 3531 from 8am-8pm Monday to Friday and 9am-3pm on Saturday. You will get through to a trained advisor, who can explain all aspects of data sharing, usage and patient rights.

NHS England is the body which leads the NHS in England. Its main aim is to improve the health outcomes for people in England, and it sets the overall direction and priorities for the NHS as a whole.
County’s new Air Ambulance

WILTSHIRE Air Ambulance Charitable Trust (WAACT) has signed a 10-year contract for a new helicopter, which will come into service at the end of 2014.

The Wiltshire helicopter will be the first Bell 429 to operate as an air ambulance in the UK. It has a top speed of 150 knots and a range of 400 miles, making rapid response to any incident within the county achievable within minutes.

Wiltshire’s Air Ambulance was established in April 1990 as a joint venture between the Wiltshire Ambulance Service NHS Trust and the Wiltshire Constabulary. This partnership comes to an end this year as the police will be using aircraft provided by the National Police Air Service.

Starting in the autumn, the contract with Heli Charter covers the provision, maintenance and flying of the Wiltshire Air Ambulance for up to 19 hours a day, every day of the year. It also includes a replacement helicopter to be provided after five years. Paramedics and other medical support will continue to be provided by South West Ambulance Service NHS Trust (SWAST).

The cost of the Wiltshire Air Ambulance is about £2.5m a year, funded entirely by donations from the public. For more information go to www.wiltshireairambulance.co.uk

Dental Access Centres extend opening hours

OPENING hours at Dental Access Centres at Swindon Health Centre on Carfax Street, Chippenham Dental Access Centre and Avon Approach Health Centre, Salisbury have been extended in a one-year trial.

Dental Access Centres offer NHS dentistry to people who are not registered with an NHS dental practice and have urgent dental pain. Appointments are now available from 8am-7pm on Thursdays and may be extended to include additional days with the longer hours if it proves popular. Appointments are available on other days from 9am until 4pm, Monday to Friday.

Dot Wheadon, Business Manager for Community Dental Services, said: “In a recent patient survey, patients told us that attending dental appointments during core working hours was difficult and that appointments earlier in the morning, later in the evening or during lunch times would be more convenient. We all have busy lives and I hope that these longer opening hours will make it a bit easier for people and give people more choice.”

To make an appointment at any of the centres patients will need to call the dental helpline on 0845 758926. Please do not call the clinic directly. Patients who need urgent dental treatment during weekends or bank holidays should call 111.

A Special Care Dental Service is also available for people, who because of their additional needs are unable to access care from general dental services. This is a referral service and for information about accessing care please call 01672 517421.
Debesh Mukherjee, a Geriatrician in the Department of Medicine for the Elderly (DOME), explains: “In most parts of the country Neurologists and Geriatricians tend to run parallel services for patients with Parkinson’s disease, with separate services for younger and older patients. This can cause confusion for patients and GPs alike. It can also mean that, within the same area, there can be different standards of care.

“Over the past year, Neurologist Graham Lennox and I have integrated our services to provide a single Movement Disorder Service for all patients with Parkinson’s disease and related movement disorders.”

The aim of joining the services is for all patients to receive the same quality of care, with equal access to physiotherapy, occupational therapy and speech and language therapy in the same clinic.

Dr Mukherjee said: “The more access patients have to specialist clinicians the better, as the quality of care they receive will have an impact on their lives. Getting good physiotherapy for example will mean they may be able to continue working and can avoid lengthy stays in hospital. If someone can be seen early, they can be managed better.

“Seeing the same person each time also makes a difference. It’s much nicer for people to come in and know the person they are going to see and in return that person knows them and how best to treat them.”

There are around 500 patients from Swindon, Wiltshire, Gloucestershire and Berkshire who use the service. A Single Point of Access helpline is available on 01793 646466.

“Seeing the same person each time makes a difference”
Support and advice

RACHEL Mellor is the Parkinson’s Clinical Nurse Specialist for the Swindon and Shrivenham areas and is part of the Movement Disorder Clinic at GWH.

She is employed by SEQOL, which provides care and support for adults in the Swindon area, and her post was initially funded for two years by the charity Parkinson’s UK. Swindon Clinical Commissioning Group have recently agreed to continue to fund the post.

Rachel offers advice and support to both patients and carers and can help refer them to other services they need to access.

She said: “Parkinson’s is a long term condition so it’s important it is managed well and many patients are not ill so they don’t need hospital care.

“If a patient is fit and well, then I will see them for a routine review around once a year. I will ask them about their physical health, such as whether they can cope with daily activities and talk to them about their medication to check that it’s working properly and there are no side effects. I will also answer any questions they may have and offer advice and support to the patient, family or carer.

“I can then refer the patient on to a physiotherapist, occupational therapist or speech and language therapist depending on their needs. We run a multi-disciplinary clinic where the patient will know that these clinicians are available in the same clinic on the same day. It’s a one-stop shop for a patient, and if they only need to be seen once a year then it’s much easier for them.”

As a community-based nurse, Rachel will visit less fit and well patients in their own home in the Swindon and Shrivenham areas.

LINDA Duthie, Chair of the Swindon and District branch of Parkinson’s UK, has been campaigning for a specialist Parkinson’s nurse for the Swindon area since 2007. Her campaign has involved meeting local MPs, the former primary care trust NHS Swindon and Swindon Clinical Commissioning Group.

Linda said: “The south west area appeared to have a big gap where Parkinson’s specialist nurses were not in place.

“With the help of Geoff King, the Influence and Support Officer for Parkinson’s UK in the south west, I went to many meetings over the years to try and put a personal perspective on what we needed: someone who could help when things go wrong with a Parkinson’s patient or their carer. Stress is especially detrimental to Parkinson’s sufferers, making symptoms so much worse, and rapid help is very valuable.

“The new clinic provided by GWH is providing a ground-breaking service for people with Parkinson’s. The Swindon and District branch of Parkinson’s UK is a happy one – already many members have expressed their appreciation for rapid support and help when times are difficult.

“I am standing down as chairman and from the committee at our AGM in March so the end of this process is like a lovely leaving present. I will still remain a supportive member of the branch along with my husband Iain who has Parkinson’s and has also been a committee member with me. He was the reason we both joined but it is now time for other people to move things on – but nice that this has been completed during my time as chairman!”

Rachel Mellor is the Parkinson’s Clinical Nurse Specialist at GWH

Linda Duthie with members of the Swindon and District branch during last year’s Parkinson’s Awareness Week
What is Parkinson’s?

MOST people who get Parkinson’s are aged 50 or over but younger people can get it too.

• Parkinson’s is a progressive neurological condition.
• People with Parkinson’s don’t have enough of a chemical called dopamine because specific nerve cells inside their brain have died. It is not known why these cells die.
• Without dopamine people can find that their movements become slower so it takes longer to do things. This can make everyday activities, such as eating, getting dressed, or using a phone or computer, difficult or frustrating.
• The three main symptoms of Parkinson’s are tremor, muscle stiffness and slowness of movement. But not everyone will experience all of these.
• As well as the symptoms that affect movement, people with Parkinson’s can find that other issues, such as tiredness, pain, depression and constipation, can have an impact on their day-to-day lives.
• Parkinson’s doesn’t directly cause people to die, but symptoms do get worse over time.
• Every hour, someone in the UK is told they have Parkinson’s. There is currently no cure but there are a range of treatments to control the symptoms and maintain quality of life.

For more information, visit www.parkinsons.org.uk
Local support

JANE Henderson is the Branch and Volunteer Support Officer for the Local Group Network of Parkinson's UK in Swindon and Wiltshire. Call 0844 225 3694 or email jhenderson@parkinsons.org.uk

Information and Support Workers
Swindon and North Wiltshire - Rekha Tanna Hirani Call 0844 225 9821 or email rtannahirani@parkinsons.org.uk

Salisbury, West Wiltshire and Kennet - Lucy Scott Call 0844 225 3696 or email luscott@parkinsons.org.uk

Geoff King, of Parkinson's UK, said: “Every hour, someone in the UK is told they have Parkinson's. We bring people with Parkinson's, their carers and families together via our network of local groups, our website and free confidential helpline. Specialist nurses, our supporters and staff provide information and training on every aspect of Parkinson's.

“Access to a specialist Parkinson's nurse is right at the top of the service needs for people affected by Parkinson's. Working with Swindon Clinical Commissioning Group (CCG) has resulted in Rachel Mellor's post at GWH, and discussions are now under way with Wiltshire CCG to develop the services for people with Parkinson's across the county.”
Winners of our children’s art competition revealed

Great Western Hospital has chosen the winners of our art competition, where local children were asked to send in ideas for decorating the new children’s Emergency Department (ED).

In August 2013 work began to transform the current ED at the hospital involving a complete refurbishment of the department and the creation of a new dedicated children’s unit. The new design will mean that children coming in for emergency treatment will have their own waiting and treatment area with private cubicles. The aim is to provide families with a more calm and child-friendly environment, away from the busy general waiting area for adults.

As part of the refurbishment, the ED team wanted local children to help them come up with ideas for decorating the cubicles once the children’s unit is complete.

There were five categories in the competition; favourite animal, favourite sport, favourite TV character, favourite film and favourite book. Judges had the tough job of selecting five winners from over 400 entries.

Victoria Brown, Head of Service for Unscheduled Care at Great Western Hospital said: “We were delighted with the response to our art competition and it was great to receive so many entries from local children. All the entries were fantastic and a lot of thought had been put into them, it really was very difficult for the judges to pick the winners.

“With the help of artists from Cowshed Studio in South Cerney, we will be bringing the winners’ artwork to life on the walls of our new children’s Emergency Department. The winners will be invited back to see the finished results.

“We would like to say a big thank you to all the children who took part in the competition and to all the local schools for their support, including Robert Le Kyn Primary School, Holy Family/Road Catholic Primary School, Brooke Field School, Kingsdown School, Rodbourne Cheney Primary School, Moredon Primary and Nursery School, Haydonleigh Primary School and Bishopstone CE Primary School.”

The new children’s Emergency Department is now up and running and there will be an official opening in June.
Winners

Favourite animal
Amelia Jack, nine, from Robert Le Kyng Primary School for her watercolour painting of a rabbit.
Judges’ comments: “Her drawing was very accomplished and friendly; it had good use of medium and a lovely calming feel to it which will be perfect for the environment we want to create.”

Favourite film
Amelie Bezzant, six, from Blunsdon, Swindon for her drawing of Mike Wazowski from Monster’s Inc.
Judges’ comments: “We liked how the drawing had a hospital theme and a positive get well message; the character is also very popular with children of all ages.”

Favourite TV character
Megan Parmenter, 13, from Kingsdown School for her drawing of The Simpsons.
Judges’ comments: “A colourful and bright drawing which really stands out, she captured the well-loved characters very well.”

Favourite book
Phoebe Ford, 13, from Isambard Community School, Haydon Wick for her drawing of Rapunzel.
Judges’ comments: “We liked how she had put a new take on an old classic; it was a stunning piece of work with a hint of mischief.”

Favourite sport
Katie Elliott, 10, from Swindon for her drawing of a swimmer.
Judges’ comments: “The drawing engages well with the audience, it is simple and active and we like how it encourages a healthy lifestyle. It also reflects a personal hobby which she enjoys.”

Highly commended entries
• George Debouicault Calthrop, five, Sutton Benger Church of England School
• Mia Smith, 11, Nova Hreod School
• Francesca Steward, seven, Rodbourne Cheney Primary School
• Yanni Causer, seven, Swindon
• Charlotte Hooker, eight, Rodbourne Cheney Primary Schools

Amelie Bezzant, Amelia Jack, Katie Elliott, Megan Parmenter and Phoebe Ford with their winning artwork
PEOPLE across Wiltshire, including the frail and elderly and those with complex health needs, are benefiting from a new service, run jointly by Great Western Hospitals NHS Foundation Trust and Wiltshire Clinical Commissioning Group.

Since September 2013, 23 Care Coordinators, based in GP surgeries across Wiltshire, have begun to help patients to continue living well at home for longer and help to reduce medically unnecessary admissions to hospital.

The Care Coordinator acts as a familiar point of contact for patients and carers, easing access to health and social care services and local support groups. They work closely with Community Nursing Teams to support patients, their families and carers to manage long term illnesses such as diabetes or chronic obstructive pulmonary disease (COPD), so patients are less likely to become unwell and need hospital treatment.

Care Coordinators will also help to identify patients, often the elderly and vulnerable, who need support to continue living at home and will work with organisations such as the council to provide this support in the comfort and familiarity of their own home.

‘I love the job, there is so much variety’

MAGGIE Bell is Care Coordinator for the Ramsbury, Marlborough and Great Bedwyn areas and is based at Ramsbury Surgery. She was one of the first Care Coordinators to take up the role in September 2013.

She said: “I love the job, as there is so much variety. I meet people from all walks of life and no matter who you are, people can be unsure what to do or the things they need. Our main aim is to keep people out of hospital but some people just want someone to ring them to make sure they are okay.

“I start by checking a list of people who have come out of hospital in the last five days and I’ll make contact with those who I think will need my help most and ask them if they are okay and...”
if they need anything. I also get referrals from GPs who need me to help liaise with social services or other support groups – it’s much easier for me to spend time on the phone to social services or go to visit someone in their own home than a busy GP who has other patients to see.

“I see about four or five patients a week but this can change from week to week. Often the patients I see are older and more vulnerable or those who could potentially have a problem and end up back in hospital.

“I can get asked to do a wide variety of things, often I have to refer patients on to Carers Support Wiltshire or Alzheimer’s Support, for example. I also refer people on to out of hours services (Wiltshire Medical Services) if I think they might be unwell over a weekend.

“Since starting the job, I could not have been made to feel more welcome. I have close links with GPs, hospitals, social services, care services and support groups and the key is that we all work together to create a strong network of support for our patients. If I don’t know what to do then I will know someone who does!”

Carers Day

The first Carers Day, bringing groups such as the Bobby Van Trust, Fire and Rescue Service and care agencies together, was held at Ramsbury Surgery in March. The event, organised by Maggie Bell, is for patients over 60 and their carers who want to find out more about the support that is available to them. Another Carers Day is due to be held at the surgery in the autumn.
A helping hand

MARY has had mobility problems for many years and has a number of care services to help her. She has lived in her cottage near Marlborough for 50 years and is determined to remain in her home for as long as possible. Wiltshire Council have installed a stairlift and a wetroom to help her to do this and a carer visits her several times a week.

Care Coordinator Maggie was able to help Mary find a dog taxi service for her dog Snip, so he could be taken out for walks or to the vet, and a mobile beautician to help Mary to do her nails again. Maggie also found Mary a catalogue for a meals service that will deliver to her rural village when she realised the local meals-on-wheels service didn’t.

Maggie said: “Often it’s the more mundane things in life which people worry about the most. Mary’s worry is her dog, so I have helped put her in touch with someone who can help out.”

Mary said: “I have lived here for most of my life and I want to stay. I’m doing fine at the moment and I have a carer and someone who comes to do the housework and the garden, so I have a good support network. The best thing about Maggie is the security she gives me and to know that I have not been abandoned. Before, I had felt like I didn’t matter and that I was being a nuisance to people.”

“I’ve lived here for most of my life and I want to stay”
New Medical Director appointed

GREAT Western Hospitals NHS Foundation Trust is pleased to announce the appointment of a new Medical Director.

Dr Guy Rooney will succeed current Medical Director Dr Alf Troughton at the beginning of April.

Guy has worked for the Trust since 1999 as a Consultant in Sexual Health and HIV and for the past four years has been the Associate Medical Director for Diagnostics and Outpatients.

The role of Medical Director is a key role on the Trust Board ensuring a strong medical voice in decision making and as the professional lead for all doctors in the Trust.

I’m totally committed to providing first class healthcare for our patients, despite the difficulties we face and the economic uncertainty that surrounds us all. My time working with the Board and alongside world class managers and staff gives me great confidence in our ability to sustain and improve upon the nature and quality of care we provide during the challenging times ahead.”

Guy Rooney said: “I’m really happy and honoured to have been appointed as Medical Director. I know a large number of people care deeply about this Trust and the work we do. So at a time of increased pressure, I am keen to ensure that we maintain, develop and improve the quality of care we provide and to take the decisions that are in the best interest of patients and all of our staff. I will be continuing with some of my clinical work so that I remain in close contact with patients.”

Nerissa Vaughan, Chief Executive of Great Western Hospitals NHS Foundation Trust said: “I’m really pleased that we’ve been able to recruit internally to such an important post as we’ll benefit from someone who is already very familiar with us and is ambitious for how we can improve the quality of patient care. I’m particularly looking forward to working with Guy over the next few years in delivering a new clinical strategy for the Trust.”

Guy will formally take up his role on 1 April after Dr Alf Troughton’s term of office comes to an end.

Guy Rooney said: “I’m really happy and honoured to have been appointed as Medical Director. I know a large number of people care deeply about this Trust...”
Your feedback

We are always pleased to hear your comments about the care you have received. Call 01793 604031, email pals.team@gwh.nhs.uk or write to Great Western Hospitals NHS Foundation Trust, Great Western Hospital, Marlborough Road, Swindon SN3 6BB. You can also tell us what you think at www.nhs.uk – click on the Comments box to select the hospital or service you’d like to leave feedback for. You can read comments for services by clicking on Reviews and ratings.

Your letters

‘Unfailing kindness’
I am writing to thank you most sincerely for the care, kindness and expertise shown to me during my emergency stay on both the Coronary Care Unit and Mercury Ward in December. I was treated with unfailing kindness, courtesy and respect by everyone I encountered during my stay; family members too were very impressed by the care I received and the courtesy with which their questions and concerns were addressed. I truly believe that my life was saved by the Great Western Hospital. Thank you.

R Carter
High Wycombe, Buckinghamshire

‘The best hospital ever’
Thank you for the care and professional attention that I received when I was in your care in November 2013. Your dedication and kindness was unbelievable and I am sure contributed in no small measure to my early release. Spending one night on Falcon Ward was a joy as it was so clean and comfortable. The best hospital ever.

R Walker
Chippenham

‘Thanks to Breast Centre staff’
I am writing to say how impressed I was following my appointment with Mr Coombs and his colleagues at the Breast Centre. All members of staff were friendly and kind. There was no awkwardness for me when I had a scan with the consultant. Mr Coombs was very caring and again no awkwardness or embarrassment when I was examined. I felt extremely well looked after. Please pass on my thanks to the Breast Centre staff.

Name and address supplied.

Amesbury Community Team
“To each and every one of you, I could not have got through these last few months, a big thank you.”
“Thank you for your kindness shown in everything you do.”
“We have been so well cared for and glad to know that Salisbury area has so many wonderful angels caring for those in need.”
“We feel the care could not have been better.”

Day Surgery, GWH
“I recently visited the Day Surgery unit for a minor operation on my foot, and I just want to say all I have for the experience is praise, right from the receptionist at the door through to the consultant and his team that performed the operation. I can’t thank the staff on all levels enough for making me feel at ease, they were all so busy but still had time, oh and the tea and toast was yummy!”

Trowbridge Minor Injury Unit
“I took my 92 year old mother to Trowbridge MIU as I was fearful she may have fractured her left foot in a fall. The receptionist took her details immediately and we were sent to the nurse station. The Sister introduced herself and took us straight to a cubicle. After examination she was sent for x-ray examination. We had barely arrived in that waiting room when the radiographer called my mother. She took several x-rays. We returned to see the Sister who diagnosed a sprain. The whole process took less than 30 minutes and we could not have been treated better if we had been royalty. Please convey our sincere thanks and appreciation to all your staff for their wonderful service.”

Trowbridge Minor Injury Unit
“I took my 92 year old mother to Trowbridge MIU as I was fearful she may have fractured her left foot in a fall. The receptionist took her details immediately and we were sent to the nurse station. The Sister introduced herself and took us straight to a cubicle. After examination she was sent for x-ray examination. We had barely arrived in that waiting room when the radiographer called my mother. She took several x-rays. We returned to see the Sister who diagnosed a sprain. The whole process took less than 30 minutes and we could not have been treated better if we had been royalty. Please convey our sincere thanks and appreciation to all your staff for their wonderful service.”

Chippenham Hospital
“I arrived early for my fracture clinic which was running approximately 20 minutes late so I headed over to the restaurant which was very pleasant and reasonably priced. The process of arriving, seeing the doctor, X-ray and follow-up with the doctor was very efficient and the staff were very friendly.”
Each step to GWH is a step to life
A step to animation for good
Access is welcomed by the staff
Complaints are well understood
Nurses like stirring bees
Day and night on feet
Caring about all patients
Enchant being, so sweet
Specialities team standing by
Their kindliness unimpaired
Unfaded like amaranth
Swift response as a bird
In and out calm you feel
Unattainable city of dream
All busy revolving the wheel
Wheel of life and survival
To gush out streams of gladness
Greet the hospital and its workers
For their toil to ill
Sleep sound with charming dream
Decent care sparks thrill.

Dr S Jeddo
Retired consultant histopathologist

INPATIENTS cared for at the GWH in Swindon or in any of the community hospitals in Wiltshire now have the opportunity to tell us whether they would recommend the service to a friend or relative. Completing a Friends and Family test form will give other patients more information to compare the performance of NHS trusts, helping them to make informed choices about their care. Forms are available in all of our hospitals and birth centres or you can complete the form online at http://greatwestern.iwgc.net

Keep in touch
Visit our website www.gwh.nhs.uk
Find us on facebook.com/GWHNHS
Follow us on twitter.com/GWH_NHS
Meet the governors representing your views to the Board of Directors of Great Western Hospitals NHS Foundation Trust. Feel free to contact the governors at: foundation.trust@gwh.nhs.uk or on 01793 604185. Visit www.gwh.nhs.uk/members/ for more information about what governors do.

Public Governors

Roger Bullock
Public Governor
Northern Wiltshire Constituency
Elected 24-Jun-13, two year term

Elizabeth Garcia
Public Governor
Swindon Constituency
Elected 11-Nov-13, three year term

Louise Hill
Public Governor
Swindon Constituency
Elected 11-Nov-13, three year term

Mike Halliwell
Public Governor
Northern Wiltshire Constituency
Elected 12-Oct-12, three year term

Janet Jarmin
Public Governor
Central Wiltshire Constituency
Re-elected 12-Oct-12, three year term

Kevin Parry
Public Governor
Swindon Constituency
Re-elected 11-Nov-13, three year term

Ros Thomson
Public Governor
Swindon Constituency
Re-elected 10-Nov-11, two year term

Margaret White
Public Governor
Central Wiltshire Constituency
Re-elected 12-Oct-12, three year term

Bob Wotton
Public Governor
Swindon Constituency
Elected 11-Nov-13, three year term

The governors make up the Council of Governors and come from a range of backgrounds from medical to accountancy. We welcomed nine governors following the November elections in 2013 for five posts in the Swindon Constituency and four in the Staff Constituency. We now have 18 governors.

If you would like to ask a question please contact the Membership Office on 01793 604185 or email foundation.trust@gwh.nhs.uk

Staff Governors

Shane Apperley
Staff Governor
Elected 11-Nov-13, three year term

Lisa Campisano
Staff Governor
Elected 11-Nov-13, three year term

Peter Hanson
Staff Governor
Elected 11-Nov-13, three year term

Sarah Merritt
Staff Governor
Elected 11-Nov-13, three year term
**Governor profile**

**Name:** Ros Thomson  
**Role:** Public Governor – Swindon Constituency re-elected 11 November 2013.  
**Quick word:** “I’m thankful to be re-elected as a Governor. I feel the work of the Council of Governors is essential as we are tasked to represent local people’s views to the Board of Directors and I am keen to continue doing so. I hope local people become members and get in touch with the governors to share their views and opinions so that the Trust can be more locally accountable.”

**What I like about being a governor:** “I particularly enjoy the opportunity to engage with people from a variety of backgrounds and professions.”

**What I’ve enjoyed most:** “My most enjoyable activity to date was working alongside nurses to develop a new Nursing Strategy.”

**My interests:** “Travelling and reading.”

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**Public lectures**

Come along and join us for a series of evening talks hosted by our passionate clinical staff.

**Wednesday 7 May 2014**

**Thinking of having a baby? what you need to know**  
by Dr Fazal

**Wednesday 2 July 2014**

**A short history of tics, twitches and tremors**  
by Graham Lennox

**Wednesday 3 September 2014**

**How to survive your menopause**  
by David Griffiths and Kevin Jones

**Wednesday 5 November 2014**

**Prostates, Bladders and Willies**  
by Rupert Beck

**Lecture Hall 1, The Academy, Great Western Hospital, 6.30pm - 7.30pm**

- Light refreshments will be provided from 6pm.
- Booking is not required – just come along! It’s free to attend.
- Thinking of joining the medical profession? Why not broaden your knowledge and add the event to your CV.
- For more information, or if you have any special access requirements, please contact foundation.trust@gwh.nhs.uk or call 01793 604185.
Thank you to our fantastic fundraisers!

Support us!

BEING part of the NHS means we are an important part of the local community. We rely on the support, goodwill and generosity of local people to help us provide high quality patient care. There are many ways you can get involved with us either at the Great Western Hospital, in our community hospitals or through our other facilities.

Brighter Futures is the Great Western Hospital NHS Foundation Trust Charitable Fund (Registered Charity No: 1050892) that raises funds for Great Western Hospital and community healthcare services across Wiltshire.

GWH Charitable Fund raises money for equipment, capital projects, research, staff training and other equipment that falls outside of the NHS budget to help to ensure patients and their families receive the best possible provision of care.

Find out more at www.gwh.nhs.uk/support-us

New space for parents to relax in

THE parents of premature babies at the GWH will be allowed the rest and privacy they deserve thanks to a generous father who experienced the same ordeal nearly 20 years ago.

Trevor Goodall donated £7,000 to the Special Care Baby Unit, through his charity New Life, to provide an area for families and a room for counsellors, doctors and parents to discuss their infant’s condition.

The family space and Poppy Room were officially unveiled on 16 December.

While the family room already existed, it was renovated and new sofas added to give the space a homely feel. The Poppy Room, designed to resemble any normal living room, was created from scratch.

Joanne Smith, Senior Nurse for Children’s Services, said the two new family rooms would allow parents not only to relax but also to discuss important medical issues away from the incubators.

Mr Goodall launched the charity after his premature twins Joshua and Samuel died days after being born. Since its creation in 1995, New Life has raised £200,000 for neo-natal wards.

Trevor Goodall with Teresa Newcombe, Senior Sister, and Joanne Smith, Senior Nurse for Children’s Services

Photo courtesy of Swindon Advertiser

Sainsbury’s lends support

SAINSBURY’S Bridgemead Duty Manager, Kevin Lambert visited the Children’s Unit at GWH to donate toys, while the staff at the Brunel Centre store in Swindon raised £120 for urology services by dressing up their duty manager Jamie Earl as Freddie Mercury for a day.
Keep on running!

ARE you training for a running event? Whether you are donning your trainers for your first 5k or 10k or you are a seasoned marathon runner, why not run for Brighter Futures and raise funds for your hospital charity? Contact the fundraising team for a runner pack and your runner vest today.

Email fundraising@gwh.nhs.uk or call 01793 605631.

Volunteers needed!

WE have hundreds of dedicated volunteers who work for the Trust and help our staff deliver care to patients and service users. Whether that is supporting mealtimes on wards, helping people find their way in hospital or supporting our staff in other ways they form an important part of the hospital and we are grateful for the support they provide.

We have volunteers from teens-80s and welcome interest from anyone who might would like to learn new skills, or can offer their experience to the Trust by becoming a volunteer.

Some of our volunteers work a few hours a month while others much more – if you are interested in becoming a volunteer call our Voluntary Services Office on 01793 605247 and we would be happy to discuss how you can help.

Sign up for Three Cities bike ride

DO you need a challenge for 2014? Then why not take part in the Three Cities Cycle Challenge and complete a scenic 338 mile route from London to Brussels?

We are looking to recruit at least 30 riders to complete this challenge on behalf of Brighter Futures. There’s a free Brighter Futures bike jersey for the first 20 riders who register!

The bike ride takes you through beautiful English countryside across the Channel to the Dutch lowlands and then on to Brussels.

This is an open challenge, delivered by experienced event providers, Skyline. The trip takes place from 27-31 August 2014 and to raise funds for Brighter Futures we ask that you raise at least £1,500 in order to take part.

Don’t worry though, we can help you with the fundraising and can help you prepare for cycling the distance with a number of training rides and information events to help support you along the way.

The challenge will be raising money for a ground-breaking new breast cancer treatment at GWH. Intra-operative radiotherapy is a pioneering treatment not currently available in the South West but could make a big difference to the lives of up to 150 women a year in Swindon. The charity is looking to raise £75,000 to fund the treatment, which covers the cost of the machine, staffing and special safety equipment.

To find out more about the challenge, please contact the Fundraising team on 01793 605631 or email fundraising@gwh.nhs.uk

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We’ve got space for YOU...

We’re recruiting Nurses!

Nursing posts available at the Great Western Hospital, Swindon and across Wiltshire

- Are you a registered nurse?
- Passionate about patient care?
- A team player?
- An excellent communicator?
- With a positive attitude?

One of the top employers in the South West

- Over 20 wards and departments at the Great Western Hospital
- Community hospitals and healthcare services across Wiltshire
- We’ve just invested over £1 million in nursing
- A diverse range of opportunities to develop your career
- Great benefits, include 27 days holiday, a generous pension and flexible working options.

Find out more at: www.passionfornursing.org

Our Values
Service Teamwork Ambition Respect