

Winter 2016

Care Quality Commission report published

The results of the Care Quality Commission inspection have been published and, while most importantly the care we provide to patients is consistently good, we need to do more in some areas to build on the improvements already happening across the Trust.

For 10 days across September and October last year, inspectors visited the Great western Hospital in Swindon as well as four community hospitals in Wiltshire.

Inspectors spoke highly of our compassionate and caring culture, rating all of our services as good for caring. There was also praise for our maternity, end of life and community services, all of which were rated as good.

Additionally, families will be pleased to learn our children's and young people's service in Wiltshire received an outstanding rating with inspectors noting the warm, friendly and professional approach of staff, along with the way they treated children with dignity and respect.

The inspection also lent a fresh perspective to many of the challenges we have already been working to address, such as staffing, delays in discharges and emergency care, something which healthcare regulator Monitor is also investigating.

Over the coming months, work will be taking place across all divisions to help develop, drive and embed the improvements needed.

[Click here](#) to discover more about what is being done across the organisation in light of the CQC's report.

Trust wins national patient safety award

Patient safety at the Trust was recognised at the end of the last year when we won the highly coveted Patient Safety Award at the annual Health Business Awards in London.

The Trust was singled out for its work in tackling sepsis, a potentially life-threatening condition, which, thanks to the efforts of our dedicated sepsis team, more and more people are now surviving.

Around 80 per cent of sepsis patients at the Great Western Hospital now survive the condition, which is significantly better than the 65 per cent national average.

According to Health Business, the Patient Safety Award is given to the NHS Trust which has "made great strides in providing a safe hospital environment for patients and has taken action to reduce hospital acquired infections and mortality rates."

Update on Trust's financial position

Building a financially secure future remains one of our biggest priorities and, thanks to the efforts of staff from all corners of the Trust, our forecasted end-of-year deficit of £18.7 million has reduced to around £12 million.

This steady progress has been made by teams reducing their discretionary spend, cutting back on wastage, working more efficiently and getting the best value from what they buy.

Further savings have also been made following the introduction of tighter controls on the use of premium agency staff. Around £700,000 less has been

spent on temporary staffing in the first six months of 2015/16, compared to the same period last year.

This new calendar year will also see the Trust explore a number of larger cost-saving initiatives, such as reviewing our Private Finance Initiative agreement with Semperian, the company which owns the Great Western Hospital.

The Trust has a long-term plan in place to manage its finances and it is expected that, over the next five years, savings in the region of £62 million will be made.

Wiltshire Health and Care

With our contract to provide adult community services in Wiltshire due to expire in June, we have been working closely with our colleagues at Royal United Hospitals Bath NHS Foundation Trust and Salisbury NHS Foundation Trust to continue providing care beyond this date under a new partnership known as Wiltshire Health and Care.

We are pleased that Wiltshire Health and Care was announced by Wiltshire Clinical Commissioning Group as their preferred provider of adult community services in December.

The new joint venture marks the start of an exciting period of change where we will be able to work through organisational barriers, join up care and expand what care is currently offered in the community.

This initial success is down to lots of hard work from our adult community teams who, over recent years, have made significant improvements to their service, which in turn put us in the best possible position to bid for the new contract.

Further information on Wiltshire Health and Care can be obtained by emailing ask.wiltshirehealthandcare@gwh.nhs.uk.

Update on recruitment

Recruiting more permanent members of staff with the key skills and values we desire remains a priority and an area where steady progress is being made.

Since April 2013, when we launched a major recruitment campaign, we have brought in 594 nurses, 52 midwives and more than 100 doctors.

This means that we have around 215 more nursing and midwifery staff caring for patients on our wards and in the community than we did this time last year.

During 2016 we will be expanding our search for nursing staff beyond the EU to the Far East and, in particular, the Philippines, where we expect to recruit around 70 registered and experienced nurses.

Closer to home, we are pleased that 80 per cent of graduating nurses at Oxford Brookes University choose to start their career with us and are also confident that an upcoming recruitment event at the Great Western Hospital will be successful.

New radiotherapy unit approved by NHS England

We are delighted that a new radiotherapy unit, which will be built on the Great Western Hospital site, has received approval from NHS England.

The new unit, which will be managed by Oxford University Hospitals NHS Foundation Trust as an expansion of their radiotherapy service already provided in Oxford, was given the green light after NHS England agreed to the updated marginal tariff costs for providing radiotherapy treatment.

But while this is fantastic news, local people are urged to continue their support for Trust charity Brighter Futures and its Radiotherapy Appeal, which is currently raising the £2.9 million needed for two linear accelerators, the

machines which deliver the radiotherapy treatment.

The appeal has so far raised more than £350,000. Visit www.brighterfuturesgwh.nhs.uk to find out more.

Community services for Children and Young People

On Friday 1 April, Virgin Care Services Ltd will take control of community child health services in Wiltshire after the Trust decided against bidding to retain the service.

Over the last four years, staff working with children in the community have worked incredibly hard to give younger patients the best service possible and it's unsurprising that they were recently given a very deserved rating of outstanding by the Care Quality Commission.

By moving from five providers to one, children and parents across Wiltshire will now have access to more consistent 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 until the changeover date and will be working closely with Virgin Care to oversee a smooth transition for both patients and staff.

National junior doctors' strike

Junior doctors at the Great Western Hospital took part in a national strike on Tuesday 12 January, which saw them provide emergency care only for 24 hours, in response to the government's proposed changes to their contracts.

Since the strikes were announced at the beginning of the year, teams across the Trust worked hard on plans to ensure that patients coming to hospital on the affected days would receive the same safe and high quality care as they would normally.

Some of the actions we took to manage disruption included booking appointments carefully so that fewer routine operations were planned and bringing in consultants and other healthcare professionals to cover some of the tasks usually carried out by juniors.

A small number of routine operations were postponed, however all patients who experienced disruption were contacted in advance and offered a new date at the earliest opportunity.

Work is now under way to ensure that, should the next planned strike on Wednesday 10 February go ahead, the Trust is fully prepared and that patients are kept informed of the impact it will have on their visit to hospital.

Delays in discharge

With more people coming to hospital, one of our biggest challenges is ensuring that patients leave hospital when they are medically fit to do so.

A snapshot taken in early December showed that out of 455 occupied beds across the Trust, there were around 40 patients who were ready to leave hospital but unable to do so because of factors outside of the Trust's control, such as a delay in transfer to onward social health support.

While smooth and timely discharges require the help and support of the whole health and social care system, the Trust has introduced many of its own initiatives to help patients leave hospital in a safe and timely manner.

The new Home for Lunch campaign aims to discharge patients from hospital before 12pm, meaning more beds are available during the day and departing patients have a more supported onward journey.

Additionally, we have recently opened a 12-hour-a-day discharge lounge where patients can comfortably wait for their transportation without unnecessarily taking up a bed on a ward.

We also remain in close contact with our local health and social care partners such as SEQOL, Arriva Transport and the two local councils to ensure that the way in which a patient leaves hospital is as smooth and stress-free as possible.

Home from Hospital

Following our efforts to support smooth discharges, we are also taking measures to ensure that patients, particularly those who are elderly, are well-supported when they return to their homes, which helps avoid the need for unnecessary readmissions.

The Home from Hospital service, which is in operation at the Great Western Hospital and run in coordination with Age UK and Carers Support Wiltshire, involves trained volunteers visiting patients at home to discuss where they can be of most assistance in the days and weeks after leaving hospital.

Some of the ways that volunteers have helped patients in the past include checking that their home is warm, making sure there is enough food in the cupboard, helping out with household chores, collecting prescriptions and providing information about other useful services in the local area.

During 2015, more than 700 patients in Wiltshire, including many from the Great Western Hospital, benefited from the free service.

Nominate Trust heroes for Staff Excellence Awards 2016

Back for its seventh year, the Trust's annual Staff Excellence Awards will take place in June and local people are again being asked to send in their

nominations for staff who have gone the extra mile.

The People's Choice Award, the only award on the night in which all nominees are chosen by the public, is designed to shine a light on staff that have gone above and beyond to provide exceptional care to patients.

Last year's award was won by Caroline Critchley, a sister in the Paediatric Oncology Team, after she was nominated by the mother of one of her patients.

She said: "It takes a special kind of person to do the job she does and Caroline certainly is that special person. We wouldn't want anyone else treating our precious little poppet."

Further details of how to send in nominations will be released in the coming weeks.

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