

## Members Matter – News for our NHS Foundation Trust members

### How governors are making a real difference...

A lot has been happening in the NHS Foundation Trust Membership Office since the last edition of the newsletter was published – and we are pleased to report that governors have been getting to grips with a range of issues that matter to members. One of the key advances that has been made is the establishment of a new series of 'focus groups'. Getting patients and the public involved in what we do and how we do it has always been very important to Addenbrooke's and the governors will be keeping up this tradition by leading a number of focus groups over the coming months. These will look at a variety of issues that affect patients, offering members the opportunity to help influence future policies and strategies which will, in turn, help to shape service delivery here at Addenbrooke's. To date the topics for the first set of focus groups are:

- patient discharge from hospital
- customer care standards
- hygiene
- communication and patient information
- feeding and nutrition.

In order to get a range of views, a number of members have already been chosen at random and those who are going to be asked to take part will be contacted shortly. As these groups progress, we will keep you up to date with what is discussed and any outcomes that are decided upon. Governors will, as ever, be available for you to come and talk to in venues around the membership area, or via the email address listed below (a new list of venues for meeting the governors can also be found below).

At the Board of Governors' meeting on 15 September, a small group of governors formed a new 'working party' to look at membership issues such as how to best communicate with members, how members can get more involved in the hospital, and also how to sign up new recruits. The group will also be responsible for reviewing and revising the membership strategy. Look out for news of this in the next edition of Members Matter.

The staff governors have also been busy since the last edition, being available at a number of venues around the hospital in order to hear staff's views and comments. They have also been attending departmental team meetings in order to meet staff members and get to grips with the issues that are important to them, as well as listen to their views on a number of topics such as key worker/low

cost housing and child care arrangements. If you are a member of staff and would like a staff governor to attend your team meeting, please see the contact information below.

### **Addenbrooke's benefits from Foundation Trust status**

Becoming a Foundation Trust has allowed Addenbrooke's to make some notable improvements to the services we provide. Additional Capital Expenditure of £9.5m over and above that which we would have been able to spend as an NHS Trust in 2004/05 has allowed us to refurbish some key clinical areas, as well as purchase additional IT equipment – all of which will benefit patients using the hospital's services.

Thanks to this additional capital, four new operating theatres, a new genitourinary clinic (clinic 1a/SHAC), a refurbishment of ward C6 and a new 64-bed ward (K ward) will all be completed by January 2005. In addition, there will be the further refurbishment of 11 wards and four clinics within the next 4 years.

### **Our 20,000<sup>th</sup> member!**

During a recent mail-shot to increase membership, we passed the 20,000 member mark! Membership at time of writing stands at 21,699. Our 20,000<sup>th</sup> member is 24 year old Ruth Mellows, a public member from Impington. Ruth says of her 20,000<sup>th</sup> member status '...'

"I received the letter regarding the Foundation Trust along with a membership form shortly after returning home having spent a week in Addenbrooke's. I was admitted to hospital on my return from Zambia with quite severe pains in my chest."

She continued: " During my stay I received a very good standard of care from all the professionals I came into contact with and I also became aware of the many developments Addenbrooke's has recently undertaken and is currently undertaking to further improve their services. I work as a Paediatric Occupational Therapist in South Cambs and therefore felt that I'd like to keep up to date with the progression of my local Foundation Trust, as well as with the latest developments in the NHS."

### **Fraser's letter**

Here we are with Christmas just around the corner and already we're at the third edition of Members Matter!

The good news is that now Addenbrooke's is better established as a Foundation Trust, we have a lot more to tell you about. In this edition we've been able to give a round up of some of the changes we've been able to make as a result of our new status, as well as detailing some of the plans we have for the new year.

Our Medicine for Members events are really taking off now and you can find out all about the next exciting event we have lined up for February.

Perhaps even more important though, is the real impact that your governors are having here at Addenbrooke's. As you will see from the article above, they are now getting to grips with some really important issues for the Trust – and are as keen as ever to hear your views. Remember to come along and meet them at the various venues around the membership area so that you can be sure your voice is being heard.

I very much hope to meet more of you in the new year and on behalf of the Foundation Trust team would like to wish you all a very merry Christmas.

With very best wishes

Fraser Rogers  
Membership Manager

P.S. If you think you would like to stand for election as a governor in the elections to be held in 2005, but would like some more information, remember to put your name down for one of the Governor awareness seminars that we are going to be running after Christmas. Just call the NHS Foundation Trust Membership Office on 01223 256 256 to reserve a place.

## **Membership FAQs**

We are often being asked the same questions, so thought you might like to see what it is people are asking ... and what the answers are too!

### **What exactly is an NHS Foundation Trust?**

Foundation Trusts are new types of NHS organisations, known in law as Public Benefit Corporations. They have greater freedom from direct government control, but at the same time remain fully part of the NHS. They are far more accountable to local people, patients and staff than in the past because the members elect the governors, who in turn appoint the Chairman and the non-executive directors.

### **Will membership cost me anything?**

No, membership is absolutely free.

### **Will membership affect my treatment in any way?**

No, membership has no effect on any treatment that you receive.

**Will I have to 'do' anything as a member?**

Whilst we would encourage members to get involved with the Trust and to contact their governors regarding the issues that matter to them, there is no obligation to do so. Members are entitled to simply receive the quarterly newsletter and details of voting and elections.

**How will my views be represented?**

Your governors are here to listen to your views on the Trust's future and development and will then use these views when debating the strategic and planning issues that they are asked to advise upon. To get in touch with the governors, please see the contact details at the end.

**Meeting your governors (patient and public)**

Since the last newsletter, your governors have been available for you to come along and meet in Saffron Walden, Haverhill, Buntingford and Ely. The format of these occasions has been very informal – at the request of members – so that people feel comfortable to chat with the governors without asking questions in front of a potentially large audience. A number of interesting topics have been raised with the governors at these events.

Do make sure you have your say to the governors and find out more about what's going on by coming along to one of the drop-in style events in the new year – everyone is welcome.

- Wednesday 26 January 2005, 1800 – 1930 hrs  
Main Hall, The Grove Primary School, Campkin Road, Cambridge
- Tuesday 22 February 2005, 1830 – 2000 hrs  
Main Hall, The Social Centre, Coles Lane, Linton
- Wednesday 16 March 2005, 1800 – 1930 hrs  
Hall 1, Walter Gidney Pavilion, Fountain Lane, Soham
- Thursday 21 April 2005, 1800 – 1930 hrs  
Comberton Village Hall, Comberton
- Wednesday 4 May 2005, 1800 – 1930 hrs  
All Saints Church Hall, Church Walk (off High Street), Melbourn
- Thursday 16 June 2005, 1800 – 1930 hrs  
Lecture Room, Cottenham Village College, Cottenham

To find out more and to advise us of your attendance, please call the NHS Foundation Trust Membership Office on 01223 256 256

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**Take five with a staff governor!**

Key worker/low cost housing and child care provision at Addenbrooke's are just two of the subjects that you may want to talk to your staff governor about. Staff governors will be on hand for you to talk to at the following dates and times;

- Friday 28 January 2005, 1200 – 1300 hrs  
Entrance to the Food Court
- Thursday 24 February 2005, 1300 – 1400 hrs  
Rosie Corridor (concourse end)
- Wednesday 23 March 2005, 1200 – 1300 hrs  
Entrance to the Food Court
- Thursday 28 April 2005, 1300 – 1400 hrs  
Rosie Corridor (concourse end)
- Tuesday 17 May 2005, 1200 – 1300 hrs  
Entrance to Food Court
- Tuesday 21 June 2005, 1300 – 1400 hrs  
Rosie Corridor (concourse end)

There is no need to book a place, just come along and have a chat.

**Staff governors at team meetings**

If you would like a staff governor to attend your team meeting, please discuss it with your manager and ask them to contact the NHS Foundation Trust Membership Office by emailing [foundation.trust@addenbrookes.nhs.uk](mailto:foundation.trust@addenbrookes.nhs.uk) or calling extension 56256. We will liaise with the governors and arrange a suitable date.

**Elections...coming soon!**

In April and May of next year, elections to the Board of Governors will be taking place. Rest assured, as a member, you will automatically be sent voting papers, with details of the nominated candidates, nearer the time.

In 2005 we will be electing three patient, two public and one staff governor to the Board of Governors. If you are considering standing for election, nomination forms will be available from 14 March and can be obtained by contacting Customer Services, Electoral Reform Services Limited, The Election Centre, 33 Clarendon Road, London N8 0NW. Tel: 020 8889 9203, fax: 020 8365 7013, email: [customerservices@electoralreform.co.uk](mailto:customerservices@electoralreform.co.uk)  
Completed forms must be received by the Returning Officer no later than 7 April.

There will be a chance for you to find out a little more about what

being a governor involves after Christmas at a Governor Awareness Seminar. Four of these sessions are planned (two for staff members and two for public and patient members). You need only attend one session, but it is strongly recommended that you take advantage of this opportunity if you are considering standing for election.

**Public and patient dates are:**

- 10 February 2005, 1830 – 2000 hrs  
David Dunn Suite, Addenbrooke's Hospital
- 15 February 2005, 1130 – 1300 hrs  
The Hexagon, Frank Lee Centre, Addenbrooke's Hospital

**Staff dates are:**

- 7 February 2005, 1200 – 1330 hrs  
David Dunn Suite, Addenbrooke's Hospital
- 1 March 2005, 1200 – 1330 hrs
- David Dunn Suite, Addenbrooke's Hospital

To reserve a place, please call the Foundation Trust Membership Office on 01223 256 256.

**Medicine for members**

Mr Richard Villar's talk on 'Medicine and War' took place on 11 November. Following Professor Dixon's talk in July, this was another fascinating event evening and well over 150 people came along to hear his personal account of working on the front line.

**Next Medicine for Members event**

Professor Pickard (Professor of Neurosurgery in the University of Cambridge) has kindly agreed to give the next talk in the series. The subject is Roadside to Recovery - recent advances in looking after critically ill patients from roadside to final outcome. Why not come along and find out from this expert speaker about the fascinating advances in care that are improving the chances of recovery for critically ill patients. We have received loads of positive feedback from the first two in the series so we are expecting a bumper attendance at this event and look forward to seeing regulars and new attendees alike!

17 February 2005, 1830 hrs, William Harvey Lecture Theatre, School of Clinical Medicine, Addenbrooke's Hospital, Hills Road, Cambridge.

As ever, tickets are free of charge. Please call the NHS Foundation Trust Membership Office to reserve your place on 01223 256 256

## **What being a member means to you**

What will I need to do? Will I have to attend lots of meetings? Will I receive preferential treatment if I sign up? ... These are all questions that the Foundation Trust team are often asked, so we have produced a guide which details exactly what being a member will mean to you and what you can, in return, expect from us.

In putting the guide together, we asked for comments from some of our existing members and the Board of Governors. Their feedback was extremely useful and we would like to thank all of those who helped us to produce what we hope is now a very readable guide for all.

If anyone would like a copy of the guide, please contact the Foundation Trust office and they will be happy to send one straight out to you.

## **Important dates for your diary - January – March 2005**

- 26 January Public and Patient Governor/Member meeting, 1800 – 1930 hrs, Main Hall, The Grove Primary School, Campkin Road, Cambridge
- 28 January Staff Governor/Member meeting, 1200 – 1300 hrs, by the entrance to the Food Court, Addenbrooke's Hospital
- 7 February Staff Governor Awareness Seminar, 1200 – 1330hrs, David Dunn Suite, Addenbrooke's Hospital
- 10 February Public and Patient Governor Awareness Seminar, 1830 – 2000 hrs, David Dunn Suite, Addenbrooke's Hospital
- 15 February Public and Patient Governor Awareness Seminar, 1130 – 1300 hrs, The Hexagon, Frank Lee Centre, Addenbrooke's Hospital
- 17 February Medicine for Members (see above for further details)
- 22 February Public and Patient Governor/Member meeting, 1830 – 2000hrs, Main Hall, The Social Centre, Coles Lane, Linton
- 24 February Staff Governor/Member meeting, 1300 – 1400 hrs, Rosie Corridor (concourse end), Addenbrooke's Hospital
- 1 March Staff Governor Awareness Seminar, 1200 – 1330hrs, David Dunn Suite, Addenbrooke's Hospital

- 14 March Nomination forms for election to the Board of Governors are available (details above)
- 16 March Public and Patient Governor/Member meeting, 1800 – 1930 hrs, Hall 1, Walter Gidney Pavilion, Fountain Lane, Soham
- 23 March Staff Governor/Member meeting, 1200 – 1300 hrs, by the entrance to the Food Court, Addenbrooke's Hospital
- 31 March Board of Governors' meeting, 1730 – 1930 hrs, The Hexagon, Frank Lee Centre, Addenbrooke's Hospital,

### **Focus on Addenbrooke's – the hospital in profile**

As you will have read in the article above, Foundation Trust status has made lots of developments on the site possible. One of the latest changes to the Addenbrooke's 'skyline' has been the arrival of four new operating theatres, so read on to find out just what their arrival on site will mean ...

#### **The new theatres have landed**

Over two weekends in the middle of September, a crane lowered four brand new modular operating theatres into place, on top of the Food Court, where they settled to form part of the Trust's operating theatre 'complex'. It involved moving 23 modules, which weighed between 8.4 and 20.5 tonnes and took two weekends instead of the expected one because intermittent high winds made it too dangerous for the crane to lift the extremely heavy components.

The crane was assembled in the hospital service yard and stayed there, lifting modules into place as and when the wind permitted until the final one was fitted into place. The whole 'operation' was extremely complex and involved temporarily closing the Food Court, the service yard and the residences road until the job was complete. Trying to keep a busy hospital running whilst undertaking major building work is no mean feat. Speaking about the experience, Simon Lewis, Operational Manager said: "Most organisations have the luxury of being able to close whilst major works take place, but here at Addenbrooke's that's an impossibility – so we just have to go that extra mile to make sure that disruption is kept to a minimum. The wind didn't help matters either. What with that and needing to keep the hospital up and running, getting the new theatres into place was a feat of organisation made possible only by the help of so many staff and the understanding of so many patients!"

Now that the new unit is finally in place, it is being fitted out with four orthopaedic theatres, a six-bed recovery, a sterile store, as well as offices and toilets for theatre staff, and should be fully operational by the end of the year.

**Please do contact the NHS Foundation Trust office if:**

- You would prefer to be contacted by e-mail in future.
- There is more than one member in your household, and you would like to share newsletters in future. Please contact us with the name of the members, and the address.
- You no longer wish to be a member.
- You are aware of a member who has died. The Trust endeavours, as far as is practicable, to check records before mailing. We would, however, be extremely grateful for any additional assistance in avoiding any further distress.

**IMPORTANT**

Please note that public members have the right to request that their details are not made available to members of the general public in the register of members.

To do so, please call the NHS Foundation Trust Membership Office on 01223 256 256 or email [foundation.trust@addenbrookes.nhs.uk](mailto:foundation.trust@addenbrookes.nhs.uk)

Patient and staff members' details are already withheld from general public view.

**Contact details:**

The NHS Foundation Trust Membership Office can be contacted on 01223 256 256 (internal extension 56256) or at [foundation.trust@addenbrookes.nhs.uk](mailto:foundation.trust@addenbrookes.nhs.uk)

Governors can be contacted at [governors@addenbrookes.nhs.uk](mailto:governors@addenbrookes.nhs.uk)

NHS Foundation Trust Membership Office, Box 146, Addenbrooke's Hospital, Hills Road, Cambridge CB2 2QQ