

News in Brief is designed to help you stay up-to-date with the latest news and developments from Great Western Hospitals NHS Foundation Trust.

Latest Care Quality Commission report published

The Trust has welcomed the latest feedback from national healthcare regulator the Care Quality Commission following a routine inspection of its services earlier this year.

In its report of the inspection, the CQC gave the Trust a rating of requires improvement, but noted that "significant action" had been taken since its previous inspection in 2015 and that progress was being seen in most areas.

Nerissa Vaughan, Chief Executive, said that while there were many positives in the report - such as nearly two thirds of Trust services being rated as good or outstanding and the Emergency Department improving on four of its five previous ratings - work was still needed in some areas.

She said: "We have a strong track record of making improvements - even when faced with ever-increasing demand from a rapidly growing and ageing population - and it's this resilience that will get us to where we need to be.

"We're constantly making changes to improve our organisation and I'm confident that any future inspection would again show us as moving in the right direction."

[Click here](#) to find out more and [click here](#) to read the report in full.

Trust is new provider of Swindon Walk-in Centre

The Trust's growing portfolio of community services has a new addition in the form of the Swindon Walk-in Centre.

Located inside the brand new Swindon NHS Health Centre, the walk-in service, which offers local people same-day care and treatment for minor injuries and illnesses, is now being provided by the Trust on a caretaker basis.

The change in provider comes after Swindon Clinical Commissioning Group - which plans, funds and buys local healthcare - asked the Trust to run the centre in light of its ongoing commitment to joining up hospital and community services in the town.

Despite the caretaker moniker, the Trust is now the official provider - albeit for an interim period - and is responsible for all aspects of the service, including quality, finance, safety and performance.

The change in provider will have no impact on the way patients access the service, with the centre doors remaining open to the public between 8am and 6pm daily.

Creating a more joined-up health and social care system in Swindon

The first steps towards creating a more joined-up health and social care system for people living in Swindon have been made.

Local health and social care providers, including the Trust, Swindon Clinical Commissioning Group and Swindon Borough Council, have come together to work towards a common goal of helping the local population to live healthy, independent lives in which the right health and social care is available when needed.

This new approach, in which organisations work as one rather than in isolation, will mean services are more integrated with one another and free from the organisational barriers that often cause delays, confusion and frustration to patients.

Later this year local people will have the opportunity to share their views on how different areas of care can be further developed.

Update on Emergency Department performance

More than 6,500 people attended the Emergency Department in June, which illustrates that demand for urgent care in Swindon remains high all year round.

Of these attendances, more than 3,200 needed to be admitted to hospital for ongoing care, support and treatment.

Despite the large numbers, the team in ED continue to work hard to provide patients with care that is both safe and timely.

In June, more than three quarters (77.8 per cent) of all people coming to the department were admitted, transferred or discharged within four hours.

The Trust has already begun identifying actions - such as the introduction of a new work rota for more consistent consultant cover - that can be implemented to help reduce pressure on ED ahead of what is expected to be another busy winter.

Relaunch of Trust's private patient facility

The Trust's private patient facility at the Great Western Hospital was relaunched with a brand new identity in July.

Local people marked the launch of Shalbourne Private Health Care - the new name for the Shalbourne Suite - by coming along to an open event, in which members of the team were on hand to answer questions, dispel myths and provide further details about the services available.

Unlike other providers, Shalbourne Private Health Care offers patients a high quality service that comes with all the benefits of being based inside a large modern hospital, such as quick access to emergency care and specialist equipment.

Another unique selling point of Shalbourne Private Health Care is that 100 per cent of its profits are invested back into the wider Trust, meaning people in the local community also benefit from the service.

A new website was made to coincide with the launch and can be viewed at

www.theshalbourne.co.uk

Fire safety across the Trust

Following the recent fire at Grenfell Tower in London, the Trust has taken steps to ensure the cladding material used on the Great Western Hospital and Swindon Intermediate Care Centre (SwICC) meet national safety regulations.

Samples from both buildings were sent for testing in July, with the results expected to be returned in the coming weeks.

As a precaution, the Trust has already begun looking at what measures need to be put into place should the samples fail any of the tests.

However, local people will be reassured to learn that a recent inspection of GWH by Dorset and Wiltshire Fire and Rescue Service did not highlight any areas of concern.

Building work begins in Surgical Assessment Unit

Work to transform the observation unit, currently located within the Surgical Assessment Unit at GWH, is under way.

The unit, which is regularly used by patients with mental health needs, will be relocated to its own separate environment, enabling staff to provide safe and specialist care for patients without the distractions that often come with being based inside another busy department.

Walls of the unit will be lined with glass panels to allow for better supervision and the installation of a new central nursing station will mean staff are always close by.

The work is expected to be complete by October.

Dementia care attracts visit from leading Spanish doctor

One of Spain's most respected dementia specialists kicked off a tour of European

hospitals leading the way in caring for vulnerable patients with a visit to GWH.

Dr Ana Urrutia came to Swindon to learn more about Jupiter Ward, the Trust's dedicated dementia friendly environment, and to see the innovative work of staff in action.

Jupiter Ward was given a £100,000 makeover in 2014, which saw its former glossy floor replaced with non-shiny tiles, something that has helped to reduce falls as people with dementia often mistake light reflections on the ground for pools of water.

Dr Urrutia was travelling across Europe looking for examples of high quality dementia care that could be brought back to her native Spain.

Second phase of recruitment campaign begins

The Trust's recruitment campaign is reaching more people than ever before now that posters highlighting the Trust as a great place to work are being advertised on the town's fleet of buses.

Similar posters have also been displayed on two of the town's most prominent billboards, meaning commuters are seeing the benefits of working for the Trust while travelling to and from their current place of work.

The impact of this targeted approach to recruitment has already been felt, with the Trust's website having seen an immediate increase in visits following the campaign's launch earlier this year.

More information about the recruitment campaign, as well as the career stories behind all the staff who feature in it, can be found on the [Trust website](#).

Official opening of Children's Unit play area

Young patients at GWH can take a break from their illness by enjoying the delights of a new £100,000 play area that was officially opened in June by the Deputy Mayor of Swindon.

Junab Ali cut the ribbon to the seaside-themed adventure zone and was joined by patients past and present, as well as their families, to test out the new play equipment.

The play area was made possible thanks to Brighter Futures' Space for Play Appeal, which saw local people donate more than £100,000 to the cause.

Catherine Newman, Head of Brighter Futures, said: "We can't wait to see the difference this play area will make to so many children and their families."

National recognition for endoscopy team

The Endoscopy team at GWH received national recognition in June for the high standard of care being offered to patients.

Inspectors from the Joint Advisory Group on Gastrointestinal Accreditation awarded the team accreditation after they saw the team's excellent work in areas such as clinical quality, patient safety, governance and training.

The award comes after a challenging few months, which saw the team continue to offer patients a high standard of care and treatment despite building work taking place in the department.

Dr Ajeya Shetty, Consultant Gastroenterologist, said: "This shows we are as good as any other endoscopy service in the country.

"We deliver excellent quality and safety standards and our patient experience is the best it can be."

Brighter Futures' Radiotherapy Appeal reaches £1.7 million

Local people are another step closer to having a radiotherapy unit on their doorstep as Brighter Futures' appeal to bring the lifesaving treatment to Swindon reached a new milestone.

More than £1.7 million, of the £2.9 million needed to purchase the equipment that will be at the heart of the new centre, has now been raised thanks to the efforts of local people and businesses.

Brighter Futures' next big fundraiser will take place in September when more than 100 cyclists gear up for the annual Ride for Radiotherapy.

For more information, visit www.brighterfuturesgwh.nhs.uk.

Staff celebrated at annual award ceremony

The eighth annual Staff Excellence Awards took place in June, with the Trust using the occasion to say thank you to those people who went above and beyond during what was an incredibly busy year for the whole NHS.

Nine awards were handed out on the night, with prizes celebrating the work of staff across a range of areas, such as fundraising, patient safety and innovation and partnership working.

Speaking on the night, Nerissa Vaughan, Chief Executive, told the 400-strong audience: "One event cannot possibly do justice for all you do but I hope it makes you realise just how truly appreciated you are."

Award for team's dedication to supporting students

Providing the nurses of tomorrow with a solid start to their NHS career has earned one of the Trust's busiest teams a prestigious award.

The team on Dove Unit took home top prize in the Adult Nursing category at Oxford Brookes University's Placement of the Year Awards.

A chance to highlight the placements and learning environments that make a real difference to nurses-in-training, the awards saw more than 89 different clinical areas from across the region compete for one of the coveted Placement of the Year titles.

Sharon Northwood, Senior Sister, said: "It's a privilege for us to be involved in

shaping a person's career and we look forward to working with the students of Oxford Brookes for many more years to come."

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