

Talkback

Brighton and Sussex University Hospitals **NHS**

All the latest news from BSUH

APRIL 2012



ROYAL VISIT

HRH Princess Royal visits our Eye Hospital

REGION'S FIRST

Stand-alone Children's A&E opened by Steve Coogan

IT'S A YES!

County Hospital redevelopment gets the go-ahead

60 second interview

The Occupational Therapist who's a cross between John Cleese and Dawn French

With our partners
 brighton and sussex
medical school

KSS NHS Postgraduate
Deanery for Kent,
Surrey and
Sussex



A DAY TO REMEMBER

1950s tea parties and bedside manicures on Dignity Action Day



Photo: The Argus

Caption Competition

Thanks to everyone who took the time to send in captions to go with the above picture of a patient and staff at the Royal Alex enjoying one of seven scooters recently donated by the Micro Scooters Company. The winner of the competition is Risk Management Trainer, Rob Manley with:

“Oh no, there goes another one. You double back and set up a road block at reception!”

A £25 M&S voucher is on its way to Rob. For this edition, another voucher is up for grabs for the best caption to go with this picture of Steve Coogan and Paediatric Nurse Graham Gordon at the opening of our new children's A&E at the Royal Alexandra Children's Hospital.

Email your answers to communications@bsuh.nhs.uk



Chief Executive's message

It is that time of year when we publish 'Our Priorities' for the coming year (see pages 6 and 7). You will not be surprised that we've had a busy and productive year with lots to be proud of and inevitably more to do. Good bedside care and dignity remain our number one priority. Comfort Rounds are now taking place every two hours, every day on every ward. Our 'to do' list for the year ahead includes commitments to further reduce avoidable patient falls by 15%, eliminate hospital-acquired pressure damage, and further improve the identification and treatment of dehydration and malnutrition, with a special focus on the frail elderly and patients with dementia.

An open and accountable organisation, which owns up to its shortcomings and acts on them, will always be safer than one which accepts a culture of silent apathy or says 'it wouldn't happen here', and this is absolutely the approach we are taking to improve the safety and quality of our care. As well as the practical elements, our focus remains resolute on the way we behave and the very reasonable expectation that staff are polite, sympathetic and deliver care with the kindness and compassion we would want for our loved ones.

Respect and kindness is of course important for staff too. We are constantly busy and caring for patients can be stressful and sometimes traumatic. The way we behave towards each other matters. Our in-house HELP counselling service has been running for three years. First-hand accounts from frontline staff who have used the service emphasise its impact for individuals personally, their careers and their patients. My thanks to the nurses and doctor who have shared their personal stories on pages 10 and 11.

Duncan Selbie

On the cover Young patients Alfie and Rosie Jones give comedian Steve Coogan a helping hand with cutting the ribbon to our new stand-alone children's A&E department



£420m development given the go-ahead

Brighton & Hove is set to get a state-of-the-art hospital after council planners voted unanimously to approve the £420m redevelopment of the Royal Sussex County Hospital in January and the Outline Business Case was approved by the Strategic Health Authority for the South of England at the end of March.

The 3Ts redevelopment will involve the demolition of the Barry and Jubilee Buildings, built before Florence Nightingale began nursing more than 180 years ago, which currently house 200 elderly care and general medicine beds in cramped open wards.

The Argus newspaper launched a 'Give us our hospital' campaign in the run-up to the planning decision, encouraging local people to back 3Ts.

As Council planning committee members gave the redevelopment plans the green light, Leader of Brighton & Hove City Council, Councillor Bill Randall, said: "The new hospital will improve and save the lives of many and create hundreds of local jobs. It is the biggest development the City has seen and is too important not to happen."

"Every NHS organisation in Sussex has also pledged their support for this investment, each recognising the benefit this will bring to everyone from having a modern and thriving teaching hospital," explains BSUH Chief Executive Duncan Selbie. "Our plans now pass to the Department of Health and we expect to have approval by the end of May at which point the money to begin decant will be released. This is such a vote of confidence in our future."

visit www.bsuh.nhs.uk/3ts

email hospital.redevelopment@bsuh.nhs.uk

facebook 'RSCH Hospital redevelopment'



From left Dr Ryan Watkins, Mrs Miles & baby Emily, secretary Fran Wittke, Juliette Golding, Mark Buckle, Elizabeth Golding, dietician Jane Roche and Consultant Dr Shankar Kanumakala

Parents Juliette Golding and Mark Buckle are so grateful for the continued care their daughter, Elizabeth, receives from our diabetes team at the Royal Alexandra Children's Hospital, that they recently held their fourth fundraising event, raising a total of £1300 for the local children's diabetes fund.

Elizabeth Golding presented the money to baby Emily, aged 10 months, the youngest child with diabetes in Brighton, who received the donation on behalf of our diabetes team.

"The money raised has been invested to create a diabetes patient database. Our screening of diabetes in children is now in the top quartile nationally thanks to the help and support of our patients' parents," says Consultant Shankar Kanumakala.

New children's A&E opens at the Alex

Children in Brighton & Hove who need emergency hospital treatment now have their own dedicated A&E within the Royal Alexandra Children's Hospital – the first stand-alone children's emergency department in the South East. The unit was officially opened at the end of January by young patients Rosie and Alfie Jones. Comedian and Brighton & Hove resident Steve Coogan gave Rosie and Alfie a helping hand with cutting the ribbon in front of the TV cameras and met the unit's staff and supporters afterwards.

The new A&E is bringing huge benefits to young patients and their families. Staffed by specialist paediatric doctors and nurses in a child-friendly setting, the new unit provides emergency care 24 hours a day, seven days a week, away from the sights and sounds of the adult A&E department in the Royal Sussex County Hospital.

Brighton-based Rockinghorse Children's Charity and Sussex restaurant chain Gingerman Restaurant Group have been active in supporting the opening of the new A&E. A donation of £18,250 by Gingerman allowed Rockinghorse to provide a 3D pain distraction unit, child seating in the main waiting areas, a separate area for young people, and new staff uniforms.

Restaurant co-owner Pamela McKellar said: "We are delighted to have made the commitment to support Rockinghorse and the Alex. The new children's A&E will be of huge benefit to so many children."

From top Matron Janet Hall, Rosie and Alfie Jones and comedian Steve Coogan cut the ribbon to officially open our new children's A&E; Gingerman Restaurant Group owners Pamela and Ben Mckellar with BSUH doctor Oli Rahman; nurse Graham Gordon shows Steve Coogan and some young visitors how the new 3D pain distraction unit works



HRH marks Sussex Eye Hospital anniversary

Her Royal Highness Princess Anne met patients and staff at the Sussex Eye Hospital last month when she visited to help mark the hospital's 180th anniversary.

The Princess Royal was given a tour of the Accident and Emergency and Outpatients Departments and spoke to patients who were either waiting to have surgery or who had already had an operation that day. The Princess also unveiled a plaque to commemorate her visit.



2011/12

A year at BSUH



Comfort Rounds were introduced on all adult inpatient wards. Aimed at making good bedside care our number one priority, staff visit individual bedsides at set times to check patients are clean, ready to eat, need a drink, repositioning or the bathroom



Telemedicine used by on-call consultants to assess stroke patients remotely via a bedside screen. Immediate treatment is prescribed, saving crucial minutes and brain tissue



Staff Stories, a new monthly lunchtime forum for our staff and students to share and discuss complex cases, began with a presentation by our stroke team



Our annual **Hospital Star Awards**, run in association with The Argus newspaper, was once again an uplifting celebration of everything that is good about BSUH



Consultant Cardiologist David Hildick-Smith performed a world surgical first by inserting a new device through a vein in a patient's leg to treat a hole in the heart. It took 30mins and the patient went home the same day



Gynaecological Assessment Unit established at the County Hospital, seeing patients referred by GPs and A&E, with the majority of women waiting less than 30mins to be seen



Brighton and Sussex Medical School was rated 95% for overall satisfaction in the National Student Survey - the highest score for a single higher education institution in the UK



The Sussex Orthopaedic Treatment Centre on the PRH campus became part of BSUH, meaning all orthopaedic surgical patients receive consultations, procedures and post-surgery follow-ups via an integrated, end-to-end BSUH service



The Redevelopment of RSCH given go-ahead by Brighton & Hove City Council (see page 3)

Our Priorities for 2012/13

BSUH's annual 'Our Priorities' is out this month both in print and as an online publication which you can download from the homepage of our hospital's website at www.bsuhs.nhs.uk

"We publish 'Our Priorities' to remind everyone of how we have fared in relation to the previous year's goals and objectives and what we will be focussing on over the coming year," says Chief Executive Duncan Selbie.

Including a detailed to-do list for the year ahead, 'Our Priorities' sets out each action alongside the initials of the BSUH member of staff responsible for overseeing its implementation.

"Our success against each will be judged by Government and by regulators but, more importantly, it will be judged by the patients in our care and their families; the outcomes we achieve for them and their perception of the experience they have," says Duncan.



Who's who at our medical school

Professor Melanie Newport, Honorary Consultant
in Infectious Diseases & Global Health

What is your medical specialty and why did you choose it?

I specialise in infectious diseases and a combination of factors influenced my choice. I spent three months in Zimbabwe as a medical student which whetted my interest in the field and soon after qualifying I worked in an infectious diseases unit where I had an amazing boss who inspired me to consider a career in this field. Infectious diseases is a very broad specialty, so we deal with a wide range of conditions ranging from common infections occurring in the UK to more exotic tropical diseases in returning travellers and migrants. We also come across many disorders that mimic infections but in fact are not, so we need to keep up-to-date in areas beyond our own speciality. I also find the bugs, and how they interact with their hosts to cause disease, fascinating; my speciality has allowed me to combine a really interesting clinical career with my research on these interactions. Finally, I love to travel which goes hand in hand with infectious diseases and I have visited many places for work which is usually more interesting than visiting as a tourist.

What brought you to BSMS?

Before I came to Brighton I worked at Cambridge University where I had a Research Fellowship from the Wellcome Trust which was coming to an end. The research was laboratory-based and I missed doing clinical work, so I was looking for a job that allowed me to combine both. I heard that Jon Cohen (who is also an infectious diseases specialist) had been appointed Dean of a new medical school in Brighton so I sent him my CV. I visited Brighton and the rest, as they say, is history. I have never regretted moving here. I have a great job which combines clinical work with research and teaching, and I live by the sea with the South Downs National Park on the doorstep.

Describe the work you also do for BSUH

I work as part of a team of specialists in infectious diseases and microbiology and our remit is broad. We have a ward, Grant Ward, which is used for grouping patients with communicable diseases and where we also look after other patients with infection. We advise colleagues both in the hospital and the community and have an outpatient clinic and a rapid access infectious diseases clinic.

What research have you been involved with?

As a student I took a year out to study genetics and combining this with my clinical interest in infectious diseases led me to work on genetic susceptibility to



infectious diseases, particularly tuberculosis (TB). We are studying genetic differences between people who get TB and those who are resistant to it. I spent three years working on this at the MRC Laboratories in The Gambia, where we also worked on BCG vaccination as a model for TB infection. I also work on the genetics of a non-communicable neglected tropical disease known as podoconiosis (www.podo.org). This is a disease that results from barefooted contact with irritant soil in tropical regions where poverty and specific geological conditions converge.

What is your biggest BSMS achievement?

When I started at BSMS one of my briefs was to develop a global health programme. Over the years we have made a lot of progress and really put BSMS on the map for global health. A lot of the global health activities were driven by the students' enthusiasm. We have a successful elective programme and a number of other undergraduate activities. We have launched a Masters degree in Global Health which is proving to be very popular, developed productive links with other departments at the Universities of Brighton and Sussex and set up a vibrant and expanding research programme.

Have you any special interests or hobbies outside of work?

Running and walking in the Downs and I try to have something to train for to keep me enthused, especially in winter or when work is very busy. I did complete the first Brighton Marathon and I have been talked into doing a 100km walk from Richmond to Brighton in June.

If you weren't working for BSMS, what would you be doing?

I really enjoy working in Brighton but if I wasn't doing what I am doing here I would probably be doing a similar thing, just somewhere more tropical!

60 second interview

Lindsay Evans

Occupational Therapist Lindsay is part of the Poynings Unit team on Hurstpierpoint Ward at the Princess Royal Hospital. Poynings opened last year as a bespoke unit for patients who have been admitted to hospital for acute medical treatment but who also have dementia. Lindsay is pictured, right, in the unit's Reminiscence Room which includes an old-style TV that plays films and programmes from the 50s and 60s for patients.

How long have you been in your job?
Since July 2011. The Poynings Unit opened in April/ May 2011 and myself and my colleague Claire Baldwin started in July.

What do you like most about your job?
The opportunity to get to know patients – an important aspect of working with people with dementia is person-centred care. We talk to patients, their families and carers to find out about their life history and routines which enables us to engage them in activities during their stay in hospital.

What do you like least about your job?
Having to make recommendations that patients don't agree with because of risk.

What three words would your colleagues use to describe you?
Friendly, chatty and tall!

What is your greatest extravagance?
Last year it was three weeks in Sri Lanka over the New Year!

What is your most annoying habit?
Probably the time it takes me to get ready to leave the house.

What is the first thing you do when you get home from work?
At this time of year it is putting my slippers on because my house is freezing!

How would you spend an ideal day off?
Sleeping late, pottering about the house and seeing friends.

What was the last film you saw?
Napoleon Dynamite.



What was the last book you read?
'Alone in Berlin' by Hans Fallada written in 1947 about German resistance to the National Socialist Party (Nazis).

Where did you last go on holiday?
North Wales to visit family and climb some big hills.

With whom would you most like to be stranded on a desert island?
Someone who would know how to survive!

Where would like to be in five years' time?
Working with people with dementia across the whole hospital.

Who would play you in a film about your life and why?
I have no idea! Suggestions have varied from John Cleese to Dawn French – not sure whether this is due to the way I walk or my love of chocolate.



A day in the life of our HELP service

BSUH's Health Employee Learning and Psychotherapy (HELP) Service celebrates its three-year anniversary next month. Set up by Lead Psychotherapist, Donna Butler, in 2009, the service offers free counselling and support for all BSUH staff who need help dealing with work-related problems and personal issues.

In its first year the service dealt with 250 individual referrals; and this year the number has risen to between 80 and 90 a quarter. With regular clinics at the Royal Sussex County site and the Princess Royal, and also available to staff from Hove Polyclinic and the Park Centre for Breast Care, there is currently a three to four-week wait for an appointment with Donna – much less than waiting for counselling via a referral from your GP.

“A lot of people just need one or two sessions to chat through an issue; previously they would have taken time off work,” explains Donna.

The prevention of stress-related sick leave is cited time and again in feedback from users of the HELP service, along with other benefits for individuals' work and personal lives and the wider hospital. Here, three members of staff talk about the positive impact the HELP service has had on their lives, their careers and the care they provide for their patients.

A MATRON'S STORY

“As a Matron responsible for several busy wards and departments at the County Hospital, more and more was being asked of me and I was feeling overwhelmed by my job. I was finding it hard to set boundaries between things that were my responsibility and things that weren't and needed to be passed back. I was trying to do everything and was feeling consumed by it all. I really became a shell of myself and needed to get back to the 'real me'.

“Counselling sessions with Donna made me feel totally empowered by acknowledging that it was okay to be angry and frustrated. As a former nurse as well as a psychotherapist, Donna is able to give practical advice on how to deal with work situations and pressures. Being able to talk to someone who knows our hospital well, in confidence, really helped me to develop strategies for coping and dealing with challenging situations in a positive way.

“Without the HELP service, I would have ended up taking time off work due to stress – and maybe even leaving the hospital altogether. Instead, I went on to get a promotion and the strategies I learned have also helped me in life outside of work.”

A DOCTOR'S STORY

“It's not an over statement to say the HELP service gave me my life back. I found myself again thanks to a series of EMDR (Eye Movement Desensitization



To find out more about the HELP service, email donna.butler@bsuh.nhs.uk or call 01273 696955 ext 3692. Referral forms for individual employees can be downloaded from the HELP page on the hospital's infonet

Reprocessing) therapy sessions with Donna.

“I lost my baby son five years ago after he was born with undiagnosed problems. Back at work at BSUH, I found myself being placed on rotation to work as a Senior House Officer (SHO) in the hospital's Trevor Mann Baby Unit – the same unit where my son had been a patient for nearly five months before he died.

“I went through the motions at work and was managing; but at home I was withdrawing. I didn't want to feel anxious about going to work any more and wanted to prioritise home life with my husband and other children. I had never heard of EMDR therapy but decided to suspend belief and go with it.

“Our sessions helped me to see how important the link between thinking and feeling really is. As clinicians we often concentrate on the practice of medicine while turning off the emotional side of what we do. Acknowledging how our work makes us feel is so important for us both personally and professionally. It helps prevent staff from taking time off work, keeps people in the profession who may otherwise leave, and ultimately makes us better clinicians for our patients and their families.

“After Donna's sessions, I went on to become a Registrar. On my second shift I dealt with the family of a nine-year-old boy who was acutely unwell and died the next day. I was able to look his mother in the eye as I talked to her about her son – something I noticed even very experienced doctors around me sometimes have difficulty doing.”

EMDR is a form of psychotherapy that revisits distressing and traumatic experiences in order to process associated negative memories and reduce their long-term effect. It uses a structured eight-phase approach to address the past, present, and future aspects of a traumatic or distressing memory. The therapist uses a series of eye movements, tones, or tapping during sessions to 'desensitize' a client while they revisit an event and the emotions attached to it

A NURSE'S STORY

"As a Macmillan Nurse Specialist I see patients from across East and West Sussex referred to BSUH with a cancer diagnosis. It's a busy service and two years ago I was working alone for a prolonged period due to staffing problems in my department. Although I was managing the workload, I was often working late, I lost lots of weight and I was having difficulty sleeping.

"The straw that broke the camel's back was my partner being told that a cancer he had previously been treated for had spread. After six weeks of anxiety, it turned out to be a misdiagnosis and he was, to our relief, okay, but coping with that situation on top of work took its toll. On my first day at work after he had the all-clear I just fell apart – I had a

severe panic attack and couldn't breathe.

"My manager suggested using the HELP service and when I first met Donna I remember thinking 'this isn't for me, this isn't going to work'.

"I did give it a go, however, and had a series of sessions using a variety of different therapy techniques, including role play, drawing, hypnotherapy and visualisation. Afterwards I felt empowered to say 'I need help with this' rather than just coping with everything that is thrown my way.

"Counselling is definitely not an easy option – it's hard work and emotionally gruelling. But I can honestly say that if it wasn't for the HELP service I wouldn't be working for BSUH now. Donna is a truly remarkable woman."

Hospital celebrates Dignity Action Day 2012

Our Older People Champions worked hard to make National Dignity Day memorable at BSUH in February.

Specially embroidered 'dignity blankets' were handed out in the County's A&E, the medical matrons and Balcombe ward put up a wonderful display of dignity hearts designed by children at the nursery in



the PRH foyer, and there were countless tea parties held all over the hospital. Party-goers at RSCH joined in with celebrations on Solomon, Bailey and Chichester wards, where staff and patients enjoyed impressive quantities of homemade baked treats.

On Bristol ward, nurses and doctors dressed up in 1950s costume and patients enjoyed nail and hand treatments accompanied by music. On Jowers they brought out the bone china for their tea party – which they are going to make a regular occurrence – and on Overton men were having 'proper' old-fashioned shaves complete with aftershave.

The day was such a success that many ward teams are now considering making this a monthly event.



Patient's thanks to Neurosurgery team



Kieran Weeks, who will turn 18 this month, had a rare tumour removed from his brain at Hurstwood Park last year. Pictured here holding the Ryder Cup, Kieran is now fully recovered and back at college studying to be a professional golfer

The mother of a Hurstwood Park patient got in touch with Talkback recently to ask for the opportunity to publicly thank BSUH neurosurgeon Mr Bucur for successfully treating her teenage son, Kieran Weeks.

“Kieran had a very rare brain tumour in the pineal region of his brain that Mr Bucur skillfully managed to remove 100%,” explains mum Eileen. “He was in surgery for 12 hours. We are truly grateful to Mr Bucur.”

“Kieran has finished all of his treatment now and is finally back at college studying to be a professional golfer. He promised Mr Bucur golf lessons for life!”

Talk back

Your Communications Team are:
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Please send ideas, comments or contributions to: communications@bsuh.nhs.uk or call 01273 664911.

BSUH security guard turned top-selling writer

Paul Grzegorzec, former police officer and now BSUH security guard at the County Hospital, has written a top-selling crime novel based on his experiences of working for the police.

The story, called ‘The Follow’, took just 15 days to write and tells the story of an officer on a drugs squad aiming to get revenge on a dealer who stabbed the police officer’s partner. The book,



which has been published electronically on Kindle, hit the top 700 out of 400,000 books quickly after it was published. The Kindle book is currently on sale on the Amazon website.

Congratulations to Angela Robinson, Rachel Okines, Adam Karlsen, Barry Jackson and Poppy Lavender on completion of their NVQ level 4 in Laboratory & Associated Technical Activities. Poppy and Barry are pictured, below, with Len Hay from Update Training & Vocational Services Ltd and Lindsey Dixon, Chief Biomedical Scientist in Histology and Pathology Training Lead

